

Crisis Management Guide For Student Organizations

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 organization. The person in command becomes the official spokesperson for the organization 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 organization members

It may be beneficial to assemble your organization 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 advisor.

Tell your advisor about the situation.

7. Address the media appropriately

Consult with the Office of Student Leadership and Engagement and the Office of Public Information 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

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