

**Kappa Alpha Order
Crisis Management Card**

National Administrative Office: (800) 526-1865 or (540) 463-1865

Determine an Emergency Meeting Place in case of fire if your chapter has a house, lodge or building of any kind.

Major emergency – (death, hospitalization, critical injury, fire, national media coverage or significant police intervention): contact the National Administrative Office (NAO) immediately and follow instructions on card once counseled by the NAO.

Minor emergency – constitutes all other incidents not mentioned as a major emergency: follow instructions for initial contact about the incident and update the NAO on the progress.

- 1) **Initial contact about the incident** – find out the following:
 - a. Time and location of the emergency
 - b. Who is involved
 - c. How serious is the emergency
 - d. Specific details of what has occurred
 - e. Complete fully the NAO incident report

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- 2) **Contact the National Administrative Office 540-463-1865**
 - a. Contact Director of Chapter Services Stuart Whetsell (540) 784-5965 Cell. If Stuart is unavailable, contact Executive Director Larry Wiese (540) 319-1865 Cell.
 - b. If both men are unavailable, leave a message at the NAO.
 - c. The NAO will then advise on how to proceed from this point.

- 3) **Hold an emergency meeting** – this meeting is designed for the alumnus advisor and/or the province commander to address the chapter concerning the situation. It is important for the chapter members to be on the same page about the issue and not to share information with anyone outside of the chapter and those conducting the investigation.
 - a. Explain to the chapter that the house is to remain closed until the situation is under control.
 - b. Relay important information to the chapter.
 - c. Collect any other important information that members may have heard or know about the situation.
 - d. Re-emphasize that the Number 1 is in charge and that no one speaks to the media unless and until authorized by the NAO. The response if questioned is “contact the National Administrative Office.”
 - e. Schedule subsequent meetings as necessary.

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