

# **UCLA CRISIS MANAGEMENT & EMERGENCY RESPONSE PLAN**



Procedures to be followed by Greek-letter organizations in the event of an emergency, tragedy, or natural disaster

**Center for Student Programming, Fraternity & Sorority Relations**

University of California, Los Angeles

105 Kerckhoff Hall

Los Angeles, CA 90095-1376

(310) 825-6322

[www.greeklife.ucla.edu](http://www.greeklife.ucla.edu)



4. **INFORMING MEMBERS / MAKING PUBLIC STATEMENTS.** Assemble your members in a group. Depending on the situation, out-of-house members may need to be called in for a meeting. It is important that all members remain calm during the crisis. Explain to them that there is an emergency situation and that the house is closed. Ask them to cooperate in halting outgoing phone calls until the situation is under control. Do not discuss the situation until a FSR Fraternity/Sorority Advisor, Chapter Advisor, or House Corporation President arrives.

Instruct your members to make no statements to anyone other than University Personnel or Fraternity/Sorority officials. As the president, you make any appropriate statements to the media after the situation is under control and you have discussed the content of your statement with school or fraternity/sorority officials. Make sure, however, that all members know what your prepared statements will be.

*In any emergency, use extreme tact and caution in your actions and statements to members, the media and others. Where possible litigation may follow, be extremely cautious about jumping to conclusions or speculation.*

5. **WHEN A MEMBER IS INJURED, BECOMES SERIOUSLY ILL, OR DIES.** Do not notify parents. In the event of a serious accident or illness, the medical personnel will notify parents and advise them of the student's physical condition. In the event of a death, the appropriate law enforcement or university official will notify parents.

If the situation is a death outside the house, do not make an announcement until a university official or your chapter advisor has arrived to help. Be very careful about this information. If the member was living in the house, do not move any of the deceased student's personal possessions. Since most members share a room, you may want to move the roommate somewhere else temporarily. You should contact the family, **after** they have been appropriately notified, to offer sympathy on behalf of the chapter and ask what their wishes are in regard to gathering the member's possessions. If the family desires to pack the member's belongings, have empty boxes available and offer to help. Be aware that this is a difficult time for the member's family and they may want/need privacy.

In the case of serious injury or illness, find out the visitation wishes of the family and coordinate this with chapter members. Always respect the wishes and desires of the family.

6. **IF A MEMBER ATTEMPTS SUICIDE.** In the case of a suicide attempt, with or without serious injury, do not assemble your members or call parents. Contact university personnel or your chapter advisor to discuss the situation and welfare of the member.

**Suicide Prevention Hotline (24 Hours): (310) 391-1253**

7. **SELECTED CAMPUS RESOURCES.** During times of crisis or tragedy within a fraternity/sorority, individual and group counseling is strongly recommended. There are several campus resources available to assist your chapter in crisis situations. Your FSR Fraternity/Sorority Advisor will assist you. Do not hesitate to call for help.

**UCLA Student Psychological Services (310) 825-0768**  
**UCLA Helpline (8:00 p.m. – midnight every day) (310) 825-HELP**  
**University Religious Conference (310) 208-5055**

8. **EMERGENCY RESPONSE PLAN IN THE EVENT OF AN EARTHQUAKE, CIVIL DISTURBANCE AND NATURAL DISASTER.** In the event of a building or structure emergency affecting a housed fraternity/sorority, residents should agree *in advance* on an **outdoor meeting place** away from the structure if evacuation is necessary. If off-campus areas must be evacuated, emergency coordinators/rescue teams will attempt to assist you. If teams are unavailable, residents should follow the indicated routes to campus, walking together in groups. (See map on next page) The designated *region evacuation areas* are as follows: **Fraternities; [5] Drake Stadium and South IM Fields, [6] Sunset Canyon Recreation Center**, and for **Sororities; [2] Perloff/Schoenberg Plaza**. At these assembly sites, Information Command Posts will be established and provide further instruction and assistance. If temporary shelter is necessary, residents will be instructed on designated locations.
  
9. **CAMPUS EVACUATION ROUTE IN A DISASTER SITUATION.** If an area wide disaster impacts the campus community, follow designated evacuation routes or Emergency Coordinators if present (wearing emergency vests) to the Disaster Evacuation Areas. (See map on following page)
  
10. **ROLE OF FRATERNITY/SORORITY.** In any major emergency, special teams will respond quickly to off-campus areas if possible. If resources are scarce, groups must be prepared to cope with their immediate situation. The fraternity/sorority will be responsible for coordinating the response to the emergency until help arrives, using resources on hand. Each fraternity/sorority house should have an emergency plan for this purpose including: emergency checklist, identified evacuation routes and outdoor meeting place, access/cut off of gas and water valves, extra bottled water and emergency kit/supplies.
  
11. **ROLE OF CSP/FRATERNITY & SORORITY RELATIONS.** In an emergency situation, the staff of FSR is ready and willing to assist you. As president, you should not fear approaching the university for assistance in a time of crisis. Our primary concern is for the safety and well being of your members. In many cases, we can assist you in making important arrangements such as organizational management, group and individual counseling, proper administrative notification, communication with alumni and general fraternity/sorority personnel, and planned memorials. *Please do not hesitate to contact your university advisor in a crisis situation.*
  
12. **EMERGENCY INFORMATION.** In the event of a major emergency, an Emergency Public Information Center will serve as the primary source of information. A UCLA EMERGENCY HOTLINE will be activated and carry critical information about the campus, academic schedules and closures. Information will also be provided to campus and local AM radio stations and the Emergency Broadcast System (EBS).

**UCLA Emergency Hotline**  
**Chancellor's Information Line**  
**Dean of Students**

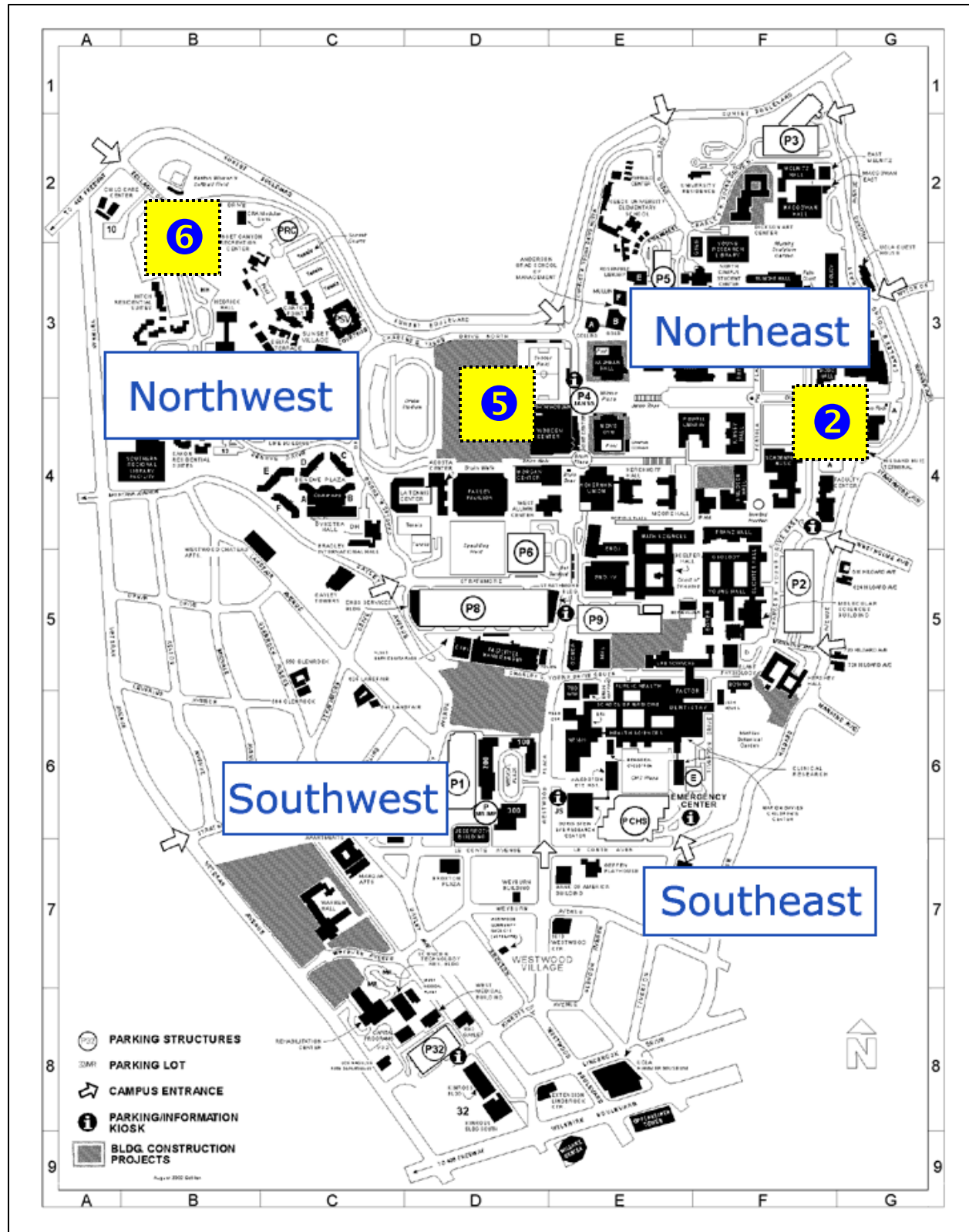
**(800) 900-UCLA**  
**(310) 825-2121**  
**(310) 825-3871**

**Emergency Radio - UCLA**  
**Emergency Radio – General Public**

**AM 810**  
**AM 980 / KFWB**  
**AM 1070 / KNX**

For more information on UCLA emergency procedures and disaster preparedness, call Environmental Health and Safety at (310) 825-5689.

## Campus Evacuation Areas for Major Emergencies or Disasters



**Region Evacuation Areas:** If several buildings must evacuate outdoors during Level 2-3 emergencies, occupants will gather in Region Evacuation Areas. Information Command Posts will be set up at these sites. [5 – Drake Stadium/IM Fields; 6 – Sunset Canyon Recreation Center; 2 – East Campus: Perloff/Schoenberg Plaza]