



Delta Gamma

1873

Delta Gamma Fraternity Crisis Protocol

A crisis incident occurs

Email crisis@deltagamma.org

CC your advisory team chairman (ATC),
Regional Director and RCS/CAC/NCC.

Director of marketing and communications will notify Council, Fraternity executive director and Foundation executive director (if applicable).

Collegiate development specialist (if a collegiate chapter crisis) or the assistant director of member services and alumnae development (if an alumnae group crisis) will convene the tragedy response group (if needed).

The chapter president will continue to provide updates on the crisis@deltagamma.org email thread and director of marketing and communications will update stakeholders as necessary.

Regional team members will filter all updates through the collegiate development specialist (if a collegiate chapter crisis) or the assistant director of member services and alumnae development (if an alumnae group crisis).

Frequently Asked Questions

When should I email crisis@deltagamma.org?

- Reference Delta Gamma Fraternity's [Crisis Policy](#) for details.

What should I include in my email to crisis@deltagamma.org?

- Include all relevant details so Executive Offices has the most accurate picture of what has occurred. This may include: date/time of the incident, names of members involved, if there is police or medical personnel involvement, or any other available information. You may also include links to any available news articles. The sender should also include their contact information and role.
- Always CC the advisory team chairman (ATC), Regional Director, RCS/CAC/NCC and any other volunteers you feel are relevant.
 - If the chapter president was unavailable and did not send the initial crissi@deltagamma.org communication, be sure you CC your chapter president on the email.
 - EO staff will ensure any additional relevant volunteers or staff members are included in responses as more information becomes available.

Who receives emails sent to crisis@deltagamma.org?

- Specific Executive Offices staff members receive all emails sent to crisis@deltagamma.org. This includes the Fraternity executive director, general counsel/director of operations, director of marketing and communications, director of housing programs, director of member services and special projects, assistant director of member services and alumnae development, and all of our collegiate development specialists (CDSs).

What happens after I send an email to crisis@deltagamma.org?

- The director of marketing and communications will **notify** the Fraternity Council and, if relevant, the Foundation executive director. All known details will be provided at that time, as well as any planned follow-up.
- The CDS assigned to that chapter (if a collegiate chapter crisis) or the assistant director of member services and alumnae development (if an alumnae group crisis) will **evaluate** if the tragedy response protocol is necessary given the circumstances and **convene** the tragedy response group.
- The director of marketing and communications, in partnership with the CDS assigned to that chapter (if a collegiate chapter crisis) or the assistant director of member services and alumnae development (if an alumnae group crisis) will **continue to update** relevant parties until the incident has concluded.

If I learn more information after I email crisis@deltagamma.org, what should I do to share that information with Executive Offices?

- We recommend that you reply to your original email (or the current thread if EO has responded to you) to provide the additional information. When possible, we prefer that you not initiate a new crisis email as it makes it difficult to track the details of the incident.
 - If regional volunteers learn new information, they should feed all new details through the CDS assigned to that chapter (if a collegiate chapter crisis) or the assistant director of member services and alumnae development (if an alumnae group crisis).