



Delta Gamma  
1873

# House Director Handbook

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# Introduction

A Delta Gamma house director is many faces to many people. The house director is a property manager and also creates a “home away from home” environment for the members. In short, the house director plays a vital role in creating and maintaining the physical and social environment in which the chapter operates. A successful house director enjoys young people, understands the challenges they face and has strong property management skills.

This handbook is designed to help the house director feel comfortable in their role. Each chapter is unique, and each house director will fulfill a unique role within the chapter. Relationships and duties will vary from one university to another and from one chapter to another. A house director must ensure that those with whom they interact/work with have a clear understanding of the role they play. Though the house director is not an officer or member of the advisory team or house corporation board, they fit into the organizational structure of the chapter by virtue of their role as a house director. The house director is hired and employed by the house corporation employment committee or assistant director for managed properties at the Office of Housing (OOH).

## Duties of the House Director

The house director should review and sign the job description acknowledging understanding of their job duties. Please refer to the official job description from the Office of Housing.

### House Director Job Description:

The house director is responsible for the overall operations of the chapter house, including but not limited to the day-to-day maintenance, cleanliness, food service and safety of the house. The house director consults with the house corporation/assistant director for managed properties for guidance and assistance in executing the duties.

- Ensures a safe and productive environment for collegians and staff.
- Responds appropriately during all emergency situations by contacting appropriate parties.
- Creates a strategy for the long-term care and upkeep of the facility for the house corporation board/assistant director for managed properties.
- Communicates house maintenance issues to the house corporation board/assistant director for managed properties and coordinates all routine maintenance issues in a timely manner. Manages all minor repairs within agreed amount in a timely manner. Notifies house corporation board/assistant director for managed properties of major repairs that exceed agreed amount with estimates that need to be done. Reports immediately to the house corporation board/assistant director for managed properties all hazards and damages that require insurance claims.
- Stays within the given budget for ad hoc expenses; reconciles receipts and purchase orders; reviews and submits for payment through the appropriate parties.
- Purchases kitchen, cleaning and other necessary supplies while maintaining inventory.

- Recruits, interviews, conducts staff performance evaluations/discipline warnings and supervises staff with input from the employment committee chair (ECC) or assistant director for managed property and the human resources business partner (if applicable).
- Reviews and approves payroll on a timely basis (if applicable).
- Collaborates with the chef and the collegians to plan nutritious meals within the budget.
- Manages multiple preferred service providers to resolve issues while staying within budget.
- Remains with vendors at all times.
- Keeps the house corporation/assistant director for managed properties (and CSL if applicable) informed of any inspection by insurance adjusters, fire department, government agencies, or others concerned with the maintenance, security, and safety of the chapter house.
- Assists the director of house management with the required fire drills and other required inspections; specifically seeking out any damage to the chapter house.
- Meets and communicates regularly with the advisory team chair (ATC) about any unusual trends, activities and/or problems with the chapter.
- Meets regularly with the director of house management and attends any meetings with chapter members as necessary.
- Must reside in the chapter house each night the members are in residence.
- Adheres to university, house corporation board, Office of Housing and chapter policies and rules.

#### REQUIRED SKILLS

- Excellent organization and communication abilities.
- Knowledge of Microsoft Outlook, Word and Excel such as simple spreadsheets and scanning of PDF files.
- Positive solution-focused attitude.
- Ability to interact professionally and diplomatically with students, parents, alumnae, service providers and community resources.
- Strong interpersonal skills, including the ability to work with college-aged women, patience, and flexibility.
- Ability to climb up and down several flights of stairs daily and lift 25 pounds if necessary.

#### PROFESSIONAL EXPERIENCE

- Previous house director experience
- Property management experience

#### TIME COMMITMENT AND BENEFITS

- 40+ hour (full-time) workweek with a suite and utilities provided.
- Must be onsite, overnight, seven (7) nights per week, except when prior arrangements have been made for other adult supervision.
- All meals will be provided when the collegians are in residence.

\*\*This is a smoke, alcohol, federally illegal drugs, animal and firearms-free environment.

## Performance Evaluation

An annual performance evaluation is conducted to provide you with the opportunity to discuss your job duties, goals and objectives and accomplishments, identify improvement and development needs and plans to address them. Input from the key people you interact with on a regular basis is requested, which includes, the house corporation/assistant director for managed properties, advisory team chair (ATC), chapter president, director of house management and the Office of Housing.

If you supervise housekeeping, chefs/cooks and/or maintenance employees (on payroll) you will complete a performance evaluation for those employees.

## Mandatory Training

Delta Gamma requires all house directors who have been employed for at least one year to complete the Mental Health First Aid Certification (MHFA) training. This training is not intended for you to be a mental health counselor, but rather it gives you tips on dealing with mental health issues the collegians may be dealing with. The training is instructor-led and to receive the certification you either need to attend the training via Zoom or in-person. The training is also five hours and includes two hours of pre-course work. Feedback from house directors who have received the training has been very positive and well worth it. The certification is another “tool in your toolbox!” As a reminder, the Mental Health First Aid Certification training is a condition of your employment agreement.

Other annual mandatory trainings include the annual house director conference and safety and state-specific trainings on topics like mandatory reporting and sexual harassment.

## Helpful Information

The following information should be kept in the house director’s notebook to assist with performing job duties effectively and efficiently.

*\*\*If you cannot readily locate this information, contact your employment committee chair/assistant director for managed properties to help you retrieve the information:*

- A roster of the advisory team with contact information.
- A roster of the house corporation board members/assistant director for managed properties and the Office of Housing staff contact information.
- A roster of the regional team.
- A copy of the chapter composite photograph (helps you match names with faces)
- A list of chapter leadership and their contact information.
- A list of chapter members living in the house and their room number.
- A list of university health services and phone numbers.
- A list of employees and their email addresses and phone numbers (if applicable).
- A list of suppliers, vendors, cooperative buying associations, etc. with email addresses and phone numbers.
- A list of approved repairmen, handymen, fire and security system and service technicians with phone numbers.

- A copy of your employment agreement and the house director job description.
- The chapter housing bylaws and standing rules (BLSR), including any waivers to Delta Gamma policy.
- Chapter calendar showing special chapter functions as well as open and close dates for the house (these dates may be different from university open and close dates)
- University calendar listing holidays, examinations, openings, and closings.
- Meal schedules, copies of menus and the budget allowance for food.
- An inventory of the kitchen equipment, supplies, linen and table settings.
- Records relating to keys, locks or codes necessary for the security of the house.
- A list of the names and phone numbers of the other house directors on your campus.

## Insurance

The insurance policy carried out by the house corporation/executive offices provides workers' compensation and liability insurance for all employees of the house corporation. Most worker's compensation policies are through MJ Insurance, but some states are monopolistic and require insurance through the state pool. In terms of personal property insurance, only house directors have access to \$15,000 coverage with a \$500 deductible. If that amount is not adequate for a house director's belongings, additional coverage would need to be purchased by the house director.

## Working with the Chapter Officers

The house director should understand the responsibilities of various members of the advisory team and know who to contact concerning specific matters. In many cases, specific advisers will need to consult the house director to perform their duties. The advisory team members may ask the house director to be available to them when advice is needed in the area of house management. In addition, the advisory team will expect the house director to inform them of any disturbing or unusual trends or problems within the chapter. They will work together to see that such conditions are corrected if such action is needed.

### chapter president

Together, the house director and chapter president set the pace and tone for the chapter through consistent, regular communication. The president and director of house management need to keep the house director up to date on the events of the chapter and any changes in the chapter calendar. The house director should work with the president to:

- Report any problems within the chapter that require Honor Board action, including major infractions or repeated infractions of university regulations, the Fraternity Constitution, Delta Gamma policies and procedures, the chapter house rules, as well as federal, state, provincial and civil laws via a written report; if at all possible, please document the policy violation with a photograph.
- Working with the director of house management, see that arrangements are made for Collegiate Development Consultants (CDC) or any visiting Fraternity officers.

### **vice president: social standards**

In the president's absence, the house director is expected to report to the vice president: social standards any problems within the chapter that require Honor Board action.

### **vice president: finance**

The house director and the vice president: finance must work together to:

- Ensure that the chapter budget allowance for food and supplies is satisfactory.
- Approve household bills for payment by either the vice president: finance or the house corporation/assistant director for managed properties.
- Ensure bills are promptly paid to vendors.
- Submit all receipts when utilizing the chapter credit card.
- Ensure collections are made promptly for guests eating in the chapter house if such charges are applicable or appropriate according to the chapter bylaws and standing rules.

### **director of house management**

The house director and the director of house management should always work closely together because their jobs are closely aligned, and they share many responsibilities. The director of house management and chapter president should keep the house director up to date on the events of the chapter and any changes in the calendar. The house director and the director of house management should:

- Maintain communication between the house director and the chapter. It is highly recommended that a weekly or bi-weekly meeting be held to review upcoming events or any concerns.
- Ensure that the chapter house and grounds are in acceptable condition at all times.
- Work together to arrange necessary repairs. The director of house management should report any necessary repairs to the house director, who should obtain the approval of the house corporation/assistant director for managed properties for the repairs.
- Collaborate on checking the security of the house and changing the door codes or locks.
- Collaborate/coordinate the bi-annual fire drills. Check with the director of house management to ensure there is a written plan for drills and a debrief.

### **director of social events**

Because the director of social events is responsible for providing a framework of social experiences for the chapter, they will work closely with the house director whenever an event is planned that involves a change in the normal functioning of the chapter house.

When the chapter is planning an event at the chapter house, the director of social events and the house director should review:

- The number of guests for meals, and any special changes to the menu.
- The table or room decorations, which may present a change in meal service.



When the chapter will be entertaining individual guests, the director of social events and the house director will:

- See that the guests are greeted and made to feel welcome and comfortable in the house.
- Make arrangements for special seating in the dining room.

### **vice president: membership**

Since recruitment traditions and regulations vary greatly from one campus to another, the vice president: membership and the house director should meet to discuss needs or changes in regular routine during both primary recruitment and Continuous Open Bidding (COB).

Discussion should focus on:

- The house director's role and hostess duties during recruitment or COB.
- Food or drink requirements during recruitment and their budget allocations.
- Schedule of meals for chapter members during work week and recruitment.
- Clean-up assignments by chapter members.
- Number of prospective new members at regular meals during COB.

### **chapter members**

The house director's relationship with the chapter members is one of great importance. In establishing a good relationship with chapter members, the house director is asked to:

- Act as the chapter's official hostess.
- Understand university, Fraternity and chapter rules and regulations, and guide chapter members in observance of them.
- Help foster harmonious relationships among the chapter, the university, the Fraternity, the advisory board, the house corporation board, and alumnae.
- Give advice on proper etiquette.
- Understand and respect the many commitments and interests demanding the members' time and energy.
- Be a willing listener.
- Be informed of campus life and the community you live in.

### **advisory team**

Each Delta Gamma chapter is served by alumnae members on an advisory team. The number of women on the team will vary from chapter to chapter, but normally four to eight alumnae will serve. The advisory team advises, counsels and guides; it does not govern the chapter or the chapter officers, and it does not determine nor dictate chapter rules and bylaws. Your primary contact on the advisory team is the chapter's advisory team chair (ATC).

Certain authorities are granted to the advisory team, including the authority to:

- Require the chapter to observe Fraternity policies and procedures, house rules, university rules and college Panhellenic rules.
- See that the chapter maintains cooperation with the university administration, Panhellenic groups, alumnae, the house corporation/assistant director for managed properties, the house director and other employees.

## Local Alumnae

The alumnae chapter or association in the community may occasionally hold meetings or events at the chapter house. The president of the local alumnae group should obtain permission from the house corporation/assistant director for managed properties. The local alumnae president must coordinate with the house director, house corporation president/assistant director for managed properties and the chapter president to decide on dates that are available and convenient for all parties concerned. The house director may be requested to take charge of certain aspects of such alumnae functions.

From time to time, visiting alumnae may drop by and want to see the house. The house director, in their role as hostess, should coordinate and escort alumnae who are touring the house.

## Campus and Community

Delta Gamma chapters operate within the official framework of the campus where they are located. The chapter members are also members of the greater community and have a responsibility to be good citizens and good neighbors. The house director should:

- Understand university policies that apply to Greek housing and chapter members.
- Maintaining cordial relationships within the campus community.
- Be involved in campus and community activities.
- Know campus officials and campus safety officers and local law enforcement.
- Form relationships with other house directors and attend house directors' meetings, if such meetings take place on campus.

## House Corporation

The house corporation is a separate legal entity established in the state/province in which it resides to provide a suitable social environment for the chapter. Chapter houses are held in the name of the house corporation rather than the chapter. The house corporation is the employer of the house director and other employees, whom the house corporation employment committee, per Delta Gamma policy, manages.

The maintenance of the facility and equipment is handled by the house corporation board of directors. Disposable items are the responsibility of the chapter.

### **The house corporation:**

- Pays the mortgage/rent, taxes, insurance, etc., unless the house is university owned.
- Hires, through its employment committee, all employees who assist the collegiate chapter, and is responsible for all payroll matters.
- Maintains the facility and equipment through routine upkeep and repairs.
- Purchases household items, such as furniture, carpets, decorative items, hardware, cooking equipment, utensils, vacuum cleaners, laundry equipment and repairs or replaces items when the need arises due to normal use.
- Pays all service vendors; some examples include caterers, cleaning companies, repair personnel and landscapers.

- Examines the house before the close of the school year to determine necessary work.
- Works with the house director to arrange for major repairs, cleaning and refurbishing to be done during school vacations.
- Invites the house director to the beginning\_of board meetings to report helpful information regarding the house or chapter.

**In working with the house corporation board, the house director should:**

- Be familiar with the responsibilities of this board (including the employment committee) and the chapter advisory team.
- Be prepared to attend house corporation board meetings when invited.
- Advise the board concerning the condition of the house and furnishings, as well as the need for repairs and/or replacements.
- Work with vendors to obtain the best estimates and customer service regarding repairs, projects, etc.
- Assist in submitting inventory reports with the director of house management.
- Approve employee timecards in Paylocity.
- Manage construction or repair projects at the direction of the house corporation.
- Stress to the collegians the importance of keeping the house in good condition.
- Keep a list of repair and service companies approved by the house corporation to call in emergencies or when the house director is unable to reach a member of the board.
- If provided by the house corporation, a Delta Gamma credit card may be provided to pay for minor purchases needed for the house; the house director must provide receipts for any goods paid for with the credit card. Delta Gamma credit cards are only to be used for purchases that are the house corporation's responsibility and they should not be used for chapter items.
- Upload receipts to Smartdata for any charges at local stores related to purchases made on behalf of the house corporation.
- Notify the house corporation board of fire drills and any requirements/suggestions made by the fire inspector concerning chapter safety and fire prevention.
- Immediately notify the house corporation if there is damage to the house.

## LLCs

LLCs do not have a local house corporations and are managed by the Fraternity. The assistant director for managed properties is responsible for managing the LLCs. The assistant director for managed properties manages the house director and all other employees of the LLC.

The assistant director for managed properties handles the maintenance of the facility and equipment. The chapter is responsible for disposing of disposable items.

**The assistant director for managed properties:**

- Pays the mortgage/rent, taxes, insurance, etc. unless the house is university owned.
- Hires all employees who assist the collegiate chapter and is responsible for all payroll matters.
- Maintains the facility and equipment through routine upkeep and repairs.
- Purchases household items, such as furniture, carpets, decorative items, hardware,

cooking equipment, utensils, vacuum cleaners, laundry equipment and repairs or replaces items when the need arises due to normal use.

- Pays all service vendors; some examples include caterers, cleaning companies, repair personnel and landscapers.
- Examines the house before the close of the school year to determine necessary work.
- Arranges for major repairs, cleaning and refurbishing to be completed during school vacations.

**In working with the assistant director for managed properties, the house director should:**

- Be familiar with the responsibilities of the assistant director for managed properties and the chapter advisory team.
- Advise the assistant director for managed properties concerning the condition of the house and furnishings, as well as the need for repairs and/or replacements.
- Work with vendors to obtain the best estimates and customer service regarding repairs, projects, etc.
- Assist in submitting inventory reports working with the director of house management.
- Approve employee timecards in ADP.
- Manage construction or repair projects at the direction of the assistant director for managed properties.
- Stress to the collegians the importance of keeping the house in good condition.
- Keep a list of repair and service companies approved by the assistant director for managed properties to call in emergencies or when the house director is unable to reach the assistant director for managed properties.
- If provided by the assistant director for managed properties, maintain a Delta Gamma credit card to pay for minor purchases needed for the house; the house director must provide receipts for any goods paid for with the credit card. The Delta Gamma credit card should only be used for purchases that are the assistant director for managed properties' responsibility and they should not be used for chapter items.
- Upload receipts to Smartdata for any charges at local stores related to purchases made on behalf of the assistant director for managed properties.
- Notify the assistant director for managed properties of fire drills and any requirements/suggestions made by the fire inspector concerning chapter safety and fire prevention.
- Immediately notify the assistant director for managed properties if there is damage to the house.

## Finance

If you have approval authority in your employment agreement, you may submit bills directly to the Office of Housing accounts payable specialist for payment within the limits provided. Ask the house corporation treasurer/assistant director for managed properties for the process of submitting invoices over your approval limit.

The house director may be provided with a greekbill purchase card, funded with no more than \$2,000 at a time. This funding needs to correspond to the appropriate account in the chapter budget and all receipts for purchases are to be submitted to the vp: finance.

### **Bills that should go to the house corporation/assistant director for managed properties or to accounts payable at the Office of Housing:**

- Chapter house cleaning (not by individuals on the payroll).
- Maintenance work such as plumbing, electrical, windows, roof, heating/cooling, etc.
- Maintenance of equipment such as computers, printers, washers/dryers, kitchen equipment, etc.
- Grounds upkeep, mowing, trimming, pest control and snow or ice removal.
- Home furnishings, such as kitchen/dining room linens, flower arrangements, kitchen utensils, etc.
- Invoices from a catering company.
- Any invoice from an outside contractor for work on the house.

### **Bills that should go to the chapter vice president: finance:**

- Supplies, such as toilet paper, paper towels, light bulbs, or any disposable and/or consumable item
- All utility, phone, cable, and internet bills.
- Food (not provided by a catering company)

## Accounts Payable - Vendors

New vendors are required to provide the following documents prior to the service being provided. Please note that anyone providing a service on Delta Gamma property is considered a vendor (i.e., a house director substitute).

1. W-9 – the business name, address and EIN or social security number must be completed on the form.
2. Certificate of Liability Insurance (COLI) – the liability insurance should be at least 1 million dollars. If the vendor does not have insurance, they can complete an insurance waiver with the house corporation/assistant director for managed properties approval. Notarization of the insurance waiver isn't required but is strongly recommended.
3. Electronic Transfer form (EFT) – vendors are required to have their payments directly deposited into their bank account. A voided check or bank spec is needed that verifies the bank account and routing number. Please note, paper checks are no longer an option.

4. Background check results on file with your Human Resources Business Partner for house director subs and vendors that will be unsupervised or have access to the house (i.e., code, key fob, etc.).

Vendors should never be paid locally unless there is an emergency. Invoices need to be submitted with a description of the work performed and the dollar amount charged. Invoices can be submitted to the Office of Housing electronically either from the house corporation/assistant director for managed properties, house director or vendor.

## Delta Gamma Housing Policies

Below are some of the policies that most directly relate to a house director's responsibilities. For more specific information on policies, contact your employment committee chair (ECC)/assistant director for managed properties regarding house corporation policies or the advisory team chair (ATC) regarding chapter policies.

- No alcoholic beverages may be served or stored on Delta Gamma property. Note: Property is defined as houses, apartments, lodges, suites, dorms, dorm floors and meeting rooms. This includes yards, driveways, sidewalks, and parking lots owned, rented, leased or designated for Delta Gamma use by house corporations/assistant director for managed properties or chapters.
- Open flames/candles may not be used in chapter facilities.
- All Delta Gamma chapter houses are required to hold two fire drills annually: one in the fall and the second in the spring. The first drill of the year is to be under the direction of the local Fire Chief or their representative and should include instruction in the use of fire extinguisher equipment.
- The possession and/or use of firearms or explosive devices of any kind within the confines and premises of Delta Gamma property is expressly forbidden. Note: property is defined as houses, apartments, lodges, suites, dorms, dorm floors, annexes, and meeting rooms. This includes yards, driveways, sidewalks, and parking lots owned, rented, leased, or designated for Delta Gamma use by house corporations/assistant director for managed properties or chapters. That includes any motor vehicles on the premises.
- Illegal drugs, as defined by state or federal law, including medically prescribed marijuana, may not be stored or used on Delta Gamma property. Note- property is defined as houses, apartments, lodges, suites, dorms, dorm floor, annexes, and meeting rooms. This includes yards, driveways, sidewalks, and parking lots owned, rented, leased or designated for Delta Gamma use by house corporations/assistant director for managed properties or chapters.
- In order to promote a safe, healthy and gracious environment, smoking, juling or vaping shall not be permitted in any chapter facility.
- All Delta Gamma housing must be locked 24 hours a day.

- All Delta Gamma owned, or leased living units shall have a live in house director unless a resident assistant is provided by the university. Chapters with limited residency may be granted a waiver from Council. The house director/resident assistant shall live in the house seven nights per week while women are residing in the house. In case of the house director's absence for any reason, a satisfactory substitute approved by the house corporation/assistant director for managed properties will be provided by the house director.
- The house director is hired by the employment committee/assistant director managed properties and shall be employed under the model house director employment agreement with additions for local or state ordinances. The employment committee or Human Resources shall hold an annual performance review with the house director.
- No one may live in a Delta Gamma facility who is not an employee of the house corporation/LLC or a collegiate chapter member who has a signed room agreement with the collegiate chapter. Non-Delta Gammas may not be overnight guests while the members are in residence. When school is not in session and there are no live-in members present, the house director may have guests with the permission of the regional housing specialist and the house corporation president/assistant director for managed properties. All children under 18 visiting an employee must be accompanied by a legal guardian or house corporation employee/assistant director for managed properties at all times. Delta Gamma members without signed room agreements, may stay overnight with the permission of the regional collegiate specialist/council appointed coordinator/new chapter coordinator and the ATC or house corporation president/assistant director for managed properties.
- To live in a Delta Gamma facility, a collegiate member must have a signed room agreement. Delta Gamma members without signed room agreements, may stay overnight with the permission of the Regional Collegiate Specialist/Council Appointed Coordinator/New Chapter Coordinator and the ATC or house corporation president/assistant director for managed properties. Delta Gamma residential facilities are for member use. The frequency of overnight guests is assumed to be random, for special events only, and not for regular or multiple use by the same guest. Therefore, overnight guests are discouraged. Exceptions to the facility being closed to visitors shall be made through the bylaws and standing rules approval process with the approval of the advisory team chair and Regional Collegiate Specialist/Council Appointed Coordinator/New Chapter Coordinator.
- In Delta Gamma chapter housing, non-members/visitors are only allowed in private areas for maintenance, repair or transport/haulage. *Private areas are defined as bedrooms, sleeping quarters, porches, bathrooms and any other rooms in the vicinity of the designated private areas.* Exceptions may be made through the bylaws and standing rule approval process with the approval of the advisory team chairman and Regional Collegiate Specialist/Council Appointed Coordinator/New Chapter Coordinator.

- Guests and non-resident members may not bring live animals on Delta Gamma property, unless they are service animals. Waivers may be granted for house director's pets, service animals or assistance animals for residents by applications from the Delta Gamma Office of Housing.

## Delta Gamma Risk Management

### Safety, Security and Health

Each Delta Gamma chapter has an emergency action plan developed by the house director and the director of house management, with the assistance of the advisory team, the house corporation board/assistant director for managed properties, Fraternity policy and the local fire marshal.

In the case of an emergency involving a chapter member, the chapter has specific policies and procedures to follow, so let the chapter officers take the lead. The chapter president is in charge and must be contacted. The house director should not contact parents. Medical or police personnel will inform parents as necessary. Do not allow accident victims to be disturbed by untrained persons. Do not attend to accident victims yourself.

### Emergencies

- Instruct all members that only the chapter president (or, if they are not available, the next ranking officer) should speak for the chapter, and only after receiving guidance from the advisory team chair and/or the Regional Collegiate Specialist.
- If a crisis has occurred within your chapter facility, close the facility to all non-Delta Gammas except for emergency personnel. In case of any emergency, contact a member of the regional team or Executive Offices at [crisis@deltagamma.org](mailto:crisis@deltagamma.org).

### Fire Drill Procedures

Some universities/colleges may require their process for Greek houses. But the house director should be present during the fire drill. Two fire drills annually are required in all Delta Gamma chapter houses; one to be held in the fall and the second in the spring. The first one of the academic year is to be under the direction of the local fire chief or their representatives and should include instruction in the use of fire extinguisher equipment. The house director should partner with the director of house management to execute the fire drills. **Always follow the procedures of a drill as though it is an actual event.**

- Pay attention and respond quickly to the alarm.
- Ensure all members know drill procedures and follow them.
- Do not retrieve any personal items not in the immediate area.
- Be sure the lights are out, and doors are closed.
- Evacuate the building via the nearest usable exit.
- Outside the building, go to the designated assembly area(s).
- Have a procedure in place to take roll or determine that all members living in the house are accounted for.
- Complete the fire drill form and submit it to your human resources business partner.



### Weather-Related Procedures (Flood, Hurricane, Tornado)

- Pay attention and respond quickly to the alarm.
- Do not retrieve any personal items not in the immediate area.
- Listen to local civil defense officials or the National Weather Service.
- Ensure all members know the procedures and follow them.
- If asked to leave your area, be sure the lights are out, and doors are closed.
- Take shelter in an approved area.
- Do not go outside the approved shelter(s).
- Have a procedure in place to take roll or determine that all members living in the house are accounted for.

**The house director should have a list of emergency phone numbers with them at all times during these procedures.**

### Power Failures

Occasional power failures are quite common. Unless the chapter house is prepared for such events, a power failure can be disorienting, causing other accidents or security problems, and affect the overall safety of the chapter. The house director and the director of house management should be familiar with the location of fuse boxes, circuit breakers and the necessary technicians or local utility company to be called for such an emergency.

In the case of a long-term power outage, the advisory team chair and/or the chapter operations adviser and the house corporation president/assistant director for managed properties should be notified to make arrangements to house the chapter women in another location. A sufficient supply of flashlights and batteries is essential.

### First Aid

Regardless of the extent of safety precautions, accidents do happen. For this reason, the house director should be familiar with basic first aid treatment procedures. If suggested by the house corporation/assistant director for managed properties, Red Cross first aid training, CPR directions and instruction for the Heimlich maneuver can be arranged locally.

If an employee is injured on the job, determine if they need immediate medical attention. If required, send them to the nearest urgent care/hospital and inform them that the injury is covered under workers' compensation. The employee is required to complete a first report of injury form even if it is a minor injury. The completed first report of injury form is emailed to our contact at MJ Insurance (or through the state pool) and your assigned human resources business partner. Injuries on the way to or from work are not covered.

### Narcan and Automated External Defibrillator (AED)

Delta Gamma will follow university guidelines for Narcan and AED training for Greek houses. Some universities require chapter management to be trained and will provide Narcan for Greek houses and may also offer training for house directors. While this is optional, Delta Gamma house directors are instructed to call 911. This also applies to the use of an AED.

### Active Shooter

If there is an active shooter situation on campus, the house director should work with the chapter president and director of house management to ensure all doors are locked, blinds are closed, lights are off, shelter in place and follow any university instructions.

### Mandatory Reporter

Delta Gamma follows state-specific guidelines for mandatory reporting. For example, Washington and Ohio state laws require house directors to be mandatory reports.

A mandatory reporter is required to notify the university and law enforcement if hazing or other criminal acts are witnessed or reported to them. If the hazing involves Delta Gamma members, the house director should immediately report the incident to [crisis@deltagamma.org](mailto:crisis@deltagamma.org). Hazing is defined as any act committed as part of a person's recruitment, initiation, pledging, admission into, or affiliation with a student organization, athletic team, or living group or any pastime or amusement engaged in with respect to such an organization, athletic team, or living group that causes, or is likely to cause, bodily danger or physical harm, or serious psychological or emotional harm, to any student or other person attending a public or private institution of higher education or other postsecondary educational institution in this state, including causing, directing or coercing or forcing a person to consume any food, liquid, alcohol, drug or other substance which subjects the person to risk of such harm, regardless of the person's willingness to participate. "Hazing" does not include customary athletic events or other similar contests or competitions.

Delta Gamma will provide state-specific training on mandatory reporting by your human resources business partner when needed. If the university is asking you to become a mandatory reporter, please contact your human resources business partner for more information.

### Outside Security Threats

Outside security threats include, but are not limited to, stalking and social media threats. House directors will contact their house corporation/assistant director for managed properties, who will be working in collaboration with the Executive Office crisis management team and the regional team. Additional security at the chapter house may need to be executed during this time. The house director should immediately reach out to [crisis@deltagamma.org](mailto:crisis@deltagamma.org).

### Security

Delta Gamma policy dictates that all housing will be locked 24 hours a day. The house director, along with the director of house management, is responsible for ensuring that this policy is enforced. The locks on all doors and windows should be kept in good working order.

Safety standards establish a basis for acceptable action on the part of live-in collegiate members and employees. The house director should see that all repair technicians provide quality work, are reliable and bonded. They should also be supervised by the house director while working in the private areas of the house. They should not be allowed to prop doors or windows open.

The house director should walk through the house each night before retiring to see that the house is locked and secured. The house director should make sure that the house corporation president/assistant director for managed properties always has the current door code and/or current keys. This is especially important when the house is closed, and the house director is not present.

The director of house management, the house director and the house corporation/assistant director for managed properties should have a plan in place for securing the house during school breaks and the summer. The house corporation/assistant director for managed properties should have keys to the house and all security codes. Collegiate codes should be disabled during breaks. During breaks, if the house director will be on vacation, codes/access for vendors should also be disabled.

### **Eating Disorders and Alcohol or Drug Abuse**

If you suspect an eating disorder or another personal issue such as alcohol or drug abuse:

Do not discuss your concerns with the individual.

Do not diagnose this woman.

Do not discuss your concerns with their parents or their friends in the chapter.

Do not use the word "sickness."

**Do** go to the chapter president or the vice president: social standards. Tell them your concerns, and they will manage it from there. Please remember that Honor Board is confidential, so you will not be informed of their actions.

Most campuses have a health center that provides information related to these concerns and many more.

If you feel that the chapter has not addressed the problem, your next step is to express your concerns to the advisory team chair. Again, you may not be informed of their actions or the outcome, but you are doing your part to address the concern.

The house director does not serve as a disciplinary agent within the house. When the house director becomes aware of violations of university, Fraternity or chapter rules, they should report such violations to the chapter president, vp: social standards or advisory team chair. Any similar situations with the staff should be relayed to the house corporation/assistant director for managed properties and human resources business partner.

## Required Postings

All required postings are free. Please work with your human resources business partner to obtain the required postings such as:

- Notice of paydays and place of payment
- Emergency phone numbers
- Workers' compensation, discriminatory practices, safety and health protection posters
- Employment compensation and disability benefits rights
- Fair employment and housing act
- Employee rights under the Fair Labor Standards Act
- Employee Polygraph Protection
- E-Verify participation
- USERRA
- OSHA
- EEOC
- State and federal minimum wage
- State-specific postings

## Putting it All Together

Communication and decision-making are the “glue” in the management of the chapter house. Good decisions and communication lead to a feeling of trust, respect and teamwork among employees and members. This synergy will instill high levels of energy and enthusiasm critical to effective management.

Periodic meetings with the director of house management, chapter president, advisory team chair and/or chapter operations adviser will often eliminate potential problem areas and complaints. The house director should feel free to request a meeting as needed to discuss problems or define chapter needs which fall within their job description.

## Delta Gamma Terminology

<b>advisory team</b>	A group of alumnae who advise, counsel, and guide the chapter.
<b>advisory team chair (ATC)</b>	The leader of the advisory team.
<b>chapter management team (CMT)</b>	A group that consists of collegiate chapter officers, who are responsible for effective chapter management and well-planned programs and events.
<b>chapter financial adviser (CFA)</b>	A member of the advisory team, and the adviser to the vice president: finance and the director of house management.
<b>Collegiate Development Consultant (CDC)</b>	A recent Delta Gamma graduate who is employed by the Fraternity to make chapter visits on behalf of the Fraternity. They are wonderful resources for chapters who help interpret Fraternity policy and procedures, develop programs, help with recruitment, assist in problem solving and teach leadership skills.
<b>Council</b>	Comprised of the international Delta Gamma officers elected at the biennial convention and conducts the business of the Fraternity between conventions.
<b>Executive Offices (EO)</b>	The name of Delta Gamma Fraternity's international offices, located in Columbus, Ohio.
<b>Honor Board (HB)</b>	Responsible for the enforcement of the membership's obligations within the chapter. It is not solely a disciplinary board, but also assesses chapter attitudes and morale. It is run by the collegiate chapter vp: social standards.
<b>house corporation</b>	Established to provide a suitable social environment for the collegiate chapter. House corporation assumes the role of landlord to the chapter and is the employer of the house director and all other employees.

<p><b>house corporation board</b></p>	<p>Comprised of elected directors and ex-officio voting members – the ex-officio members are: advisory team chair, collegiate chapter president, collegiate chapter vp: finance and the collegiate chapter director of house management.</p>
<p><b>house corporation employment committee</b></p>	<p>Comprised of an elected director of the house corporation board who chairs the committee and shall include the collegiate president (or another appointed officer) and the advisory team chairman. The duties of the Committee shall be to interview, hire, supervise and renew employment agreements with employees, as well as dismiss employees on an as needed basis.</p>
<p><b>Office of Housing (OOH)</b></p>	<p>Encompasses both the Fraternity Housing Corporation (FHC) and the Fraternity Management Corporation (FMC).</p>
<p><b>Limited Liability Company (LLC)</b></p>	<p>Chapters managed and supported by the Office of Housing (OOH).</p>
<p><b>Regional Collegiate Specialist (RCS)</b></p>	<p>The liaison between Council, the advisory team, and the collegiate chapter.</p>
<p><b>Regional Director (RD)</b></p>	<p>The team leader for the regional officers – they is also involved in the recruitment of alumnae for the house corporations and to serve as advisers to the collegiate chapters in their region.</p>
<p><b>Regional Housing Specialist (RHS)</b></p>	<p>The liaison between the local house corporation and the Fraternity, and the regional resources person on all housing and employment issues.</p>