

CHI PHI FRATERNITY

Crisis Management

Call twenty-four hours per day, seven days per week – 1-800-849-1824

In Case of a Crisis

- Call 911 immediately if there is injury, death or danger.
- Notify the National Office immediately at (404) 231-1824 regardless of the time of day. A staff member will advise you on how to proceed.
- Notify your Chapter Advisor, Alumni Association President and House Corporation President.
- Notify your university's Greek Advisor or Dean of Students.
- In the case of injury or death of a member, DO NOT contact the parents or family. Leave that to professional counselors or the National Office staff.
- Close the Chapter house and closely control access by non-members.
- Gather all the facts.
- Assemble all members and briefly advise them of the situation. Assign jobs to appropriate members. Clearly appoint a single spokesman, preferably the Alpha or Chapter Advisor. No other members should have any contact with non-members, especially the media.
- Continue gathering facts and reporting updates regularly to your local advisors and to the National Office.

When to Report a Risk Management Incident

Members of Chi Phi have a responsibility to promptly report all incidents that could result in an insurance claim or be reported in the campus or community media. Prompt reporting often can prevent minor incidents from developing into major problems.

Additionally, chapters which do not contact the National Office about an incident within 72 hours of knowledge of the incident by any member of the chapter will be fined \$ 500.00

What do I report?

While on the scene of the incident, get names, addresses and phone numbers of all those involved, including witnesses, for:

- Any incident that caused or contributed to an injury or death
- Any demand for compensation, whether verbal or written
- Any law suits or subpoenas served on you or on your chapter or on the Fraternity
- Any contacts by an attorney or investigator asking about an occurrence that happened at the Chapter or that involved Fraternity members

What do I do after I Report?

- Do not admit responsibility or liability in any accident or occurrence.
- *NEVER, NEVER, NEVER* discuss an incident with an attorney or investigator, other than appropriate law enforcement officials, without clearance from the National Office, Kirklín & Company, Inc., or LMS Risk Management, LLC. Close your Chapter house immediately. Closely control access by outsiders and guests.
- Appoint one spokesman to handle any questions from outsiders who might inquire about the occurrence. In most cases this should be the Alpha or Chapter Advisor.
- Instruct your brothers not to discuss incidents with anyone.
- Within 24 hours, submit a *detailed* written report to the National Office, with as much information as possible including witnesses, circumstances leading to the occurrence, whether alcohol was involved and if it was a chapter-sponsored event.
- Continue constant communications with the National Office.

What can I do to protect Chi Phi?

- Use common sense and good judgment.
- Do not hesitate to call the National Office with any questions.
- Report all the facts as they happened. Do not attempt to hide or alter the facts no matter how damaging they may seem. Investigations are based on the facts as reported. Cooperate with law enforcement officials.

How should I deal with the media?

First, make sure that only one designated spokesman responds to the media. If the chapter is uncomfortable with that, direct all media inquiries to the National Office.

- Be honest . . . be factual . . . be prompt!
- Answer two questions only: (1) What happened, and (2) What you are doing about it. Express appropriate concern.
- If you don't know the facts, don't speculate. Say that you will get the information promptly.
- Never respond with "No comment." ("I don't know" is a preferred reply.)
- Remember, when dealing with the media, nothing is *off the record*.
- Answer only questions asked. Don't volunteer information.
- If being taped for TV or radio, DO NOT REPEAT the question. (It can be taken out of context and broadcast as a statement of fact.)
- Don't get frustrated, mad or defensive.
- Don't blame anyone. Stay cooperative and united.
- Recognize potential trick questions.

Important Risk Management Contacts

Michael Azarian

Executive Director

(404) 231-1824

azarian@chiphi.org

George Hall

Grand Eta/Legal Counsel

hall@chiphi.org

