



# DEALING WITH A CRISIS

## CRISIS MANAGEMENT FOR FRATERNITY AND SORORITY ORGANIZATIONS

### STEPS TO FOLLOW IN AN EMERGENCY:

#### ASSESS THE SITUATION

Stay calm while you determine if the situation is a true emergency. Incidents involving death, serious physical or emotional injury, alcohol-related situations or severe property damage are some of the occurrences that may be considered high priority emergency situations.

#### DIAL 9-1-1

The first call should always be to the emergency assistance number, 9-1-1. They will assist you by contacting the NMSU Police if necessary. If any individual is not responding or is showing signs of alcohol poisoning, call the emergency authorities immediately.

#### BE IN COMMAND OF THE SITUATION

Find the president or highest ranking officer. The president or highest ranking officer present needs to take charge of the situation and communicate that authority to the rest of the chapter. It is this person's responsibility to contact all needed emergency response personnel. Ask all chapter members present to halt all outgoing communication from the house/scene until the situation has been resolved. Do not make statements to anyone other than the appropriate emergency personnel, chapter advisor, and/or FSL staff member.

#### CLOSE THE CHAPTER HOUSE (IF APPLICABLE)

If an emergency of crisis has occurred in the house, secure the premises and allow only members and appropriate officials to enter.

#### CONTACT YOUR CHAPTER ADVISOR

Inform the chapter advisor of the situation and ask him/her to contact headquarters. Consult any emergency or crisis management protocol that you have received from your inter/national organization to assist you as well.

#### CONTACT APPROPRIATE UNIVERSITY OFFICIALS

Regardless of the time, immediately call one of the following Fraternity & Sorority Life advisors (in succession). During normal business hours contact the Fraternity & Sorority Life Office.

Abby Howard: (217) -204-2900 (After Hours) Advisor & Coordinator

#### ASSEMBLE YOUR CHAPTER MEMBERS

It maybe beneficial to assemble your chapter members to explain the situation and the steps taken since the incident occurred . The chapter president and/or advisor will make any statements when appropriate.

#### ADDRESS MEDIA APPROPRIATELY

Never say "no comment" to the news media. It is far better to state that the chapter will be making a statement at a later date when more information is available than to say "no comment" or communicate misinformation.

### PHONE NUMBERS TO REMEMBER

**NMSU POLICE DEPARTMENT:**  
(575) 646-3311

**STUDENT COUNSELING AND ASSISTANCE:**  
(575) 646-1512

**FRATERNITY AND SORORITY LIFE**  
(575)-646-3200