

## Crisis/Emergency Management Plan Template

Every chapter should have a plan in place in the case of an emergency or crisis. For some organizations at Dartmouth, the national organization provides such a template with clearly outlined steps to be taken in the case of an emergency or crisis. Other organizations should feel empowered to draft and install their own plan. In either case, chapters should first take the following actions:

1. Research if your organization provides a template for emergency response or has expectations for the chapter in the case of a crisis or emergency.
2. Complete or utilize the template below to outline the steps for your chapter (either identified by your local chapter or provided by your national organization). Sample steps of action are provided below along with the Dartmouth-specific and local resources that could be helpful to a Dartmouth Greek life chapter in the case of an emergency.
3. Ensure the chapter is educated about the crisis or emergency management procedure for the organization.

Examples of an emergency or crisis:

- The death or serious injury of a member at any time and/or a non-member at or during a chapter function.
- Any injury or incident involving a member and/or a non-member at or during a chapter function.
- Any injury or incident involving a member and/or a non-member that occurs on chapter property.
- Fire in the chapter facility or at a chapter event.
- Active danger at a chapter facility or chapter event (i.e., active shooter, etc.)

In the case of an emergency or crisis, identify the officer(s) in charge. Typically, this would be the chapter president. Consider who has authority to make decisions and issue communication.	
President Name:	Phone Number:
If the president or primary officer in charge is not available, the following officers can be contacted in the order provided below.	
Officer 1:	Phone:
Officer 2:	Phone:
Officer 3:	Phone:
Officer 4:	Phone:

Contact the following individuals within the organization as soon as possible and identify who should be contacted first	
Chapter/Graduate Advisor:	Phone: Order of Contact:
House Corporation Board President (if applicable):	Phone: Order of Contact:
(National or Regional Officer:	Phone: Order of Contact:
Does our organization have a protocol for notification in the case of emergencies/crises?  If yes, describe	
Does the organization have paperwork or an incident form that needs to be completed?  If yes, describe where to access the form with any additional specifics.	
Identify your steps for action (examples below)	
Step 1	
Step 2	
Step 3	
Step 4	

Step 5
Step 6
Step 7
<p><b>Membership Education Plan</b></p> <ul style="list-style-type: none"> <li>● Chapter leadership (Executive Board, Executive Committee, etc.) of your chapter should review your emergency/crisis management procedures and be familiar with important concepts of handling an emergency/incident. Every chapter officer, chapter advisor, and house corporation member (where applicable) should have a copy of the procedures.</li> <li>● Be certain that all members of the chapter (including new members) know that the chapter president or designee oversees every emergency situation. Though the president may choose to consult with other members who have some expertise or insight, final authority rests with the chapter president.</li> <li>● In the event the president is absent, the next ranking/selected officer should assume control. If such designations are not already in place, chapters should define them in this plan or in other chapter documentation. Ideally, the chapter president should notify the executive board, advisor, and house corporation president (where applicable) if they leave town or will be otherwise unavailable.</li> <li>● All members must know who is in charge and be prepared to follow instructions. Include a review of the chapter's emergency/incident management guidelines in a risk management program or chapter meeting each semester.</li> <li>● What is needed to educate members of our chapter (including officers, active members, and new members) about our emergency procedures?</li> </ul>

Sample Steps for Emergency Response

1. Call for emergency personnel in nearly all situations (i.e., major emotional emergency/incident (suicide ideation/behavior, depression, etc.), major health injury

(alcohol poisoning, life threatening trauma, etc.), crime (assault, major theft, harassment, fight, etc.). If you are unsure whether it is an emergency or not, you may still call the emergency numbers.

- a. General Emergency: Call Dartmouth Safety and Security at 603-646-4000 or 9-1-1
  - b. For minor crises (i.e., vandalism, possible emotional trauma to members, etc.), contact the Dean on Call or Safety and Security.
    - i. Office of Greek Life: 603-646-2399
    - ii. Dartmouth Safety and Security (Non-Emergency): 603-646-4000
  - c. Dick's House Health Service: 603-646-9400 (24/7 for urgent care)
  - d. Counseling Center: 603-646-9442
  - e. WISE (Local Crisis Center for Sexual Assault/Domestic Violence): 866-348-9473
2. Contain the area. Each situation is unique and requires different levels of containment of a facility/venue. If the emergency/crisis occurs at a chapter facility, consider prohibiting access to non-members except for medical, police, or College personnel. In some situations it may be best to limit access to current chapter members also. Ultimately, the lead member (usually your president) should work with appropriate officials to determine how to best contain the area. Assign one or more responsible members to calmly control access in and out of the facility/venue. Be ready to document the situation with as many details and specifics related to who, what, when, where, and how.
  3. Contact Dartmouth officials. Give the person(s) you contact as much helpful information as possible. This will include the following: time of incident, crisis location (address if possible), any injuries/fatalities, steps that have been taken to address the incident/crisis, etc.
    - a. Contact Dartmouth Safety and Security at 603-646-4000 (Non-Emergency Line) or 9-1-1 for emergencies. Safety and Security can assist in connecting you with appropriate campus resources and professionals.
    - b. An email should also be sent to the Office of Greek Life staff member. Contact information can be found at: <https://students.dartmouth.edu/greek-life/>.
  4. Contact your advisor. This may include your alumni advisor and/or house corporation president (if applicable) or your faculty/staff advisor and inform them of the situation. Request your advisor come to your location in order to consult with the chapter's leadership and Dartmouth officials.
  5. Contact your headquarters (if applicable). Many organizations have a crisis/emergency hotline. If not, call your organization's general number or other headquarters contact (executive director, regional or state support, etc.).
  6. Inform your members, including new members, about the situation. Explain that there has been an emergency and that the chapter facility (if applicable) is closed to all but members and appropriate personnel. Instruct members not to speak to anyone outside

the chapter about the incident except police, organization, and university officials. Do not discuss details, speculate on events, or otherwise elaborate on the situation until appropriate personnel arrive or provide additional guidance. If there is a need to inform members who are not present during an emergency, the president may delegate this responsibility to another member. The president may want to call an emergency meeting in addition to contacting members individually.

7. Coordinate chapter response. Depending on the situation, reinforce what has been done and who the designated officer in charge is. Request that members decline public comment until the situation is addressed and those involved are safe.
8. Address public interest. Be aware of who can speak on behalf of the chapter. Consider working with your national organization, advisors, and university officials in this process.
9. Follow up. Begin to understand what the next steps are following the immediate needs associated with the emergency.
  - a. Do not contact parents until notified by College officials or where appropriate the national organization.
  - b. There may be a need to relocate people, restrict access to certain areas, etc.
  - c. Work with Dartmouth to determine member needs. This may include case management resources or counseling resources. College staff can provide relevant resources and support in the short and long term to support the chapter.