

**Crisis Management Guide**  
**For Fraternities and Sororities**  
Office of Student Leadership and Engagement  
Fall 2009

**Steps to Follow in an Emergency**

**1. Assess the situation**

Is the situation a true emergency? Incidents involving death, serious physical or emotional injury, or severe property damage are some of the occurrences that may be considered high priority emergency situations.

**2. Be in command of the situation**

The president or highest ranking officer needs to take charge of the situation and communicate that authority to the rest of the chapter. The person in command becomes the official spokesperson for the chapter and must make all the necessary contacts. **Begin to keep a detailed record of every action you take.** Document dates, times, actions taken, people involved, etc. This record may be useful in providing accurate data at a later time.

**3. Dial 911**

The first call you make should always be to the emergency assistance number, 911. They will assist you by contacting the proper emergency authorities. If on campus call UT Security: X3333 or 251-5133 from a cellular phone.

**4. Contact appropriate University officials**

Regardless of the time, immediately call one of the following student affairs professionals (**in succession, until you reach someone personally**):

1. Coordinator of Student Organizations- Jaclyn Carden  
(W) 813-253-6233 (C) 313-478-6079
2. Associate Director of the Office of Student Leadership and Engagement- Kim Northup  
(W) 813-253-6233 (C) 813-748-5880
3. Associate Dean of Students –Stephanie Russell-Holz  
(W) 813-253-6233 (C) 813-449-0859

If you cannot reach anyone at the above numbers, contact the Office of Campus Security and they will notify the appropriate University officials.

**5. Assemble your chapter members**

It may be beneficial to assemble your chapter members to explain the situation and the steps taken since the incident occurred. Ask them to halt all outgoing calls from the scene until the situation has been resolved, and to make no statements to anyone other than the appropriate University officials. The president will make any statements when appropriate.

**6. Contact your chapter advisor and (inter) national office.**

Tell your chapter advisor about the situation and determine who will contact the Inter/National Office. If you do not reach the chapter advisor, make sure you call the inter/national office yourself.

**7. Contact the appropriate Council President**

The Greek Advisor should contact the Council President and advise him/her of the situation for you. But if you cannot reach him/her, it is your responsibility to contact the Council President yourself.

IFC President:	Ryan DeBock 631-258-9019
MGC President:	Melissa Morin
Panhellenic President:	Nikki Martin 630-745-1167
NPHC President:	Dea Beneby 813-507-7224

**8. Address the media appropriately**

Consult with the Office of Student Leadership and Engagement, the Office of Public Information, and your chapter advisor and/or inter/national office before making any statements to the press. Do not post photos of the incident or make statements on social media networks, blogs or personal Web pages.

**PHONE NUMBERS TO REMEMBER**

<b>Emergency Assistance</b>	<b>911</b>
<b>Campus Security</b>	<b>X3333 or 251-5133</b>
<b>Hillsborough Crisis Ctr.</b>	<b>234-1234</b>
<b>Victims Advocate Hotline</b>	<b>257-3900</b>