Crisis Management Protocol

Officer In-Charge

The President is the Officer In-Charge of every emergency. Final decision making authority rests with the Officer In-Charge.

President: ________________________ Ph. ________________________

If the President is not available, contact the following officers, in rack order.

2. ________________________ Ph. ________________________
3. ________________________ Ph. ________________________
4. ________________________ Ph. ________________________
5. ________________________ Ph. ________________________

No action should be taken without the consent of the Officer In-Charge!

Alumni/ae Officials

Contact the following individuals as soon as possible.

Chapter/Graduate Advisor: ________________________ Ph. ________________________

Housing Corporate Board President: ________________________ Ph. ________________________

Inter/National or Regional Officer: ________________________ Ph. ________________________

University Officials

If necessary, call 911, then contact a University Official. Proceed through this list, in order, until you reach someone. Explain that there is an emergency and provide details.

Office of Student Life – (319) 273-2683
Steffoni Schmidt – (319) 243-5095
Taberie Van Boening – (620) 845-0058
Ben Knaack – (641) 990-5853

Do not hesitate to call at any hour, regardless of the situation!

Additional Phone Numbers

UNI Police – (319) 273-2712
Dean of Students – (319) 273-3223
Office of Compliance and Equity Management – (319) 273-2846

1) If Necessary, Call 911
   - Be calm and concise.
   - Provide complete information to the dispatcher.

2) Contact Officer In-Charge
   - Contact the President.
   - If the President is not available, contact the next responsible Officer In-Charge.
   - The Officer In-Charge has final decision making authority and should refer to all Emergency guidelines (both University and Inter/national)

3) Restrict Access and Phone Use
   - Assign members to restrict individuals from leaving or entering the chapter facility, depending on the situation.
   - Assign a responsible member to answer the chapter phone and take messages.
   - Keep members off person phones to avoid rumors.

4) Contact University and Alumni/ae Officials
   - Call through the list of University Officials until someone has been reached.
   - Call Alumni/Graduate Officers as soon as possible.
   - Do not discuss the situation with the public until University and Alumni/ae Officials have arrived to help.

5) Coordinate Chapter Response
   - Assemble members to explain the situation. In the case of an attempted suicide, wait for a University or Alumni/ae Official to arrive.
   - Explain that the Officer In-Charge is the sole spokesperson for the chapter (unless otherwise indicated by the Inter/national organization).
   - Ask members to decline comment, especially until the situation is under control.

6) Address Public Interest
   - Only the Officer In-Charge should speak on behalf of the chapter.
   - With the help of University and Alumni/ae Officials, prepare an official written statement before commenting to the press.

7) Follow-Up
   - Do not contact parents until notified by the University Officials.
   - In the event of a death, relocate roommates and restrict access to the member’s room/possessions.
   - University Officials may arrange for group/individual consultations.
   - Refer to Inter/national organization emergency procedures for more specifics.