

# Fraternity & Sorority

## Emergency/Incident Recommended Procedures

UNIVERSITY OF CALIFORNIA, BERKELEY

Emergency/incident management guidelines are provided in an effort to give a logical framework in the event of an emergency/incident involving your chapter and/or members/guests. Though our hope is that preventative measures such as fire safety, alcohol regulation, risk management, and hazing abolition will help chapters avoid any potential crises, the reality is that an emergency or crisis will occur; some incidents do occur and cannot be predicted. Taking the time to prepare for—and ultimately prevent – tragedies that can be avoided, could save not only a chapter, but more importantly **a life**.

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### What is this Document?

Many chapters already have emergency/crisis management guidelines developed by their headquarters, housing corporation, insurance carrier, etc. This document is meant to be a **supplemental resource** to those procedures, providing names and contact information for University officials who can be of assistance.

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### What is a Crisis?

These guidelines should be used if an emergency/incident or tragedy involving your chapter occurs either on or off chapter property. Examples of such situation include, but are not limited to:

An accident resulting in severe or fatal injuries, sexual assaults or domestic disputes, or a member attempting or committing suicide

Fire or explosion in the chapter facility

Substantial damage to the chapter facility caused by storms, floods, tornadoes, or earthquakes

Deliberate damage to the chapter facility from malicious mischief, sabotage, or riots

Guests, members, or the entire chapter being accused of violating local, state, federal, or university/college laws, rules, and regulations

There may be other types of emergencies, which are not identified specifically above

*\*Examples provided by Willis Insurance, LLC.*

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### Educate Your Members!

1. The entire 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**.
2. Be certain that all members of the chapter (including new members) know that the **chapter president is in charge of 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.
3. In the event the president is absent, the next ranking officer should assume control. If such rankings are not already in place, chapters should **define officer rankings** and include them in the chapter by-laws. Ideally, the chapter president should notify the executive board, advisor, and house corporation president (where applicable) if s/he leaves town or will be otherwise unavailable.
4. 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 each semester. The undergraduate house manager and the house director (where applicable) should also be aware of the procedures.

# General Procedures for Dealing with an Emergency/Crisis

**1. Call for emergency personnel** in nearly all situations [i.e., major emotional emergency/incident (suicide ideation/attempt, 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, always call the emergency numbers.

## **On or near UC Berkeley campus**

UCPD Emergency: 510-642-3333

## **Off campus or landline**

General Emergency: 9-1-1

For **minor crises** (i.e., vandalism, possible emotional trauma to member, etc.), contact a Fraternity & Sorority Life staff member or UCPD (campus police).

## **Fraternity & Sorority Life Staff, UC Berkeley**

Front Desk: 510-642-5171

## **University of California Police Department**

Non-Emergency: 510-642-6760

Emergency: 510-642-3333

**2. Contain the area.** Each situation is unique and requires different levels of containment of a facility/venue. If the emergency/crisis occurs at the chapter facility, consider prohibiting access to non-members except for medical, police, or University 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.

**3. Contact University 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

**During Business Hours:**

**Fraternity & Sorority Life Staff, UC Berkeley**

**General Front Desk: 510-642-5171\***

*\*Inform them that it's an emergency regarding a fraternity/sorority and that you need to speak to a professional staff member*

*\*\*Always leave a detailed message about the situation including your name, phone number, organization.*

**After Business Hours/University Closures:**

**University of California Police Department** (if you have not already contacted them)

Non-Emergency: 510-642-6760

**Always Send an Email:**

**Fraternity & Sorority Life Staff, UC Berkeley**

**General email:** FandSLife@berkeley.edu

**Christina Wellhouser:** cwellhouser@berkeley.edu

**Brandon Tsubaki:** btsubaki@berkeley.edu

**Dustin Page:** drpage@berkeley.edu

**4. Contact your local advisor.** This may include your alumni advisor and/or house corporation president (if applicable) and inform him/her of the situation. Request your advisor to come to the chapter facility or other location immediately in order to consult with the chapter's leadership and University 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 (Leadership Consultant, Executive Director, 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 University/emergency personnel. Instruct the members not to speak to anyone outside the chapter about the incident except police and University officials. Do not discuss details, speculate on events, or otherwise elaborate on the situation until police, University officials, and/or chapter advisor(s) arrive. Emphasize the need to remain calm and assure chapter members that everything is under control. If there is a need to inform members who are not present, the president may delegate this responsibility to another member. The president may want to call an emergency meeting in addition to contacting members individually.

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## Managing the Media

If the media contact the chapter, only the **designated spokesperson** (usually the chapter president or advisor) should speak for the chapter. With the assistance of the chapter's legal counsel (where possible), the chapter advisor, headquarters (where applicable), and University officials, the chapter should prepare a formal statement to be issued to the media. Prior to the development of such a statement, the following standby statement may be useful:

*"We can confirm that [describe incident briefly] occurred on [day] around [time] near [location]; we will do all we can to provide information as it becomes available. Currently, we are working with the appropriate authorities and further information will be provided once we have completed our investigation of all pertinent matters. In the meantime, we are unable to entertain any questions"*

\* *This statement or one similar may not be applicable or appropriate in every situation.*

***Absolutely NOTHING else should be said.***

Even a short conversation with a reporter may be published/broadcast; **there is no such thing as "off the record."**

Keep the chapter **facility locked**. Permit only members and appropriate officials to enter.

**Do NOT release any names** to the media until a University official has advised that the timing is appropriate.

## Serious Injury or Death of a Member

In the event of a serious injury or death, medical or police personnel will notify the family.

**Do not notify the parents.** Current parent/guardian contact information should always be on file with the chapter. After you know the family has been contacted, it may appropriate then, and only then, for a chapter representative (chapter president, advisor, etc.) to call and share the chapter's concern. Before doing so, consult with University personnel, chapter advisors, and headquarters.

**Respect the wishes and desires of family** as much as possible. Especially during serious illness or injury, members may want to visit but you should respect the family's wishes during this time.

In the event of a chapter member's death, members' attendance at a funeral or memorial service should be coordinated with the family or other person designated by the family.

Do not forget the needs of your own members. Serious injury or death can impact your entire chapter and they will likely need or want support during this time. In addition to friends and family, the University provides many other resources for your members.

See some of the resources at [www.uhs.berkeley.edu](http://www.uhs.berkeley.edu) or speak with any staff member at UC Berkeley.

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### For each contact person, have the following information:

Name  
Position  
Phone  
Email Address

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***Remember, the primary goal of emergency/crisis management is prevent any further fatalities, injuries, illnesses, and harm to members, guests, and the community.***

# Incident Reporting Form

*(adapted from Sigma Phi Epsilon Fraternity)*

College/University:
Chapter Facility Address (Street Address, City, State, Zip Code):

Reporter's Name (First and Last):	Reporter's Position (or Relationship to Chapter):
Reporters Address (Street Address, City, State, Zip Code):	Reporter's Email Address:
Reporter's Phone Number:	

Date of Incident (Month, Day, and Year):	Time of Incident (XX:XX AM/PM):
Name of Location (i.e. Chapter Facility, Campus Gym, Smith Hall, etc.):	Location of Incident (Street Address, City, State, Zip Code):
Did the incident occur on chapter premises? <input type="checkbox"/> - Yes <input type="checkbox"/> - No	Was this a chapter event (planned by chapter or attended by chapter)? <input type="checkbox"/> - Yes <input type="checkbox"/> - No
Was alcohol present at the event? <input type="checkbox"/> - Yes <input type="checkbox"/> - No	Was this a new members/pledge/neophyte activity? <input type="checkbox"/> - Yes <input type="checkbox"/> - No

Name (First and Last):	Name (First and Last):
Sex: <input type="checkbox"/> - Male <input type="checkbox"/> - Female	Sex: <input type="checkbox"/> - Male <input type="checkbox"/> - Female
Age:	Age:
Membership Status: <input type="checkbox"/> - Member <input type="checkbox"/> - Non-Member <input type="checkbox"/> - Alumn	Membership Status: <input type="checkbox"/> - Member <input type="checkbox"/> - Non-Member <input type="checkbox"/> - Alumn
Injured Person's Address (Street Address, City, State, Zip Code):	Injured Person's Address (Street Address, City, State, Zip Code):
Injured Person's Phone Number:	Injured Person's Phone Number:

Was a police report made? <input type="checkbox"/> - Yes <input type="checkbox"/> - No	Name (First and Last):
Police Department:	Address (Street Address, City, State, Zip Code):
Police Department Phone Number:	
Reporting Officer's Name:	Telephone Number:
Report Number:	

Date Reported to Police (Month, Day, and Year):	Date Reported to University (Month, Day, and Year):
Date Reported to Headquarters (Month, Day, and Year):	Date Reported to Chapter Advisor/Key Volunteer (Month, Day, and Year):

*\*Include a copy of a narrative of the incident with 'The Incident Reporting Form.' See 'How to Write an Information Report' for more details.*

*\*\*Always maintain a copy of this and any other reports for chapter records.*

## How to Write an Information Report

Always keep a **notebook, writing utensil**, and the '**Incident Reporting Form**' easily accessible. The Information Report should provide helpful information about an event. Even if you don't think it is necessary, **having the information documented** in an Information Report can be **useful** for the future.

The first time using their name indicate his/her **membership status/position** and **first & last name** ('Chapter President Frank Jones,' 'Member Jane Doe,' or 'Guest Joe Smith')

After the first notation use his/her membership status/position and last name ('President Jones,' 'Member Doe,' or 'Guest Smith').

When confronting an incident always **use your 5 senses** to document objective and specific details. Use the **show-not-tell narration**.

Use numbers when possible to help quantify rather than terms like "lots" or "a few."

Describe behaviors rather than state your perception (i.e. Use 'Guest Smith complained of extreme pain on her left leg and blood was visible' rather than 'Guest Smith was hurt badly').

Explain how you came to conclusion (personal interaction, witness told you, written in a report, etc.).

Information reports should be **written in third person** so others can read it easily.

12:34am - President Frank Jones receives a phone call from Member Michael Lee regarding smoke coming from Room 2A of the Alpha Alpha Alpha Fraternity House (123 Main Street, Berkeley, CA).

12:36am - President Franks arrives to the Alpha Alpha Alpha Fraternity House at which time there are two Berkeley Fire Department engines present and approximately 20 chapter members and non-members present.

**List all individuals** who are present if possible.

The incident report may be used as an **official document** so be thorough and reread your document

You may have **more than one person write a report** if necessary, especially if you were present for only a portion of the incident.