MTSU Greek Row House Manager’s Guide: 2013-2014

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Contact Information

Interim Donald Abels  Coordinator of FSL Student Union 330J
Work:  (615) 898-5812
Emergency:  (731) 438-0272
Email:  Donald.Abels@mtsu.edu

Jared Adams  IFC President
Cell:  615-428-7258
Email:  mtIFCpres@gmail.com

MTSU Police
Phone:  (615) 898-2424

MTSU Safety Officer/Fire Marshall
Work:  (615) 898-5784
Emergency:  Contact Campus Police:  (615) 898-2424

Poison Control
Phone:  (800) 222-1222

Simplex Systems – Nashville
Phone:  (615) 256-8919

Tennessee One Call
Phone:  (800) 351-1111
**House Manager Job Description**

The Greek Row House Manager oversees all operations, maintenance, cleanliness, and health & safety issues in his respective facility on MTSU’s Greek Row. The house manager will be elected by his chapter to serve a one year term beginning in July and concluding one year later. Specifically, the house manager will:

- Properly report any and all facility/maintenance problems through the established work order process in a timely fashion
- Organize and supervise the regular cleaning of the facility and property
- Ensure every resident is registered in the proper room with a key and room condition report
- Work to ensure facility is in compliance with all applicable university, local, state, and federal codes, rules, and regulations
- Reside in the fraternity house 12 months, or delegate another chapter member as a summer house manager if the house manager is away during the summer break
- Provide regular updates and communication to appropriate representatives from the university and the chapter housing corporation
- Oversee all check-in and check-out procedures, complete room condition reports, oversee and report all room assignments and room changes and oversee closing of chapter house during all university breaks
- Maintain an accurate room and key roster at all times
- Distribute and oversee completion of Greek Row Housing Contracts and Billing Agreements
- Notify facility residents of all safety precautions, evacuation procedures and regulations
- Encourage the development of an environment conducive to high scholastic achievement
- Develop a system of accountability for all damages inflicted upon the facility, working with university and house corporation to assess fines and penalties where appropriate
- Conduct room and common area inspections on a regular basis
- Attend meetings of Alumni Housing Corporation
- Acquire approval for all chapter-initiated facility improvement projects
- Other duties as assigned
Greek Row House Manager Contract

By agreeing to serve as a Greek Row House Manager, I, ______________________________ agree to the following:

I will uphold all duties assigned to me in the house manager job description, including:

- Properly report any and all facility/maintenance problems through the established work order process in a timely fashion
- Organize and supervise the regular cleaning of the facility and property by all members of the chapter – not just new members
- Ensure every resident is registered in the proper room with a key and room condition report
- Work to ensure facility is in compliance with all applicable university, local, state, and federal codes, rules, and regulations
- Reside in the fraternity house 12 months, or delegate another chapter member as a summer house manager if the house manager is away during the summer break
- Provide regular updates and communication to appropriate representatives from the university and the chapter housing corporation
- Oversee all check-in and check-out procedures, complete room condition reports, oversee and report all room assignments and room changes and oversee closing of chapter house during all university breaks
- Maintain an accurate house roster at all times
- Distribute and oversee completion of Greek Row Housing Contracts and Billing Agreements
- Notify facility residents of all safety precautions, evacuation procedures and regulations
- Encourage the development of an environment conducive to high scholastic achievement
- Develop a system of accountability for all damages inflicted upon the facility, working with university and house corporation to assess fines and penalties where appropriate
- Conduct room and common area inspections on a regular basis
- Attend meetings of Alumni Housing Corporation
- Acquire approval for all chapter-initiated facility improvement projects
- Other duties as assigned

I will attend all regularly scheduled training sessions and house manager meetings
I will submit all required reports, paperwork, and other items in a timely manner.

I will not be found responsible for any violations of university policy during my term of office.

By signing this document, I understand that failure to fulfill my duties as house manager could result in my removal from the position. I also understand that if I receive financial compensation from my housing corporation or chapter, I will forfeit that financial compensation in the event that I am removed from my position.

________________________________________
House Manager Signature

__________________
Date

________________________________________
IFC Vice President

__________________
Date

________________________________________
Coordinator of Fraternity and Sorority Life

__________________
Date
Section 1: Housing Operations

Work Orders:

http://www.mtsu.edu/facserv/wrforms/greek_request.shtml

The primary job responsibility of the House Manager is to properly identify and report any facility/maintenance problems through the established work order channels.

1. For standard, non-emergency work requests, House Managers will use the online work request form, located at:
   http://www.mtsu.edu/facserv/wrforms/greek_request.shtml

2. For emergency work requests, House Managers will call the facilities emergency work order line:
   - 8:00 AM – 4:30 PM: (615) 898-2308
   - After hours: (615) 904-8068 (Housing front desk – open 24/7)

   Emergency work request should be limited to the following:
   - Any situation that immediately endangers the life, health or safety of any resident
   - Water leaks involving substantial amounts of water
   - Heating/Air conditioning breakdowns during extreme weather conditions
   - Breakdowns or trouble alarms involving the Simplex security/fire alarm system – contact campus police at (615) 898-2424

3. Be aware that for facility-related items involving a life, health or safety issue, work orders may be automatically entered by university personnel whether or not the work has been requested by the House Manager.

4. Only the House Manager should enter routine work orders. The emergency work order phone number should be posted throughout the house in the event that an emergency occurs during the House Manager’s absence.

5. All work orders should be completed with as much detail as possible, including the specific location of the problem and a detailed description of the problem.
Check-In/Check-Out Procedures

The House Manager is responsible for overseeing an orderly organized check-in/check-out system at the beginning and end of each semester and breaks.

1. Four weeks prior to the last day of each semester (approximately November 1st and March 15th), the House Manager will call a mandatory room assignment meeting in which all members interested in living in the house during the following semester will attend to select rooms, fill out leases, billing agreements, and key addendums if necessary.

2. Based on the information received at this meeting, the House Manager will provide an updated House Roster, Key List, and Billing Agreements to their respective House Corporation for approval. After these documents have been signed by the House Corporation they should be promptly turned into the Coordinator of Fraternity and Sorority Life.

3. Residents moving into the house will schedule a move-in date with the House Corporation and House Manager.

4. Prior to the move-in date, the House Manager will have done a pre-inspection of the room to ensure that it is ready to be vacated and that the keys have been turned into the Office of Fraternity and Sorority Life or the Key Shop from the previous resident.

5. Before a resident moves into a room, the House Manager will work with the resident to complete the Room Condition Report (RCR). The RCR will be kept on file with the House Manager, House Corporation, and the Office of Fraternity and Sorority Life.

6. At the end of the year/semester, any resident vacating the facility will schedule a check-out date and time with the House Manager. During the check-out, the House Manager will complete the check-out portion of the RCR, in addition to checking the following:
   a. All garbage/trash and personal belongings have been removed from the room
   b. All chapter/university owned furniture is returned to room in original condition
   c. Floor is swept/mopped/vacuumed
   d. All tape, nails, hooks, and fasteners have been removed from the walls
e. Windows and blinds are closed and locked
f. All personal furniture is removed from room

7. If damage occurs to a room, the House Manager will complete the Encumbrance of Record form located on the FSL website (http://www.mtsu.edu/greeks/member_forms.shtml), encumbering the resident’s account for the actual cost of the room damage (damages vary in cost and scope).

Billing Agreements – Updating Chapter Roster

Billing Agreements are due ______ for the upcoming academic year. Billing Agreement changes can be made in the fall semester. Any changes are new Billing Agreements filed must have the original Billing Agreement turned into the FSL office by _________ in the fall semester. The following is a quick rundown for Billing Agreements:

- All Billing Agreements should accompany a signed and dated Lease Agreement with the House Corporation

- **Spring Semester Due Date:**
- **Fall Semester Due Date:**

- Billing Agreements allow for the charging of the following fees to a students’ account:
  - Semester Rent
  - Semester Common Area Maintenance (CAM) fees
  - Semester Laundry fees
  - Damage Charges for vandalism to the facility or property

- Billing Agreements also dictate what room the student is assigned. **Room numbers must be assigned on the Billing Agreements prior to the beginning of the semester.** This links the student to that RCR and the Key and Room Roster as well.

Keys/Door Locks

The FSL will be responsible for the distribution of keys to new residents at the beginning of each semester. The collection of keys from vacating residents will be the responsibility of the House Manager and the individual member. Failure of residents to turn in their keys will constitute a core change at the expense of $53.25 and will be applied to the students account for each lost key and/or
incidence of a lost key. Additionally, if issued a master key/access to a master key and it becomes lost, it will constitute a core change for the entire house ranging from $1,000-$2,500 for each incidence of a lost key.

The FSL will maintain a chapter key roster (see appendix) that the House Manager will provide an updated Key Roster at the beginning of every semester.

Individuals will need to submit Key Request Forms prior to moving into a new room (available in FSL office) for any new keys that need to be issued or old keys that need to be transferred.

Once a member has submitted a Key Request Form with FSL it will take a few weeks to process with the Key Shop. Once the Office of FSL notifies students when their keys are ready to be picked up, the student must sign the Office of FSL Key Addendum Agreement. This Key Addendum Agreement will be kept on file in the Office of F&S Life and must be signed by the student upon return of the keys.

No resident shall add any unapproved locking mechanism (deadbolt, chain, etc.) to any door for any reason (fire hazard). If students do add any unapproved locking mechanism, they will be removed per a work order and a referral to the Office of Judicial Affairs can be made for not following a University directive.

**Damage to Property**

1. The House Manager is responsible for reporting any resident-inflicted property damage immediately via the Incident and Property Damage Report Form. This form must be completed and submitted to the Coordinator of FSL within 48 hours of the incident. A work order must be submitted as well.

2. The House Manager should attempt to identify the individuals responsible for any damage inflicted to the property. In the event that no individuals can be identified, the House Manager will work with the Coordinator of FSL to assign shared financial responsibility to all members of the chapter, particularly for damage to common areas.

3. Any significant damage to the property that is believed to be the result of vandalism should be reported immediately to campus police (615) 898-2424

MTSU is an equal opportunity, non-discriminatory, educational institution that does not discriminate against individuals with disabilities.
**Improvements to Property – House Projects**

Any chapter seeking to make improvements to the facility must present a written, detailed plan to the Coordinator of FSL, Housing Director, and Facilities Services Director through the Greek Row Improvement Plan Proposal Form. The plan should specifically include:

- The scope of the project
- The materials/tools involved
- The people involved with the project (licensed contractors only)
- The safety precautions that will be followed in completing the project
- The estimated cost of the project

The House Manager must provide three written quotes (estimates) for the work/equipment along with a payment authorization form, located at: [http://www.mtsu.edu/frcac/forms/frcac_Payment_Authorization.pdf](http://www.mtsu.edu/frcac/forms/frcac_Payment_Authorization.pdf)

Chapter members may not engage in any project that permanently alters the exterior appearance of the chapter house in any way without expressed written consent from the Coordinator of FSL.

**Holiday Decorations**

Chapter members are encouraged to decorate their houses before the winter holiday break. However, the following precautions must be followed:

1. The City of Murfreesboro and MTSU forbid the use of natural, cut evergreen trees in public buildings, residence halls, and fraternity houses.

2. Decorations may not, for any reason, be nailed, stapled or otherwise attached to any part of the roof or shingled surface. **Under no circumstances should any chapter member be on the roof of the facility for any reason – ever.**
3. Any lights/extension cords must be approved for outdoor use.

4. No flammable decorations may be used inside the house nor may they be attached to the exterior of the house.

5. No ladders extending over 10 feet should be used. For any banners/decorations to be placed at a height of over 10 feet, the House Manager must complete an online facilities services work request form.

**Trash Disposal**

The Facilities Services Department (FSD) provides trash disposal services to the Greek Row complex on a continual basis. These services are for the proper handling and disposal of trash generated by chapter members for on-campus, chapter-related activities. In order for these services to be efficient and cost effective, the items disposed of in the dumpsters provided should be household trash and garbage. Bulky items (furniture), hazardous material (motor oil, paint, gasoline, etc.), and biomedical waste should be handled and disposed of properly with FSD. In addition, communication between the House Manager and FSD is important for all non-standard issues in order to prevent unnecessary cleanup efforts and subsequent additional charges for these services (see photo provided).

1. The dumpsters behind Greek Row are provided for normal household trash and consumables. These dumpsters are not to be used for either bulk items or hazardous items. All appropriate items should be placed inside the dumpster (not next to the dumpster).

2. Bulk items

   a. **Scheduled/Seasonal** – FSD provides roll-off dumpsters to the Greek Row complex three times per year for disposal of bulk items. These scheduled times include the fall semester move-out; the spring semester move-out; and at homecoming. Again strict adherence to the appropriate items to be placed in the roll-off is required.

   b. **Unscheduled** – Should a need to dispose of bulk items arise during the year, Facility Services provide a drop-off program at no charge. This drop-off program involves the following:
i. Call Facility Services Department – Ground Services between normal business hours, weekdays 7:30 AM to 4:00 PM, to schedule a time and location (on campus) for items to be dropped-off. Contacts include:

   1. Dale Witty: (615) 898-2414 (office); (615) 351-5516 (cell)

ii. While making the appointment, describe the items to be disposed so that a determination can be made as to their eligibility for this program as well as the best handling procedures and location.

iii. Meet the appropriate FSD personnel at the designated place and time with the items to be dropped-off.

3. FSD reserves the right to refuse any item(s) that is not approved for roll-off disposal or is not generated from an appropriate source (i.e. materials from non-MTSU/Greek Row property, etc.)

4. Dumpster areas requiring excessive cleaning will be cleaned by Facilities Services at a cost of $150 per dumpster and will be billed to chapter/chapters assigned to that dumpster.
Lawn Care

The Facilities Services Department provides lawn care to Greek Row facilities on a continuous basis. These services are for regular, weekly mowing and trimming between the months of March and November.

1. Lawn care on Greek Row will regularly take place on Wednesday each week during the peak mowing season. If weather prohibits lawn care from being completed on that day, the mowing will take place as soon after that day as possible.

2. In preparing for lawn care, House Managers should do the following prior to mowing day:
   a. All trash and other large items (furniture, water hoses, grills, etc.) must be removed from lawn. Mowers will mow around any large items in the yard. If yard is cluttered with debris, the mowers will not mow the yard.
   b. Backyard gates should be opened and unlocked to allow free access by the mowers.

Energy Efficiency

The House Manager will be responsible for maintaining a high level of energy efficiency in the house. This will be accomplished through:

- During heating and cooling seasons, all windows and doors should be kept closed
- All large refrigerators are cleaned and unplugged before breaks (spring, summer, and winter breaks)
- Maintain thermostats between 68 – 72 degrees F.
- Install and maintain dehumidifiers in high moisture areas (bathrooms, mechanical rooms, storage closets, etc.)
- Ensure that clothes dryer lint traps are cleaned between every load
- Remove all obstructions from and around air registers/vents (posters, curtains, clothing, furniture, etc.) to promote air flow
- Clean registers/vents on a regular basis to prevent mildew from growing
Cable and Internet

Campus internet service is included with rent to the fraternities. Service interruptions or network accessibility problems should be addressed through the standard work order process described on page 6. For computer specific problems, residents can contact the IT Help Desk 24/7 by calling (615) 898-5345.

Section 2: House Cleanliness

General

The House Manager should maintain a regular house cleaning schedule that allows for regular house cleaning no less than once per week. House cleaning should be the responsibility of all residents and members of the chapter – NOT NEW MEMBERS ONLY. Under no circumstances should house cleaning be limited to pledges/associate/new members only. The house cleaning program should mandate certain times the house should be clean, written expectations for each cleaning assignment, and an established fine/penalty system for any member failing to complete assigned duties. House duties should be posted throughout the house each week and announced by the House Manager at chapter meetings.

Bathrooms

Weekly Cleaning

- Make sure that disposable gloves are available for use by chapter members when cleaning bathrooms (or rubber gloves).
- All floors should be swept and mopped (using a mild cleaning agent) on a weekly basis.
- All sinks and countertops should be cleaned with household bathroom cleaner once per week.
- All showers (floors, walls, and curtains) should be cleaned using mold/mildew remover and a stiff cleaning brush once per week.
Toilets should be cleaned with toilet bowl cleaner and a toilet bowl brush at least once per week. Urinals should be cleaned with toilet bowl cleaner and a toilet bowl brush once per week. Urinal traps should be taken out and cleaned weekly. Toilet paper, hand towels, soap/sanitizer should be restocked on a weekly basis.

Monthly Cleaning
- Using a household mold/mildew remover and a gentle brush, clean the ceiling around showers and air vents once per month – removing all mold/mildew.
- Remove all shower curtains and soak in a solution of warm water and a household mold/mildew remover for at least one hour once per month.

Kitchens

Bi-Weekly Cleaning
- All floors should be swept and mopped on a bi-weekly basis.
- All countertops should be cleaned using a household kitchen cleaner.
- Stovetop should be cleaned with a household kitchen cleaner
- All dishes should be washed at least weekly
- All trash should be removed at least weekly if not more often

Monthly Cleaning
- All stove eyes removed and stove pans removed and cleaned.
- Clean oven and microwave(s) using household oven cleaner
- All old food removed from refrigerator and refrigerator cleaned with a household cleaning agent.

Bedrooms

Weekly Cleaning
- All rooms cleaned and dusted once per week and trash removed
- Floors swept, mopped, or vacuumed
Monthly Cleaning
- Windows cleaned with a household cleaning agent and blinds dusted
- Using a household mold/mildew remover, gently scrub (with a brush) and clean the ceiling/wall around air vents, removing any dust and mold/mildew growth.

**Common Areas**

Weekly
- All floors swept and mopped, or vacuumed
- All trash removed

Monthly
- All furniture and appliances dusted using household cleaning agents
- All windows cleaned with household cleaning agent
- Random furniture/objects cleaned out and removed (storage closets, study rooms, etc.)

Semesterly and Annually
- All carpets steam cleaned (Semesterly)
- All tiled surfaces stripped, cleaned, and waxed/resealed and buffed

**Exteriors**

Weekly
- All trash and other large items removed
- Remove rocks, sticks, debris, etc. from lawn
- Sweep porch, sidewalks, patios
- Clean area around dumpster
- Ensure proper placement of downspouts/splash blocks

Annually
- Pressure wash all concrete porches, sidewalks, and patios
During cold weather months, ensure that all exterior water spigots are turned off and all hoses are detached from spigots.
Section 3: Safety and Emergency Procedures

Middle Tennessee State University requires that an organized effort be made to protect personnel and students from further injury and to minimize property damage during every emergency. **Preservation of life shall have top priority in all emergency operations.**

**General Safety Precautions**

In case of an emergency, always call 911 or contact campus police at (615) 898-2424.

Make sure that all exterior doors remain secured and locked at all times. Any defunctive exterior doors/locking mechanisms should be reported via the work order system immediately.

**Call Before You Dig**

Due to the large number of underground utilities, some as little as one foot below the surface, the House Manager must contact Tennessee One Call at (800) 351-1111 before digging or driving any stakes/posts into the ground.

**Materials Storage**

- No Class B combustibles should be stored in the fraternity house at any time. Class B combustibles are flammable and combustible liquids (including oils, gasoline, greasers, tars, oil-base paints, lacquers) and flammable gases.
- No Class A combustible materials shall be stored in any stairwell or within three feet of any electrical panel. Class A combustibles are common materials such as wood, paper, cloth, rubber, plastics, etc.
- No items, including personal furniture, should be stored in any area that prohibits access to a mechanical room or electrical panel.
- No items should be stored in any areas that blocks a primary or secondary means of egress, including hallways, room doors, windows, or stairwells.
Fire Safety/Fire Drills

Planning for fire safety at MTSU takes into account the special fire hazards for specific operating areas, the protection of high-value property, and the safety of employees, students, and guests. These ends are met by:

- Non-combustibles or fire-rated materials and construction practices suitable to the assigned uses of buildings and facilities.
- Alarm systems and automatic extinguishing systems.
- Access to a professional fire department, always staffed and trained in the control of emergencies that could occur at the University.

(The MTSU Department of Public Safety makes the initial response to all requests for emergency aid received on the emergency telephone numbers: 911 or 2424 on campus, 911 off campus. The Murfreesboro Fire Department and Rutherford County Emergency Medical Services are automatically notified by the MTSU Department of Public Safety as appropriate).

Sprinkler Heads

- Sprinkler heads shall not be painted for any reason except for factory applied coatings
- Painted sprinkler heads shall be immediately replaced with new sprinkler heads of the appropriate type at the expense of the chapter.
- Sprinkler heads shall be protected during painting of nearby surfaces or piping by covering with a paper bag. The paper bag must be removed immediately upon work completion.
- Sprinkler Head Clearance: a minimum of 36 inches clearance shall be maintained between the top of any storage/furniture and the sprinkler head deflector to eliminate any obstruction of water distribution.
Section 4: PROCEDURES TO BE FOLLOWED IN THE EVENT OF AN EMERGENCY OR TRAGEDY

The following procedures are recommended in the event a tragedy or crisis occurs, whether on or off chapter property. Examples of such situations include, but are not limited to, the death or serious injury of a member, or a fire in a chapter facility. These recommendations are designed primarily for chapters with houses; however, most of the provisions are applicable to any organized group.

Some chapters may already have similar emergency procedures that have been developed by their general fraternity/sorority headquarters. This information will complement those procedures by providing names and telephone numbers of local contact people who can be of assistance.

MEMBER EDUCATION

1. Be certain that each member of the chapter understands that the Chapter President is the Officer-In-Charge of every emergency situation. The President may consult with other members depending on the situation; however, final decision-making authority rests with the President.

2. Determine a ranked order of chapter officers who are responsible in the Chapter President’s absence and communicate the order to the entire chapter membership. Each officer should know where to locate a copy of this list of emergency procedures. The Chapter/Graduate Advisor and/or House Corporation Board President/other Alumni Advisors should also possess a copy of and be familiar with these procedures.

3. All members must know who is in charge and be prepared to follow instructions. Include a review of both the general fraternity emergency procedures and these procedures in your new member education program. Highlight these procedures at the beginning of each semester with the entire chapter membership.

DEATH, SERIOUS INJURY, THREAT TO INDIVIDUAL LIVES

1. Restrict access to the chapter facility (if applicable) at once. Assign competent individuals to answer the telephone and the front door. The Chapter President cannot give instructions and maintain order if members are leaving and strangers are entering. Permit only your members, alumni and appropriate officials to enter. Try to keep members off their personal phones to avoid the passing of incomplete information prior to a statement being issued by the President. If your chapter does not provide housing, identify a common meeting place.
2. If emergency assistance is necessary, dial 911 and provide the dispatcher with complete information on the situation. Be calm and concise. The dispatcher will contact the support and response teams requiring notification (e.g., ambulance, Fire Dept., Police Dept.).

3. Before you leave the telephone, call the Center for Student Involvement and Leadership. During business hours call 615-898-5812. Inform the secretary that this is an emergency call. If it is past general office hours (8:30 a.m. to 4:30 p.m.) proceed through the following list (from the top to the bottom) of University officials until you reach someone. **Do not hesitate to call at any hour!**

1. **Allison Commings, Director, FSL**
   270-485-2026

2. **Donald Abels, Coordinator, FSL**
   731-438-0272

3. **Dr. Danny Kelley, Asst. Vice Pres., Student Affairs**
   202-271-4545

If there is any doubt whether or not the situation is serious enough to warrant calling University officials, **PLEASE CALL!**

4. Your next call is to your Chapter/Graduate Advisor.

   **Name:**___________________________  **Phone Number:**_______________

5. Assemble your members in a group. Explain that there is an emergency situation and that the chapter facility is closed. Ask the members to cooperate in controlling outgoing phone calls until the situation is under control. The President will be the official spokesperson for the chapter.

   Do not discuss the situation with anyone outside the chapter membership until the police, University officials, and your Advisor have arrived. At that time we will discuss exactly what has happened and determine jointly what steps will be taken to manage the situation.

   If there are members of the chapter who are not present for this meeting, a member of the chapter should be assigned to inform each of them as to the situation upon their return.

6. Your general fraternity/sorority headquarters will need to be notified at the earliest opportunity. Specific information to be shared, as well as questions, which they may be able to answer, can be
formulated prior to the call through discussion with University officials and your Chapter/Graduate Advisor.

7. If the press/media should contact the chapter, only the Chapter President or Chapter/Graduate Advisor should speak on behalf of the chapter. With the help of your Advisor and University officials, an official written statement can be prepared. Decline comment until such a statement has been completed. **Do not** release any names until it has been determined that it is appropriate.

8. If the situation is a death outside the chapter living space, do not announce it until University officials and your Chapter/Graduate Advisor have arrived to help.

9. **Do not notify the parents.** In the event of a serious injury or death, medical or police personnel will notify the family. You should, however, have parent/guardian information on file and available to the proper authorities. When you know the family has been notified, it is appropriate for a chapter representative to call and share sympathies and concern.

10. In the event of a death, you will want to make arrangements for any roommates to temporarily relocate to another living space. Restrict access to the deceased member’s room until his/her personal possessions are removed.

11. If a member dies, do not move any of the deceased student’s personal possessions. When proper time has passed, you will call the family to ask what their wishes are regarding his/her personal possessions. You may offer to pack them in boxes or offer to assist the parents/guardians if they choose to pack the belongings themselves.

   Before they arrive, be sure that all borrowed items are returned to the deceased student’s room. If the parents/guardians do choose to pack the belongings themselves, you can make packing materials available and offer to help. Respect the family’s wishes no matter how difficult that may become.

12. In the case of an attempted suicide, with or without serious injury, do not assemble your members or call parents/guardians. We will discreetly discuss the necessary steps in this instance once you have contacted the appropriate University officials and your Chapter/Graduate Advisor.
13. The University officials involved will initiate the notifications within the University of those offices, which would interact with the injured or deceased student (e.g., departmental offices, professors).

14. University officials are always available to counsel and to provide general assistance to chapter members. Do not hesitate to call for help. Individual and group counseling are strongly recommended following any crisis situation. No matter how well things may appear on the surface, counseling and other support services are often necessary.

15. If the funeral is in-state, it will mean a great deal to the family for members of the chapter to attend. If the funeral is too great a distance for the general membership to attend, arrangements can be made for a local memorial service.

Most fraternities and sororities have ritual ceremonies to be conducted in the event of a member’s death. Arrangements may be made by the Chapter President to hold this ceremony at the appropriate time.

16. In the case of serious injury or illness, inquire about the visitation wishes of the family and communicate this to and coordinate this with members of the chapter.

17. In any emergency use tact and caution in your statements to members, media/press officials, and others. Avoid speculation and hearsay. Remember to issue only the prepared official statement to the media/press.

**FIRE**

Chapters providing common housing should follow each of these steps on a **semesterly basis.**

1. Create a rooming chart resembling the house floor plan. List the residents of each room directly on the floor plan. Note any information next to the individual’s name, which might become important to the Fire Department (e.g., physical challenges). Also, if a sleeping dorm is utilized, note the placement of beds and identify the occupant of each on the floor plan.

2. Make two copies of these documents. Give one to each of your next door neighbors (even if they are not a Fraternity or Sorority chapter). Keep the original in a publicized place (e.g., chapter room, the Chapter President’s room, a desk drawer in the foyer).

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*MTSU is an equal opportunity, non-discriminatory educational institution that does not discriminate against individuals with disabilities.*
3. Develop escape routes for each room. Permanently affix the room’s escape route to the back of that room’s door.

4. Should a fire break out, dial 911. When the Fire Department arrives, you will need to assist them in determining if anyone was left in the house, and if so, where they might be found. The floor plan can be of great benefit at a point when chapter officers may not have the time to try to recall numerous names and rooming situations.

5. Identify a common meeting place outside the house for members to gather in the event of a fire. This can be a tree, a nearby fraternity or sorority front lawn, or any predetermined location. At that point, get a neighbor’s copy of the rooming list and take roll. Make a note of any individuals who are missing and the probability of their remaining inside the house. This step must be taken as quickly and efficiently as possible.

6. The Chapter President or highest-ranking officer present will communicate this information to the Fire Department. The Fire Department Incident Commander will be identified either by wearing an orange vest with Incident Command on it, or by being inside a Fire Department vehicle with a green flashing light on top. Another designated officer should begin calling those individuals identified in the general emergency procedures listed previously (e.g., University officials, Chapter/Graduate Advisor). It is suggested that a listing of all necessary phone numbers be kept with the copies of the floor plan.

7. Keep chapter members together. UNDER NO CIRCUMSTANCES SHOULD ANY MEMBER OF THE CHAPTER RETURN TO THE BURNING BUILDING. Nothing is more important than your lives!

8. Upon their arrival, University officials and the Chapter/Graduate Advisor will begin to make temporary living arrangements as necessary.

9. The Chapter President should organize a timed fire drill each semester. The Murfreesboro City Fire Department is more than willing to assist in both the operational and educational components of a fire drill.

10. The chapter should sponsor a program/presentation by the Murfreesboro City Fire Department on fire safety. Again, the Murfreesboro City Fire Department is committed to public education of fire safety and prevention.
Appendix

- Key and Room Roster
- Billing Agreement
- Condition Room Report
- Facility Improvement Proposal Form
- Damage Assessment Form

Additional Notes:
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