

CRISIS MANAGEMENT GUIDE

Campus Activities and Student Organizations

TEXAS  STATE[®]

LBJ Student Center

A member of The Texas State University System

Crisis Management Plan

Step 1

Assess the situation. Members should contact the President and Risk Management Officer (if applicable). Depending on the nature of the emergency these officers should contact:

Medical Emergencies.....911 or EMS at: (512) 353-5115
Fire.....911
Texas State University Police Department.....(512) 245-2805
San Marcos Police Department.....(512) 753-2108
Campus Activities and Student Organizations office.....(512) 245-3219

Step 2

If it is necessary to send someone to the hospital by ambulance for an injury, direct an officer or responsible member **other than the president** to accompany the patient and serve as a liaison between the chapter and the hospital, with instructions to contact the president with progress or information as soon as possible. This person should have a cell phone or means of communication and the president's contact number. **DO NOT CONTACT PARENTS!** University administrators or trained medical personnel will do so if needed.

Step 3

IMMEDIATELY REPORT THE CRISIS TO:

Terence Parker (Greek Organizations) (512) 644-6531 (cell) or
Michelle López (All other Student Organizations) (512) 393-1337 (cell)

and

Risk Management Coordinator **Pete Isaac** (850) 377-6404 (cell)

Step 4

4A. Contact your Chapter Advisor: Name: _____
Phone: _____
Alt. phone: _____
4B. Contact your National HQ: Contact name: _____
Phone: _____
Alt. phone: _____

Step 5

Assemble your members in a group. Explain that there is an emergency and that the house (if applicable) is closed to non-members. Instruct the members that they are not to speak to anyone about the incident who is not a member. The president should be the only spokesperson for the chapter. Do not discuss details or speculate on events until police, university officials, and your advisor have arrived.

Step 6

If the news media should contact the organization, only the president or advisor should be the spokesperson. With the help of the Office of Campus Activities and Student Organizations, alumni, or advisors, prepare an appropriate statement that may be shared with the media. Do not release any names. The university will probably take over the responsibility of dealing with the press and contacting parents if appropriate.

SERIOUS INJURY OR DEATH OF A MEMBER

- **DO NOT NOTIFY THE PARENTS.** In the event of a serious injury or death, medical or police personnel (who are trained) will notify the family. You should, however, always have the parent/guardian information available for the proper authorities. If you know that the patient's relationship with his or her parents may be seriously affected if parents are notified (for example, if a student whose religion dictates that he or she may not drink alcohol is suffering from alcohol poisoning), it is appropriate to share such information with hospital personnel. Only after you know that the family has been notified, is it appropriate for a chapter representative to call and share your concern/regards for the patient.
- In the event of a death, do not remove any personal items from the room. Do not let members enter the room. Temporarily, move any roommates to another room in the house. Allow only authorized personnel to enter the room. If possible, keep the door locked. Ask the family what their wishes are concerning 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 difficult time for them and they may want privacy. Clean the room only after instructed by the appropriate official.
- You will want to coordinate member attendance at a funeral or memorial service. Along with your advisor, discuss with the family or the family's religious leader the possibility of conducting your organization's Ritual Memorial Service if appropriate.
- In the case of serious injury or illness, find out the visitation wishes of the family and coordinate this with members of the chapter.

FIGHTS AND HOSPITALIZATION

- If you have doubts as to whether to contact Terence Parker, Assistant Director, LBJSC or another university official, please call! Even with bad news, it is always better for you and the organization for University officials to hear it from you rather than the police.
- If your members are involved in any type of altercation where someone is sent to the hospital, please call Terence Parker, 245-3219 (W) 392-4605 (H), 644-6531 (C) to let him know what has occurred.
- If someone is sent to the hospital and released shortly thereafter and you do not feel it needs immediate attention, please call the Campus Activities & Student Activities voice mail (512) 245-3219 and leave a message so a University official will be made aware of the situation as soon as possible.

ALCOHOL POISONING OR POSSIBLE DRUG OVERDOSE

If you encounter someone (member or guest, etc.) who may be suffering from acute alcohol intoxication or “alcohol poisoning,” you need to take the following actions:

- **DO NOT assume the person will be fine by “sleeping it off!”**
- **Try to wake the person.** Can they be woken? Are they unconscious? Try to call their name. Pinch their skin — they should have some reaction. Remember that alcohol is a depressant and it will numb the nerves, so by pinching the skin you can gauge how far along in the “overdose” process they are.
- **Turn the person on their side and DO NOT leave them.** Turn them on their side so that if they vomit, they will not choke. If they are on their back, they may vomit and you would never see it or notice because it could get trapped in their throat and choke them. Stay with them. Only leave if you have to go to a phone or to get someone to help you. Monitor their breathing. Make sure they do not roll back over on their back.
- **Check skin color or temperature.** Is enough blood getting to the skin? A sign that you should get help is if a person has bluish or pale skin, or if the skin is clammy or cold. Such a person is not getting enough oxygen.
- **Check the person’s breathing.** If a person is breathing irregularly with a few breaths and then nothing for a while — this is a sign that **MEDICAL ATTENTION IS NECESSARY**. If the person’s breathing is too slow or shallow — less than 8 breaths a minute or more than 10 seconds between breaths — this is another sign that **YOU SHOULD GET MEDICAL HELP IMMEDIATELY**.
- **Remember that there are no absolutes — everyone is different.** *These are just some of the potential signs of acute alcohol poisoning.* A person may have one or all of them. Remember that if you cannot wake a person up at all, then it is a serious situation. If you are at all concerned, **DON’T EVER HESITATE TO GET HELP!**

For instances of potential **drug overdose** or mixing of **alcohol** with **prescription drugs** or **recreational drugs**, you should **ALWAYS GET IMMEDIATE MEDICAL ASSISTANCE**. There is no way for you to know how the drugs are affecting each other and what toxic combinations a person may have in their system. Don’t be afraid to get a person in trouble — parents, friends, legal authorities, and the university will always be more concerned with helping the person and keeping them safe than getting them in trouble. **HESITATION COULD CAUSE DEATH OR PERMANENT INJURY, GET HELP IMMEDIATELY!!!**

CRISIS MANAGEMENT REPORT FORM

Assembling all of following information will help you to clarify what really occurred in order to prepare any official statements or respond to University inquiries. Make sure you verify the information.

The organization's spokesperson will be (preferably President) _____.

What Happened? Who Was Involved?

When (specific date, and time)? Where (exact location)?

Why did this occur? How did this occur?

List Property Damage:

Nature of Injuries:

Applicable University/Organizational Policies: