KAPPA ALPHA ORDER
Crisis Management Card
National Administrative Office: (540) 463-1865

Major emergency – In the event of a death, hospitalization, critical injury, natural disaster, national media coverage, or police investigation, the Number I, or next available officer, takes charge and immediately completes the following Crisis Steps.

Minor emergency – In any other incidents not mentioned as a major emergency, the Number I, or next available officer, completes Crisis Steps 1, 2, and 3, and any subsequent direction from NAO.

CRISIS STEPS
1. **Get emergency assistance, if needed, by calling 911.**

2. **Gather initial information about the incident.**
   - Time and location of the incident
   - Who is involved? (members and non-members)
   - How serious is the incident? Is anyone hospitalized? What is their condition?
   - Additional and specific details of what occurred

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3. Contact the National Administrative Office (540) 463-1865
Contact Director of Risk Management David Merrill at (540) 463-1865. If unavailable, call his cell at (540) 817-5769. If unavailable, contact Assistant Executive Director of Chapter Services Anthony Graziani at (540) 784-8520. If unavailable, contact Executive Director Larry Wiese at (540) 319-1865. The NAO will then advise on how to proceed from this point.

4. Complete and submit incident report to the NAO.

5. Follow additional instructions by NAO
Instructions may include collecting additional information, holding an emergency chapter meeting with Alumnus Advisor and Province Commander, relaying information on to chapter membership, ceasing all chapter activities, closing the house or lodge facilities.

Media Inquiries: No one should speak to the media unless authorized by the NAO. The response if questioned is "contact the National Administrative Office."

Crisis Plan Review: Chapters should review the Crisis Management Plan with the entire chapter once a semester, and determine an Emergency Meeting Place in case of fire or lock-down of chapter house, lodge, or regular meeting space.