- RISK MANAGEMENT -
BEST PRACTICES FOR RISK REDUCTION
INTRODUCTION

Everything we do in life contains some element of risk. Each time we leave our home and even in the home there is an element of risk. From the mundane such as a minor scrape or cut to the tragic events of a serious accident, there are decisions we make to alleviate potential mishaps. Life in Alpha Kappa Psi is no different. Each chapter faces risk with every activity from pledge events to social, professional and community service events. This document has been prepared to help chapters lower the risk in the riskiest of events we host each term. In no way will this resource cover every potential event, but by reviewing and implementing these ideas, a chapter will be well served. This document will cover topics such as general chapter operations, special event planning, event review and crisis management. Questions may be directed to the Heritage Center via e mail, mail@akpsi.org, or via phone at 317.872.1553.

GENERAL CHAPTER OPERATIONS

Each chapter can implement a few standard operating procedures that have helped other chapters reduce risk. By following these simple steps, the chapter will already be in better shape for the future. Here are some tips that will help the chapter get started with risk reduction.

1. Ensure that risk management policies found in the Board of Directors’ Statement of Policy are reviewed by the chapter each term and collect signed acknowledgements; verify that one is received from each brother. A sample acknowledgement can be found at www.akpsi.org.

2. At least annually, review chapter Bylaws to ensure there are no conflicts with higher level documents.

3. Establish a Compliance Committee. Information about a Compliance Committee can be found later in this document.

4. Create professional programming around alcohol/hazing/sexual harassment. Have a professor, student health representative, Greek life staff member, student activities office, or an AKPsi volunteer present a session.

5. Avoid drinking while wearing letters.

6. Avoid tagging photos online with “AKPsi.”

7. Seek out your CAB –Risk Management representative for assistance in conveying the policies.

8. When in doubt concerning risk management policies, contact the Heritage Center.

9. If using a bartender, this person must be a third party, independent person with liability insurance.

10. If alcohol is present, utilize an independent third party such as security or bartender to check IDs.

11. BYOB Guideline: the amount one person can reasonably consume and can maintain within their control during the event. Reasonable consumption can be determined by time elapsed, weight, gender, age, medication in system, physical condition, and type of alcohol. Ensure compliance with local and state laws pertaining to operating a motor vehicle.
12. For insurance liability reasons, chapters are advised against having or running an organized designated driver program. Recommended options include public transportation, walking in groups, or staying at the place of where drinking takes place.

13. Consider setting public website pages to private viewing only (Facebook, Twitter, etc.)

14. In the context of risk management, a pledge program may be defined as an event designed for pledges, hosted by pledges, or otherwise included in the pledge class calendar.

15. All recruitment activities must be alcohol free. This includes the event itself and any “unofficial” after event social activity.

COMPLIANCE COMMITTEE

Many chapters have found success in instituting a risk management Compliance Committee in the chapter because of the high priority for Alpha Kappa Psi in the area of risk management. Unfortunately, most risk management violations occur with the best of intentions in mind (to “build unity” or “teach important lessons”); these noble ideas many times lead to unintended consequences, including hazing violations, harassment issues, or other fraternity/university/legal violations. The Compliance Committee will be responsible for ensuring that all chapter activities, whether official or unofficial, are within the guidelines for ensuring no risk management or other violations occur.

The Compliance Committee will review all required and optional activities, and will assist the chapter and executive board in reviewing risk management guidelines at least once a semester. Members of the Compliance Committee are discouraged from simultaneously serving as an officer of the chapter, due to the potential for conflicts of interest. Each term will be one semester, with unlimited appointments possible. The chapter president appoints the committee members with the approval of the executive board. A quick overview follows.

Purpose

- Review and evaluate all activities of chapter to ensure chapter is following all guidelines as set forth in the Board of Directors’ Statement of Policies, etc.
- To assist in planning, executing and a post-event review of all aspects of chapter operations including professional events, social events, community service events and pledge programming.
- Not only to look at ongoing events, but also one-time only events.

Composition with Committee

The rules, duties, and selection of the Compliance Committee should be outlined in the chapter Bylaws. It is recommended that this committee become a standing committee of the chapter and have regular meetings.

Suggested Duties

- Review the chapter’s calendar of events.
- Conduct a secondary review of each event within the calendar.
- Review pledge class calendar of events to look for possible risk management issues.
- Review activities of the pledge program.
- Represent the committee and work with officers at events to ensure that compliance occurs during the event.
In situations where Compliance Committee has advised against a program, it is strongly encouraged to report the potential violation to a member of the Regional Management Team or a member of the Heritage Center.

Act as representatives of the chapter should the Judiciary Committee need information or are conducting an investigation.

Participate in the post-event review with the event organizer to understand lessons learned from a risk management perspective.

Essential Job Functions

1. Elect from their membership a chairman and a vice chairman, who shall act as the liaisons between the chapter and the committee.
2. Review all recruitment and pledge plans prior to implementation for compliance with all fraternity rules and regulations.
3. Be intimately familiar with the Alpha Kappa Psi Board of Directors’ Statement of Policy (BODSOP) and all other governing documents (including the Constitution and Statutory Code, the chapter’s Bylaws, and The Ritual) as the governing documents pertain to the management of risk. Members should have a physical copy of all documents with them at chapter and executive board meetings to reference.
4. Determine standing, locally-appropriate, guidelines for all ‘spontaneous’ events the chapter will hold.
5. Communicate (the committee chair or the vice chair) at least monthly during the academic year with the regional manager of risk management on items of note or more frequently if needed; will respond to all email and phone calls with 24 hours during academic year.
6. Will serve as general counsel on any judicial boards which the chapter may create, and supplement the guidance received from the Heritage Center and the Regional Management Team.
7. The committee should be composed in such a way that equal representation is attained from the broadest cross section of the chapter, but the aggregate number of members should not exceed 7. One member of the chapter’s executive committee shall serve as the executive board non-voting representative, to be determined by the chapter president. The committee will advise chapter president, executive board, and general membership on any matters they deem appropriate, and will
   1. Prepare a semi-annual “Chapter Risk Management Report” for submission to the chapter advisor, section director, regional manager of risk management, and regional director.

QUALIFICATIONS / KNOWLEDGE / SKILLS / ABILITIES / REQUIREMENTS:

1. **Chairman/Vice Chairman**: Recommended to be of Junior or Senior standing at their respective university.
2. **Member**: Recommended to have been an active brother in good standing for at least two full semesters prior to appointment.
3. **Chair/Vice Chair/Member**: Have a strong familiarity with all fraternity risk management and governing documents.
4. **Chair/Vice Chair/Member**: Recommended as not being a current officer of the chapter.
5. **Member**: All members in good standing, who have never been suspended or disciplined for any violation of fraternity regulations.
6. **Member**: Have a familiarity with all fraternity risk management and governing documents.
7. **Chair/Vice Chair/Member**: Pledge to serving at least one semester and attending all meetings of the committee.

8. Any of the above qualifications and requirements can be waived by the chapter advisor if needed.

### CHAPTER JUDICIAL REVIEW BOARD

Chapters should form a Judicial Review Board to handle disciplinary problems. The JRB comes into action after something happens. The rules, duties, and selection of the Judicial Review Board should be outlined in the chapter bylaws. A successful vote of the chapter is required to insert this into the chapter **Bylaws**.

The Judicial Review Board shall be formed and governed in accordance to the chapter **Bylaws**. It is recommended that these members have been active members in good standing for at least one academic term (excluding their pledge term) before serving on this committee. Every attempt should be made to appoint a mix consistent with the demographics of the chapter (age, experience, etc.). Recommended terms are of one year with two members being replaced each academic term (not including the chair). When practical, all attempts must be made to appoint persons not serving on the executive committee of the chapter. If all of the above is not practical, at the discretion of the president, the executive committee will serve as the Judicial Review Board, with the president as chair.

Chapters should not need to rely on its Judicial Review Board on a regular basis. The JRB is in place for the “exception rather than the rule” occurrences. If the JRB is hearing cases on a weekly or even monthly basis, there may be a fundamental issue within the chapter. Perhaps brothers do not know the policies, do not understand expectations or the wrong candidates are being brought through recruitment and/or the pledging process.

The chapter JRB should understand the disciplinary sections of the **Constitution and Statutory Code** and the **BODSOP**. The **Judiciary Committee Operations Manual** is also a useful resource. All of these documents are available at [www.akpsi.org](http://www.akpsi.org).

### CRISIS MANAGEMENT/INCIDENT RESPONSE

Alpha Kappa Psi is not immune to the tragedies and crises that have struck the college fraternity population with alarming frequency over the past decade. As leaders of a student chapter, we must be prepared to meet the needs of any crisis we face. This section is dedicated to the prevention of risk management crises, but also outlines the basics steps to follow in case of an emergency.

**What constitutes a "fraternity event"?**

Legally this has become a gray area. Obviously, any event, activity or situation sponsored, co-sponsored or endorsed by the chapter or colony, or any event a reasonable person would associate with the fraternity. An event sponsored by a chapter or the fraternity is a "fraternity event".

An event, regardless of where it is held or who sponsors it, can be construed to be a fraternity event based on the circumstances surrounding the planning and conduct of the event. An event included on the schedule of events of the chapter or that is promoted during chapter meetings, posted on the chapter’s web site, publicized via the chapter’s email distribution list, through notices in the chapter office or at other fraternity events is likely to be construed as a fraternity event. Please note that a
chapter cannot “decide” what does and what does not constitute a fraternity event. Ultimately it could be a court of law that decides.

EDUCATE MEMBERS BEFORE A CRISIS

- Teach Risk Management and Crisis Management to the membership.

All Alpha Kappa Psi risk management policies and procedures should be taught during the pledge education program. Review these policies and procedures with the entire membership in the beginning of each semester. The first concern should be the health and safety of each member, and the chapter in general. All members must know who is in charge and be prepared to follow instructions. A university professor who teaches risk management can be used as a good resource for education, as are Alpha Kappa Psi volunteers or staff.

- Identify the leader before the problem happens.

At the chapter level, the president of the chapter should take charge in any crisis. The president should consult with volunteers, staff, and other members who possess more expertise or insight. The final decision, however, must rest with the president. If the president is absent, the next ranked officer is in charge.

IF SOMETHING HAPPENS

1. The president (or officer next in line if the president is not present) takes charge.
2. Call emergency number(s), usually 9-1-1, so appropriate emergency personnel (police, fire, and ambulance) can respond. Cooperate fully with the needs of any public safety organization seeking to help you or protect your safety.
3. Restrict access to the area at once. The president must have complete control of the situation, and be aware of who is in the area. Permit only your members and appropriate officials to enter.
4. Assign one or more responsible members to calmly guard the entrances.
5. Do not tamper any part of the area involved in the incident specifically which might be construed as evidence or involved with the incident.
6. Notify your chapter advisor, section director, regional director and the Heritage Center immediately. If the HC is closed, please leave a message for Brian Parker, Managing Director of Operations, at 317.872.1553 ext. 105. Also, send an email to Brian@akpsi.org.
7. Assemble your members in a group. All should remain calm. Explain there is an emergency, but that it is under control. Remind members that only the chapter president should communicate with the university personnel. If the media is involved, the appropriate (and only) response should be “no comment at this time.” Members are not to speak to anyone (including friends, significant other, parents, the university) about the crisis.
8. Do not discuss details, speculate on events or otherwise elaborate on the situation. Often, litigation follows crisis. Statements made could later be used in court.
9. Contact appropriate campus officials.
10. Fully cooperate with appropriate authorities.
11. Complete the “Chapter Incident Report Form” and submit within 24 hours of event if the incident involved bodily injury, property damage or a general liability claim.
INCIDENT/CLAIM REPORTING FORM

When an incident arises at the chapter causing bodily injury or property damage to any person, the following information must be obtained immediately. This report is being prepared for submission to Alpha Kappa Psi’s General Counsel, so please be thorough. Do not withhold reporting an incident to obtain all required information. Because timeliness is of the essence, report it immediately and send a copy within **24 hours** to the Heritage Center of Alpha Kappa Psi Fraternity, 7801 E. 88th Street, Indianapolis, IN 46256. If the bodily injury is of a serious nature, a **telephone call** should also be made. Phone: 317-872-1553.

<table>
<thead>
<tr>
<th>Chapter Name: ____________________________</th>
<th>Date of Incident: ___________________________</th>
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<tbody>
<tr>
<td>Address: _________________________________</td>
<td>Injured Party (IP) ___________________________</td>
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<tr>
<td>City, State, Zip: _________________________</td>
<td>IP Address: __________________________________</td>
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<td>Phone #: ________________________________</td>
<td>IP City, State, Zip: __________________________</td>
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<td>Chapter President: ________________________</td>
<td>IP Phone #: __________________________________</td>
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<td>Chapter Advisor (CA): _____________________</td>
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<tr>
<td>CA Address: ______________________________</td>
<td>CA Phone#: _____________________________</td>
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Witnesses & Phone #'s:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Did Incident Happen Off Premises? (Leased or Rented) Yes or No ______________________________

If yes, Owner's Name________________________ Owner's Phone # __________________________
Owner’s Address ____________________________________________

Police Investigation? Yes or No _____________________________________________
Name of Agency & Case # ________________________________________________

Description of Injury & Where Was Injured Party Taken:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Description of What Happened (What, When, Where, How:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Form Completed by (Name, Title, Telephone #, E-mail Address):
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
SPECIAL EVENTS

In general, special events sponsored by a chapter are covered under the general liability insurance policy. Poorly planned special events (e.g. social functions) are the usual cause of injury to our members and their guests. Proper planning is critical to the success of an event, avoiding injuries and controlling the costs of insurance protection. We encourage chapter advisors and other volunteers to engage with the undergraduate chapters in the proper planning of special events. A Special Event Checklist is included. If the form is utilized and all sections are addressed, the guidance provided by the checklist can do a great deal to help avoid an injury from occurring.

Whenever chapters or members are transporting special event attendees, personal vehicles should not be used. Chapters should be encouraged to engage a licensed third party transportation vendor who will provide professional drivers. The transportation company assumes liability during the ride and removes the responsibility and risk from Alpha Kappa Psi Fraternity.

SPECIAL EVENT CHECKLIST

Chapter Name:

Purpose of Event:
Location of Event:

Date(s):

Location Address:
City State Zip:

EVENT ACTIVITIES
Type of event and details:

Athletic Event?

ADMINISTRATION
1. Event Chairman: Name: ___________________________ Phone #: __________________

2. Is there a co-sponsor? If so, who is it?

3. Planned Attendance: ___________________________

4. Will there be a special construction, alterations or decorations for this event? If yes explain:

5. Has this event been held in the past? How many times? ______________

6. Have there been any previous claims?

7. If so, explain in detail what changes you have made to prevent additional claims:
8. Will alcohol beverages be permitted?

9. Who is responsible for security?

10. Are Certificates of Insurance obtained from vendors?

11. Liquor Legal Liability
12. General Liability

13. Has vendor(s) provided proof of liquor license and temporary license to see on premises?
14. Is the fraternity named as an additional insured on all certificates from vendors?

15. Have applicable permits and permission been obtained from authorities:
   A. College/University
   B. Fund Raiser

16. Has any written contract or agreement been signed for any part of this special event?

17. Have you received any correspondence requesting proof of insurance for the event?*

SECURITY
1. Type of security consists of: (If combination, please select which two make up the combination)
   - Public
   - Police
   - Private
   - Police
   - Combination Paid

2. Is there a security guard?

3. Does security guard check for weapons?

4. Are security personnel trained on preventing illegal drug use?

5. Are monitors and security personnel trained on preventing disorderly conduct or hazing?

6. Are members or guests hands stamped if they want to leave and return to party?

7. Is smoking permitted at event?

8. If yes, is there a designated smoking area?

9. Has event facility been inspected to ensure that it complies with applicable federal, state and local safety and fire codes?

10. Are guests and members informed of emergency evacuation routes?
11. Is there one well lit entrance that is controlled and monitored?

12. Are security personnel and/or monitors trained on preventing sexual abuse and harassment?

**ALCOHOL**
1. Are security personnel, monitors, bar workers and/or vendors trained on how to deal with intoxicated guests and members?

2. Are wrist bands or other method provided for designating those who are not of legal drinking age?

3. Are all who are allowed to enter presenting I.D.?

4. Are those bringing alcoholic beverages given a punch card showing alcoholic quantity and type?

5. Will intoxicated guest or members be served alcohol by bar workers?

6. Is there only one centralized location where alcohol and food are being served?

7. Is there a guest and member list at the door?

8. Are food and alternative non-alcoholic beverages available, visible and easily accessible?

**YOU MUST STOP ALLOWING THE CONSUMPTION OF ALCOHOL AT LEAST ONE HOUR BEFORE EVENT ENDS.**

**TRANSPORTATION**
Is transportation (taxi, Safe Rides, bus, etc.) available for guests who need or request it?

The undersigned have read and understand the requirements as outlined in this checklist

Chapter President __________________________________________________________

Event Chairman __________________________________________________________

Compliance Committee Chair _____________________________________________

Chapter Advisor __________________________________________________________