



INCIDENT RESPONSE PLAN UPDATED DECEMBER 2018

The Fraternity's primary concern is the safety and well-being of our members. The following information is intended to help prevent risk management crises and to outline the basic steps a chapter should follow in case of an emergency.

EDUCATE MEMBERS BEFORE AN EMERGENCY

Teach Risk Management and Incident Response to the Membership

The Triangle Code of Ethics, Philosophy on Alcohol and Substances, Risk Management Policies, Good Samaritan policies and this Incident Response Plan should be discussed during the new member education program. Also review these policies and procedures with the entire membership at the beginning of each semester. The first concern always should be the safety and well-being of each member. All members must know who is in charge and be prepared to follow instructions.

Identify the Leader BEFORE the Problem Happens

At the chapter level, there should be a designated officer in charge for each event. This may be the President, a VP, social chair, risk manager or another member of the executive team. The designated officer should not consume alcohol for a reasonable amount of time prior to and during the event. The designated officer should take charge if any incident occurs. The designated officer should consult with volunteers, staff, and other members who possess more expertise or insight. The final decision, however, must rest with the designated officer. All chapter officers should know where to find a copy of the chapter's emergency procedures.

IF A SERIOUS INCIDENT OCCURS...

1. **Call emergency number(s) — usually 9-1-1 — so appropriate emergency personnel (e.g. police, fire, EMT, etc.) can respond.** Cooperate fully with the needs of any public safety organization.
2. The designated officer (e.g. President, officer next in line if the President is not present, etc.) takes charge.
 - Restrict access to the venue immediately. Permit only your members and appropriate officials to enter.
 - Assign one or more responsible members to calmly guard the entrance(s) and exit(s).
 - Do not tamper with any part of the area involved in the incident, specifically things that might be construed as evidence or areas involved with the incident.
 - Assemble your members in a group (in case of fire, assemble outside, in the front near the street). Everyone should remain calm. Explain there is an emergency, but that it is under control. If possible, take note of who is and is not present. Remind members that only the President or Chapter Advisor can speak for the chapter if contacted by the media.
 - Do not speculate on what occurred. Details about the incident should only be shared with appropriate officials (police, university staff, National Headquarters staff, etc.) investigating the incident. Members

should not discuss details about the incident with friends, significant others, parents, on social media, etc.

3. Call Tom Pennington, Triangle Executive Director, at (317) 702-1852. If there is no answer, call Drew Hopson, Director of Chapter Services, at (219) 928-8633. If during normal business hours and the previous numbers are not answered, contact Triangle HQ at 317-837-9640.
4. Notify your Chapter Advisor:
Chapter Advisor Name: _____
Home/Work/Cell Number/s: _____
5. Contact appropriate campus officials:
Campus Official Name/Title: _____
Home/Work/Cell Number/s: _____
6. Fully cooperate with appropriate authorities, providing all requested information in a timely manner.
7. During the investigation, it is recommended that members not wear Triangle logo clothing when in public. Media outlets often look for members in public to confront with cameras and microphones. We want to keep any discussion of the incident limited to the designated officer or representative.
8. Submit all requests for information about the incident to the National Headquarters in a timely manner.

RESPONDING TO THE MEDIA

- If contacted, only the President or Chapter Advisor should speak for the chapter.
- Questions from the media should be immediately referred to Tom Pennington, Executive Director, at tom@triangle.org or (317) 837-9640. **Please do not provide the cell numbers above.** The National Headquarters will provide direction on any media statements.
- Avoid saying “no comment”, as it leads to speculation. Instead, simply state: “I do not have any information to share. I suggest you contact Triangle HQ at (317) 837-9640.”
- Keep repeating the above statement if you are pursued further. Do not give in because you are asked the same question several different ways.
- Never release names or admit any liability.

SERIOUS INJURY OR DEATH OF A MEMBER

- **DO NOT NOTIFY THE FAMILY.** Medical or police personnel who are trained in this will notify the family. You should share the parent/guardian information on file (if available) with proper authorities. After you know the family has been notified, it may be appropriate for a chapter representative to call and share your concern. The National Headquarters staff can provide direction on what outreach, if any, is appropriate from the chapter.
- In the case of serious injury or illness, find out the visitation wishes of the family and coordinate this with members of the chapter.

- In the event of a death, do not remove any personal items from the student's room. Do not let members enter the room. Allow only authorized personnel to enter the room. If possible, keep the door locked. Ask the family what their wishes are in regard to the member's possessions. You may offer to pack them in boxes, but it is more likely that the family will want to do this themselves. Before they arrive, be sure that any borrowed items are returned. When the family arrives, have empty boxes available and offer your help. Understand that this is a very difficult time for them and they may want privacy.
- Coordinate members' attendance at the funeral or memorial service, if appropriate. Along with your Chapter Advisor, discuss with the family or their designee the possibility of conducting Triangle's Memorial Service.

FOLLOW-UP

University staff is usually available for member counseling and general assistance. Individual and group counseling is strongly recommended following any crisis situation. Triangle HQ may also have options from individuals or organizations experienced in this area.

References: *Linda Wright, Engle Martin & Associates; Pi Kappa Phi and Sigma Phi Epsilon Crisis Management Procedure Manuals and; Dr. Lori Hart. Our thanks to our Interfraternity partners for their permission to modify their resources for our use.*