

IOWA

Fraternity and Sorority Life

2021 HOUSE DIRECTOR MANUAL

Fraternity and Sorority Life Programs
Iowa Memorial Union - 157
University of Iowa University, IA 52242
<https://fsl.uiowa.edu/>
319-335-3059

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UNIVERSITY OF IOWA FRATERNITY AND SORORITY HOUSE DIRECTORS OVERVIEW

Mission: Facilitate an inclusive home for a diverse community that allows students to feel a sense of belonging and thrive in and out of the classroom.

Vision: House Directors and FSL staff will work together to provide clean, safe, and secure homes that support academic success and promote student well-being.

Values:

- **Inclusion:** Affirming and celebrating all backgrounds and personal identities through inclusive and equitable policies, programs, services, and spaces.
- **Student Well-Being:** Take care of the whole student so they can thrive in all aspects of their lives.
- **Safety:** Providing security features and educate residents to share responsibility for personal safety by making informed choices.

WHAT IS A HOUSE DIRECTOR?

The House Director's role is an important part of the program in all of the housed fraternity and sorority chapters on any campus. These student organizations range in size from 20 to 60 live-in members. Chapter houses at Iowa are privately owned and operated by non-profit corporations comprised of alumni/ae of the organization, often call the House Corporation.

Chapters provide room and board services for their live-in members, study and recreational facilities, and are involved in a variety of social, athletic, scholarship and community service programs. The chapters are self-governing, have their own officers, and set their own fees based on self-determined budgets. Each chapter has a board or committee of alumni/ae advisors, often separate from the House Corporation. Also, the Fraternity and Sorority advisors at the University of Iowa advise the chapters in both individual and group concerns.

House Directors closely resemble resident advisors. Generally, these live in advisors will have specific responsibilities for supervising kitchen or other maintenance staff, ordering food and chapter supplies and administer the commissary budget. However, at least half of a House Director's duties are "intangible". They are sometimes called upon to advise individual members, officers or committees regarding personal matters, as well as chapter activities. In this respect, House Directors are people who enjoy working with college-aged students, have an ability to listen, and know that although college students generally like to "do their own thing" without excessive adult supervision, they also like to have someone around to use as a sounding board. In order to maintain communication in the chapter and to plan for chapter activities, a weekly meeting between key officers and the House Director is recommended.

WHAT DOES A HOUSE DIRECTOR DO?

- Lives in Chapter Facility
- Works with the chapter officers and alumni/ae boards to:
 - Maintain a clean and hazard-free chapter house
 - Make recommendations for major purchases, repairs and replacements
 - Enforces policies as required by the national organization, the university, the House Corporation Board and the undergraduate officers
- Responds to emergencies as needed
- Attends monthly House Director meetings

- Serves as a “parent away from home”...a listener, a counselor and a friend
- Maintain contact information and emergency contact information of all residents
- Supervises the openings and closings of the house during vacations and breaks
- Oversees the kitchen operations, which may include:
 - Hiring and evaluating personnel (cooks, servers, housekeepers, etc.)
 - Planning menus and organizing files and other resources
 - Ordering food
 - Ensuring proper preparation, serving and storage of food
 - Maintaining a clean, sanitary kitchen operation
 - Managing the food and housekeeping budgets, including any petty cash operation
- Keep and maintain a list of vendors and contractors necessary for upkeep of the facility.
- Holds weekly meetings with the chapter officers and is in contact with advisors and House Corporation Board frequently
- Informs members of concerns or issues which need to be addressed
- Serves as the official chapter host for planned activities (Parent’s Weekend, Alumni Weekend, etc.)
- Help coordinate routine house inspections
- Share University resources with residents

2021 HOUSE DIRECTOR CONTACT INFORMATION

Organization	Email	First Name	Last Name
Alpha Chi Omega	willow.kreutzer@gmail.com	Willow	Kreutzer
Alpha Delta Pi	uiowadpihd7@gmail.com	Mary	Furmeister
Alpha Phi	dvannoy57571@gmail.com	Debbie	Vannoy
Alpha Xi Delta	dakini.forrest@gmail.com	Janet	Forrest
Chi Omega	iowachio.mom@gmail.com	Deb	Theobald
Delta Delta Delta	afoulks@trideltaeo.org	Angie	Foulks
Delta Gamma	deltagammaeileen@gmail.com	Eileen	Jenn-Falls
Delta Sigma Phi	daniel-halevan@uiowa.edu	Dan	Halevan
Delta Upsilon	mark-valencia@uiowa.edu	Mark	Valencia
Delta Zeta	bethescher@yahoo.com	Beth	Escher
Gamma Phi Beta	bethmoravec@gmail.com	Beth	Moravec
Kappa Kappa Gamma	robin.hachey@hotmail.com	Robin	Hachey
Lambda Chi Alpha			
Phi Gamma Delta	andrewfordshipman@gmail.com	Andrew	Shipman
Phi Kappa Psi	samnewmaster@yahoo.com	Sam	Newmaster
Pi Beta Phi	granmajofischer@gmail.com	Jo	Fischer
Pi Kappa Alpha	iowaPIKEHousingdirector@gmail.com	Jose	Miranda
Sigma Chi	ejanfield@gmail.com	Eric	Janfield
Sigma Chi	samuelpaulleejarvis@gmail.com	Sam	Jarvis
Sigma Phi Epsilon	scottmccolaugh12@gmail.com	Scott	McColaugh
Sigma Pi	aeden.ward51@gmail.com	Aeden	Ward
Tau Kappa Epsilon	jn179134@gmail.com	John	Nguyen
Zeta Tau Alpha	blessyn578@gmail.com	Elizabeth	Benson

2021 CHAPTER STRUCTURE INFORMATION

Organization	House Capacity	Physical Address	City, State, Zip Code
Alpha Chi Omega	46	828 E. Washington St.	IOWA CITY, IA 52240-5241
Alpha Delta Pi	51	111 E. Bloomington St.	IOWA CITY, IA 52245-6202
Alpha Phi	49	906 E. College St.	IOWA CITY, IA 52240-5558
Alpha Sigma Phi	20	716 N. Dubuque St.	IOWA CITY, IA 52245-1919
Alpha Xi Delta	42	114 E. Fairchild St.	IOWA CITY, IA 52245-6241
Beta Theta Pi	26	816 N. Dubuque St	IOWA CITY, IA 52245-5811
Chi Omega	60	804 Iowa Ave.	IOWA CITY, IA 52240-5218
Delta Delta Delta	55	522 N. Clinton St.	IOWA CITY, IA 52245-6219
Delta Gamma	60	305 S. Summit St.	IOWA CITY, IA 52240-3221
Delta Sigma Phi	34	308 Ridgeland Ave.	IOWA CITY, IA 52246-3734
Delta Upsilon		320 Ellis Ave	IOWA CITY, IA 52246-3705
Delta Zeta	31	223 S. Dodge St.	IOWA CITY, IA 52240-5142
Gamma Phi Beta	64	328 N. Clinton St.	IOWA CITY, IA 52245-6276
Kappa Alpha Theta	53	823 E. Burlington St.	IOWA CITY, IA 52240-5113
Kappa Kappa Gamma	66	728 E. Washington St.	IOWA CITY, IA 52240-5239
Lambda Chi Alpha	20	222 N. Clinton St.	IOWA CITY, IA 52245-1703
Phi Gamma Delta	34	303 Ellis Ave	IOWA CITY, IA 52246-3706
Phi Kappa Psi		363 N. Riverside Dr.	IOWA CITY, IA 52246-2314
Pi Beta Phi	45	815 E. Washington St.	IOWA CITY, IA 52240-5242
Pi Kappa Alpha	27	1032 N. Dubuque St.	IOWA CITY, IA 52245-1608
Pi Kappa Phi	18	332 Ellis Ave	IOWA CITY, IA 52246-3705
Sigma Chi	24	703 N. Dubuque St.	IOWA CITY, IA 52245-1920
Sigma Phi Epsilon	31	702 N. Dubuque St.	IOWA CITY, IA 52245-1919
Sigma Pi	40	630 N. Dubuque St.	IOWA CITY, IA 52245-1915
Tau Kappa Epsilon	21	302 Ridgeland Ave	IOWA CITY, IA 52246-3734
Zeta Tau Alpha	36	815 E. Burlington St.	IOWA CITY, IA 52240-5113

UNIVERSITY OF IOWA CAMPUS INFORMATION

STAFF CONTACT INFORMATION

Sarah Hansen	Vice President for Student Life	Sarah-hansen@uiowa.edu	319-335-1168
Dr. Angie Reams	Associate Vice President and Dean of Students	Angela-reams@uiowa.edu	319-335-1163
Jamarco Clark	Director, Leadership and Engagement	Jamarco-clark@uiowa.edu	319-335-3059
ShirDonna Lawrence	Associate Director, Fraternity and Sorority Life Programs	Shirdonna-lawrence@uiowa.edu	319-335-3059
Meghan Bullard	Assistant Director, Fraternity and Sorority Life Programs	Meghan-bullard@uiowa.edu	318-335-1093
McKenzie Sauer	Coordinator, Fraternity and Sorority Life Programs	Mckenzie-sauer@uiowa.edu	319-467-3022
Caleb Smith	Coordinator, Fraternity and Sorority Life Programs	t-caleb-smith@uiowa.edu	319-467-4658
General FSL Information		uiowafsl@uiowa.edu	319-335-3059

OTHER UI CONTACT INFORMATION

Office	Contact Phone	Other Information
Campus	319-335-8633	Campus bus service - FREE
Leadership and Engagement	319-335-3059	Open 8am- 5pm; M – F
General Information	319-335-3500	
Student Health	319-335-8370	Health Center for Students
Information Technology Services	319-384-4357	ITS Help Desk
Iowa House Hotel	319-335-3513	
Library Information Desk	319-335-5299	
Office of the Dean of Students	319-335-1162	Dean of Students
Office of the Vice President for Student Life	319-335-3557	Sarah Hansen, VP of Student Life
Old Capitol Museum	319-335-0548	
Parking and Transportation	319-335-1475	
Rape Victim Advocate Program	319-335-6001	Known as RVAP
Recreational Services	319-335-9293	
Student Disability Services	319-335-1462	
Student Legal Services	319-335-3276	

UI Athletics Ticket Office	800-424-2957	
University Book Store	319-335-3179	Located in Old Capitol Mall
The HUB	319-335-3041	Box office in the IMU
University Counseling Service	319-335-7294	
University of Iowa Police	319-335-5022	Non-emergency number
UI Operator	319-335-3500	Campus switchboard
UI Veterans Services	319-335-0238	
Women’s Resource & Action Center	319-335-1486	Known as WRAC

STAFF ROLES AND RESPONSIBILITIES

SHIRDONNA

- Provide administrative oversight and strategic direction to the UI Fraternity & Sorority Life (FSL) Community, consisting of 50 chapters and 3,600 students.
- Supervise three Professional & Scientific staff members and graduate students who provide advice, programmatic coordination, and fiduciary oversight of the four governing councils – Interfraternity, Multicultural Greek, National Pan-Hellenic, and Panhellenic Councils.
- Serve as the UI liaison to chapter/graduate advisors, alumni/ae advisors, housing corporation board officials, house directors, and inter/national headquarters representatives. Coordinate and assess FSL Strategic Plan and FSL Alcohol Harm Reduction Initiatives.
- Establish and maintain the traditions and values of UI Fraternity and Sorority Life while also creating culture change to advance FSL at Iowa.

MEGHAN

- Advisor to the Panhellenic Council and Multicultural Greek Council
- Reconciling Budget Ledgers: PHC & MGC
- Oversight of administration tasks including scorecards, grade reports, officer transitions information, etc.

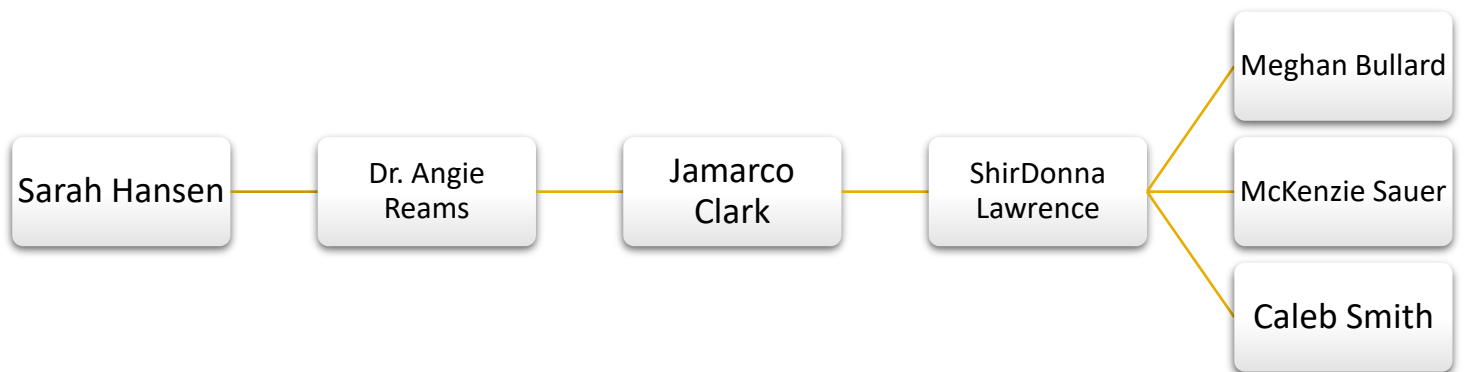
MCKENZIE

- Advisor to the Interfraternity Council
- Reconciling Budget Ledgers: IFC
- FSLP Education: Monthly Education Sessions, Bystander Intervention Education, New Member & Officer Academy
- Advisor to Order of Omega and Rho Lambda
- Serves on the SLC Committee
- Serves on the Men and Masculinities Coalition
- Assists with Expansion
- Supervises the Graduate Practicum Student
- Runs UIowaFSL Social Media
- Co-Teaches LS:1021 Current Issues and Leadership in Fraternity and Sorority Life

CALEB

- Advisor to the National Pan-Hellenic Council
- Oversees the Pre-Joining Education
- Oversees the Gold Card Process
- Manages FSLP website
- Staff lead for FSLP listening sessions
- Serves on the Late-Night Programs Grant Funding Committee
- Partners with Laurynn King to oversee the Roster Management System

STAFF FLOW CHART



POLICIES AFFECTING STUDENT ORGANIZATIONS

- [UI Code of Student Life](#)
- [UI Alcohol Policy](#)
- [UI Hazing Policy](#)
- [Arrest and citation policy](#)
- [UI Operations Manual](#)
- [Student Organization Business Office \(SOBO\) Policies](#)

CODE OF STUDENT LIFE

All fraternities and sororities at the University of Iowa fall under the rights and responsibilities of registered student organizations. This includes registration, administrative and discipline policies. More information on these specific policies can be found here.

ALCOHOL

Student organizations recognized by a student governing body or an academic college must abide by all University rules governing possession and consumption of alcoholic beverages. University alcohol regulations are described in Section II (D.) of the Policies & Regulations affecting Students. University policy prohibits the use of University funds for the purchase of alcoholic beverages for events on campus or off campus. In addition, any reference to alcohol in advertising for the activity shall be omitted. During the event, the sponsoring student organization is responsible for ensuring that state laws concerning sale, possession, and consumption of alcoholic beverages are observed.

Events that include alcohol, whether organization sponsored or not must follow the Fraternity and Sorority Life Programs Social and Events policy as well as any policies enacted by the national organization. Questions regarding this specific policy can be directed to FSL staff.

Fraternity and Sorority organizations affiliated with the University of Iowa must also abide by any event guidelines established by their respective governing council.

HAZING

The Code of Student Life and the Policy on Violence prohibit harassment, assault, and other forms of threatening behavior. When threatening behavior takes place within the context of a student organization or club and is directed at a student interested in participating in group activities, sanctions will be imposed upon the group or club as well as the students. Sanctions up to and including de-recognition from the University are imposed upon a group or club when one or more members or associates of the group or club commit an act of hazing.

In addition to institutional sanctions, a person who commits an act of hazing may be subject to criminal sanctions under section 708.10 of the Code of Iowa. The University defines hazing more broadly than the Code of Iowa criminal definition. In applying the anti-hazing policy to individual cases, the following standards will be utilized during the administrative process to determine whether a hazing violation did occur as alleged.

Hazing is any intentional or unintentional reckless action or situation – with or without consent – that endangers a student or creates risk of injury, mental or physical discomfort, harassment, embarrassment, and/or ridicule – whether on campus or off campus – for the purpose of initiation into, affiliation with, or as a condition for continued membership in any student organization or team recognized by the University of Iowa Student Government or by any other University sponsor.

Acts of hazing include, but are not limited to: compulsory alcohol or drug consumption; physical brutality; psychological cruelty; public humiliation; morally degrading activities; forced confinement; creation of excessive fatigue; required removal or destruction of public or private property; or any other activity that endangers the physical, mental, psychological, or academic well-being and/or safety of an individual. Any requirement imposed upon prospective, new, or current members which is not related to the organization's purpose is discouraged and will become the subject of a University investigation once the practice is brought to the attention of the Office of Student Life.

This policy applies to all UI students and all UI student organizations and clubs. Some University programs promulgate anti-hazing policies specifically for students participating in their programs. The Department of Athletics enforces a hazing policy, as does Fraternity and Sorority Life Programs.

ACADEMIC BREAK PROCEDURE FOR GREEK HOUSING

During university academic breaks, Fraternity and Sorority Life programs must be provided with contact information for those residents that will stay in the home over the following academic breaks:

- Winter Break
- Spring Break
- Summer Break

Chapter leadership should send the following information to FSLP:

- Name
- University ID
- University Email
- Phone number
- Emergency contact information for each resident (name, phone number, email)
- The information for those staying should be submitted via email to Fraternity and Sorority Life Programs at least 2 weeks prior to the beginning of the break.

Send to:

- ShirDonna Lawrence
- shirdonna-lawrence@uiowa.edu

The chapter must be in good standing with the university which includes:

- Not currently suspended from the University
- All fire safety requirements have been met during the regular semester inspection

2021 FRATERNITY AND SORORITY CHAPTERS

Organization	Council	Housed?	F/S
Alpha Chi Omega	Panhellenic Council	yes	S
Alpha Delta Pi	Panhellenic Council	yes	S
Alpha Epsilon Phi	Panhellenic Council	no	S
Alpha Epsilon Pi	Interfraternity Council	no	F
Alpha Kappa Alpha Sorority Inc.	National Pan-Hellenic Council	No	S
alpha Kappa Delta Phi International Sorority Inc.	Multicultural Greek Council	No	S
Alpha Phi	Panhellenic Council	yes	S
Alpha Phi Alpha Fraternity Inc.	National Pan-Hellenic Council	No	F
Alpha Sigma Phi	Interfraternity Council	Yes	F
Alpha Tau Omega	I Interfraternity Council	no	F
Alpha Xi Delta	Panhellenic Council	yes	S
Beta Theta Pi	Interfraternity Council	yes	F
Chi Omega	Panhellenic Council	yes	S
Delta Delta Delta	Panhellenic Council	yes	S
Delta Gamma	Panhellenic Council	yes	S
Delta Lambda Phi Social Fraternity	Multicultural Greek Council	No	F
Delta Phi Lambda Sorority Inc.	Multicultural Greek Council	No	S
Delta Sigma Phi	Interfraternity Council	no	F
Delta Sigma Theta Sorority Inc.	National Pan-Hellenic Council	No	S
Delta Tau Delta	Interfraternity Council	no	F
Delta Upsilon	Interfraternity Council	yes	F
Delta Zeta	Panhellenic Council	yes	S
Gamma Phi Beta	Panhellenic Council	yes	S
Gamma Rho Lambda National Sorority	Multicultural Greek Council	No	S
Kappa Alpha Psi Fraternity Inc.	National Pan-Hellenic Council	No	F
Kappa Alpha Theta	Panhellenic Council	yes	S
Kappa Kappa Gamma	Panhellenic Council	yes	S
Lambda Chi Alpha	Interfraternity Council	yes	F
Lambda Theta Nu Sorority Inc.	Multicultural Greek Council	No	S
Lambda Theta Phi Latin Fraternity Inc.	Multicultural Greek Council	No	F
Phi Gamma Delta	Interfraternity Council	yes	F
Phi Kappa Psi	Interfraternity Council	yes	F
Phi Kappa Theta	Interfraternity Council	no	F
Pi Alpha Phi Fraternity Inc.	Multicultural Greek Council	No	F
Pi Beta Phi	Panhellenic Council	yes	S
Pi Kappa Alpha	Interfraternity Council	yes	F
Pi Kappa Phi	Interfraternity Council	yes	F
Sigma Chi	Interfraternity Council	yes	F
Sigma Lambda Beta International Fraternity Inc.	Multicultural Greek Council	No	F
Sigma Lambda Gamma National Sorority Inc.	Multicultural Greek Council	No	S
Sigma Phi Epsilon	Interfraternity Council	yes	F
Sigma Pi	Interfraternity Council	yes	F
Tau Kappa Epsilon	Interfraternity Council	yes	F

Zeta Phi Beta Sorority Inc.	National Pan-Hellenic Council	No	S
Zeta Tau Alpha	Panhellenic Council	yes	S

EMERGENCY SITUATION PROCEDURES

In case of a chapter emergency, including but not limited to:

- Physical injury or death of a member or guest
- Any situation for which medical attention is warranted (e.g. injury, excessive alcohol consumption, etc.)
- House Fire
- Any event for which you call 911
- Any event for which the media has contacted you or otherwise become involved

Immediately call the following numbers until you have reached a staff member, regardless of the hour.

- Meghan Bullard 417-631-5775

CRISIS MANAGEMENT CONTACT INFORMATION

ACADEMIC SUPPORT AND RETENTION (ASR): 319-335-1497, 2 W. Jefferson Street, 310 Calvin Hall

CENTER FOR DIVERSITY AND ENRICHMENT: 319-335-3555, 24 Phillips Hall

COUNSELING SERVICES: 319-335-7294, 8am – 5pm Monday – Friday <https://counseling.uiowa.edu/>

CRISIS CENTER 24 HOUR RESPONSE COUNSELOR: 319-351-0140 <https://www.jccrisiscenter.org/24-hour-crisis-line/>.

Students may contact the Johnson County Crisis Center and request an on-call counselor to come to their residence hall room for consultation.

DEPARTMENT OF PUBLIC SAFETY (DPS): Available for help in addressing emergencies or difficult situations, 319-335-5022, that is programmed in each phone.

There are two types of officers that that we work with regularly, Security Guards and University of Iowa Police.

EQUAL OPPORTUNITY AND DIVERSITY: 319-335-0705, 202 Jessup Hall

FINANCIAL AID: 319-335-1450, 208 Calvin Hall

FIRE DEPARTMENT (UIFD): 911. Our building alarm systems automatically notify UIFD when an alarm is triggered.

This is the first call you make when a building is evacuating for a fire alarm.

HAWK ALERT: The Hawk Alert System is used to notify the campus community of threats to physical safety in emergency situations (tornado, violence, hazardous material incident, etc.). Hawk Alert allows UI administrators to send recorded or electronic emergency messages (“Hawk Alerts”) to UI students, faculty, and staff by mobile phone, home phone, office phone, and e-mail (all at once), using contact information from the University’s Enterprise Directory (updated via ISIS or Employee Self Service). The entire campus community can be notified in about 15 minutes.

MEDIA: Refer to LEADERSHIP AND ENGAGEMENT 319-335-3059. Any request for interviews should be approved by staff from LEADERSHIP AND ENGAGEMENT.

RAPE VICTIM ADVOCACY PROGRAM (RVAP): 319-335-6000, and is a 24-hour resource.

STUDENT LEGAL SERVICES: 319-335-3276, G115 Iowa Memorial Union

THE OFFICE OF THE SEXUAL MISCONDUCT RESPONSE COORDINATOR (OSMRC): Coordinates the university's response to reports of sexual assault, sexual harassment, dating violence, domestic violence, and stalking (319 335 6200; OSMRC@uiowa.edu) - if you are working through a student issue (sexual assault, stalking, harassment, dating violence) during business hours, the OSMRC should be notified and will help you determine follow-up and reporting. If something occurs after hours, make sure to send an email and let them know so that they can help you with follow-up the next day

FRATERNITY AND SORORITY LIFE CRISIS EXPECTATIONS

ACTIVE SHOOTER PROTOCOL

FSL Member

- Find a safe/secure location – be safe and do not place yourself in danger.
- Once in a safe/secure location, call 911 immediately and provide all information available
- This is not necessary if notification was received via Hawk Alert
- Once you have been notified that it is safe, contact FSL staff member
- Once you have been notified that it is safe, contact chapter advisor
- Follow crisis management protocol
- Pull organization roster/emails for impacted community
- Do not talk to the media – wait for instruction from strategic communication
- Call community members to identify current location/safety

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Find a safe/secure location – be safe and do not place yourself in danger
- Once you have been notified that it is safe contact: DPS, Supervisor, Executive Director of the IMU, Dean of Students, Counseling Services for student/staff, strategic communication
- Enact chapter wellness check in protocol
- Do not talk to the media – wait for instruction from strategic communication

ALCOHOL TRANSPORT/UNRESPONSIVE STUDENT

Signs of over-intoxication include, but are not limited to: urination, defecation, unresponsive, inability to communicate, shallow breathing, inability to focus eyes, excessive vomiting, etc. But remember, not everyone shows these signs, and if you're not sure, trained professionals should do the assessment.

FSL Member

- Immediately call DPS for medical transport
- Immediately call chapter advisor
- Immediately call FSL staff member
- Enact procedure for crisis

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- Notify executive director of the IMU

BIAS INCIDENT

Harassment or intimidation of an individual based on a legally protected characteristic, including but not limited to, race, creed, color, religion, national origin, age, sex, pregnancy, disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, associational preferences, or any other classification

FSL Member

- Immediately contact DPS
- Immediately tell chapter advisor
- Immediately call FSL staff member
- Enact procedure for crisis (may include media procedure)

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- FSL member

BOMB THREAT:

FSL Member

- Find a safe/secure location – be safe and do not place yourself in danger
- Once in a safe/secure location, call 911 immediately and provide all information available

- This is not necessary if notification was received via Hawk Alert
- Once you have been notified that it is safe, contact FSL staff
- Once you have been notified that it is safe, contact chapter advisor
- Follow crisis management protocol
- Pull organization roster/emails for communication
- Do not talk to the media – wait for instructions
- Identify location for rally point
- Call community members to identify current location/safety

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Find a safe/secure location – be safe and do not place yourself in danger
- Once you have been notified that it is safe contact: DPS, Supervisor, Counseling Services for student/staff, strategic communication
- Enact chapter wellness/check in protocol

DEATH OF A STUDENT

FSL Member

- Immediately contact DPS
- Immediately call chapter advisor
- Immediately call FSL staff member (i.e. UCS support, etc.)
- Enact procedure for crisis (may include media procedure)

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- Determine division of responsibilities (leadership, media, UCS, strategic communication, notification of family/DOS, contact councils, contact national organization, etc.)
- Determine future processing with impacted individuals/community
- Begin collecting information for investigation
- Contact the Dean of Students

DRUGS

This section is dedicated for illegal drugs and other substances and other prescription drugs a student is in possession of that are not prescribed to them. These substances may include but are not limited to: Adderall, Bath Salts, Cocaine, Ecstasy, Methamphetamines, Marijuana, Molly, Mushrooms, Oxycontin, etc.

FSL Member

- Immediately contact DPS
- Immediately call chapter advisor
- If the substance/drug leads to injury/illness – contact FSL staff member

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
 - Associate Director notify appropriate administration
-

INJURY/ILLNESS**FSL Member**

- Immediately contact DPS
- Immediately call FSL staff member
- Immediately call chapter advisor

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
 - If injury/illness is communicable, contact Leadership and Engage Director
 - If injury/illness is communicable, contact Student Health and Wellness Contact the Dean of Students Care team
-

HAZING:**FSL Member**

- Contact FSL staff member
- Contact advisor

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- Associate Director notify proper staff
- Contact the Dean of Students

- Contact FS HQ

MISSING STUDENT

FSL Member

- Immediately contact DPS
- Immediately contact FSL staff member
- Immediately call chapter advisor

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- Contact Associate Director who will notify appropriate administration
- Contact the Dean of Students – Care Team

PUBLIC INTOXICATION/UNRULY STUDENT

FSL Member

- Immediately contact DPS
- Immediately call chapter advisor

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor

SELF HARM

FSL Member

- If in need of medical transport – immediately contact DPS
- To assess the seriousness of the situation, you can ask the following questions:
 - Are you suicidal?
 - Do you have a plan to harm yourself or others?
 - Do you have access to the means to do this?
- If the student responds YES to any of the above questions, you should contact DPS for medical attention.
- If the student responds NO to any of the above questions, we would encourage you to share campus resources to provide support including:
 - The Crisis Center 24 Hours Response Counselor: 319-351-0140
 - University of Iowa Counseling Center: 319-335-7294

- Contact chapter advisor
- Contact FSL staff member

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call your reporting line – you may need to assess the seriousness of the situation. To do this, you must ask the following questions:
 - Are you suicidal?
 - Do you have a plan?
 - How would you do it?
 - When would this happen?
 - When would this happen?
 - Do you have access to the means to do this?
- If the student responds YES to any of the above questions, this is an automatic referral/medical attention
- Call immediate supervisor
- Contact LEADERSHIP AND ENGAGEMENT Associate Director notify Executive Director of IMU
- Contact the Dean of Students – Care Team

SEXUAL ASSAULT/DOMESTIC VIOLENCE/STALKING:

FSL Member

- If in need of medical attention – immediately contact DPS.
- Sexual assault is an emergency and we strongly suggest any victim go to the Hospital Emergency Treatment Center. Going to the hospital offers victims choices.
- Immediately call chapter advisor
- Immediately call FSL staff member
- Encourage resident to utilize campus resources including:
 - Rape Victim Advocacy Program (RVAP): 319-335-6000, and is a 24-hour resource.
 - The Office of the Sexual Misconduct Response Coordinator (OSMRC): 319 335 6200; OSMRC@uiowa.edu
 - University of Iowa Counseling Services: 319-335-7294, 8am – 5pm Monday – Friday, <https://counseling.uiowa.edu>
- Call the 24 hour Rape Crisis Line (319-335-6000, part of the Rape Advocacy Program) and asks that an advocate speak with the survivor.
 - By law, survivors have a right to have a trained sexual assault advocate present at all times during the medical and investigatory process. By agreement, the University offers a student the opportunity to have the same. All callers should identify themselves as an RA or Professional Staff Member (you may be asked for a phone number, and the call will be returned by a full-time staff within minutes). Be reminded that you can ask the person on the phone to get a staff member to call you back or meet you in the office of the hall.

- The advocate can discuss with the survivor whether or not they would like to go to the hospital. Survivors are encouraged to be examined by a Sexual Assault Nurse Examiner (SANE) to make sure that they are medically okay and to discuss health issues that might be related to the sexual assault. SANE will collect evidence at that time that will be stored. Even if they decide later to report, the evidence will be there.
- The advocate will assist the student in determining whether they wish to report to law enforcement and/or the UI Administration immediately. The Criminal Justice system and the University administration are two separate processes. Calling UI Police will trigger the criminal justice process which includes a criminal investigation and, if the law enforcement and/or the County Attorney's office determine it is appropriate for the case, law enforcement may arrest and charge the suspect(s). Law enforcement officers consider the survivor's wishes on whether to file a formal complaint; however, once an individual has been charged with a crime, the overriding factor at that point is the fact that someone has been charged with a serious crime and should have the opportunity to provide defense against those charges. The officer and RVAP advocate can assist the survivor in weighing those decisions. Survivors also have the option of making an informal report to law enforcement for information purposes.

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- Contact Associate Director notify appropriate administration
- Contact OSMRC

SUICIDE IDEATION/ATTEMPT

FSL Member

- If a suicide attempt has been made:
 - Immediately call DPS
 - Immediately call chapter advisor
 - Immediately call FSL staff member
- If someone is contemplating suicide:
 - Encourage them to make an appointment with University Counseling Services
 - The Crisis Center 24 Hours Response Counselor: 319-351-0140
 - University of Iowa Counseling Center: 319-335-7294
- Immediately call chapter advisor
- Immediately call FSL staff member

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call your reporting line – you may need to assess the seriousness of the situation. To do this, you must ask the following questions:
 - Are you suicidal?
 - Do you have a plan?
 - How would you do it?
 - When would this happen?
 - When would this happen?
 - Do you have access to the means to do this?
- If the student responds YES to any of the above questions, this is an automatic referral/medical attention
- Call immediate supervisor
- Contact LEADERSHIP AND ENGAGEMENT Associate Director notify Executive Director of IMU
- Contact the Dean of Students – Care Team

THEFT:

FSL Member

- Immediately contact DPS
- Immediately call chapter advisor
- Immediately call FSL Staff

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Follow reporting line expectations:
- Inform student we are required to notify DPS, they have option to file a theft report with DPS
- Get detailed information from residents:
 - What was stolen
 - Value of stolen item(s)
 - Time that the items were stolen

TORNADO/INCLEMENT WEATHER

A tornado watch means conditions are right for the development of a tornado. During a tornado watch, staff should be alert to weather conditions. A tornado warning means that a tornado has been sighted or indicated by National Weather Service radar. The Joint Emergency Communication Center (JECC) will activate the outdoor warning system upon official tornado warning notification from the National Weather Service. When you hear these sirens, immediately:

- *Get In – If you are outside, go to the nearest building as quickly as possible. Once inside, get as far into the middle of the building as possible and avoid glass and windows.*
- *Get Down – Go to the lowest level possible. Find a small protected space like a closet, restroom or interior hallway.*

- *Cover Up – Use whatever you have to protect your head and body from flying debris. Note – The warning sirens is intended to warn persons outdoors, to seek shelter*

FSL Member

- Advise residents in the building to:
 - Get In – If they see anyone outside the building to encourage them to come inside
 - Get Down - Encourage residents to go to the lowest level of the building and/or spaces without windows (i.e. the hallway, bathroom, etc.)
 - Cover Up – Encourage residents to cover their heads in case of any debris.
- Immediately contact Chapter Advisor if there is damage to the building/local area
- Immediately contact FSL staff member if there is damage to building/local area

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- If there damage to building/local area, and there is need to relocate displaced students, contact Dean of Students
- Contact University Housing and Dining - Contracts and Assignments
- Call immediate supervisor
- Contact Associate Director
- Notify appropriate administration
- Contact building/facility emergency number
- Contact university Risk Management
- Contact FSL HQ

VALDALISM (EXTREME)

FSL Member

- Immediately contact DPS
- Immediately call chapter advisor
- Immediately call FSL Staff
- If possible, take pictures of the vandalism and email to FSL Staff

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- Depending on the type of vandalism, contact Associate Director notify appropriate administration

VIOLENCE/PHYSICAL ALTERCATION

FSL Member

- Do not make any attempt to physically intercede to stop a fight
- If a fight is occurring, call DPS immediately.
- Try to calm the situation without putting yourself at risk.
- Immediately call chapter advisor
- Immediately call FSL staff member

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- Contact Associate Director notify appropriate administration

WEAPONS

The term "weapon" means serviceable firearms, tasers, ammunition, explosives, fireworks, or other dangerous articles, paintball markers and other devices that fire projectiles, and devices that resemble serviceable weapons such as a pellet gun or toy gun that a reasonable observer would believe to be a gun.

FSL Member

- Immediately call DPS for weapon response and removal
- Immediately call chapter advisor
- Immediately call FSL staff member

Chapter Advisor

- Follow crisis management protocol for your organization

FSL Staff

- Call immediate supervisor
- Contact Associate Director appropriate administration

STRESS PERIODS FOR STUDENTS & AVAILABLE RESOURCES

Month	Student Stressors	Resources
August	Recruitment preparations.	Staff and council recruitment officers
September	<p>Homesickness often arises, especially for freshman.</p> <p>The first 6 weeks of a school year are when students are most vulnerable to alcohol/substance abuse and sexual violence.</p> <p>Values crises occur – students are confronted with questions of conscience over value-conflict areas of race, drugs and alcohol experimentation, morality, religion, and social expectations.</p> <p>“In Loco Parentis” Blues – students feel depressed because of real or perceived restrictive policies and regulations of the college and/or the chapter.</p>	<p>Student Health & Wellness</p> <p>Women’s Resource & Action Center (Bystander training for students)</p> <p>Title IX Resources and Reporting</p>
October	<p>Grief develops because of inadequate skills for finding a group or not being selected by one.</p> <p>Mid-term workload pressures are followed by feelings of failure and loss of self-esteem.</p> <p>Sexual conflicts and confusion results when confronting, often for the first time, different sexual orientations and the conformity to different standards of sexual behavior.</p> <p>Non-dating students sense a loss of esteem because so much value is placed on dates.</p> <p>Job panic may arise for mid-year gradates.</p>	<p>Academic Services</p> <p>Student Health & Wellness</p> <p>Career Center</p> <p>Sexual Health</p>
November	<p>Academic pressure is beginning to mount because of procrastination, difficulty with work, and lack of ability.</p> <p>Depression and anxiety increase because of feelings that one should have adjusted to college by now.</p> <p>Homecoming blues develop because of dates and/or lack of ability to participate in activities. Increased alcohol consumption may also cloud judgment.</p>	<p>Academic Services</p> <p>University Counseling Services</p> <p>Drugs and Alcohol Support</p> <p>Financial Aid</p> <p>Student Life</p>

	<p>Economic anxiety may occur as funds from family and summer earnings begin to run out and loans become due.</p> <p>Some students have ceased to expand their network of friends beyond the first few people with whom they came into close contact.</p>		
December	<p>Extra-curricular time strain occurs; seasonal parties, concerns, social service projects and religious activities drain student energies.</p> <p>Anxiety, fear, and guilt increase as final examinations approach and final papers/projects are due.</p> <p>Pre-holiday depression develops, especially for those who have concerns for family, those who have no home to visit, and for those who prefer not to go home because of family conflicts.</p> <p>Pressure increases to perform socially because of the approaching vacation and extended separation time.</p> <p>Spring Recruitment preparations.</p>		<p>University Counseling Services</p> <p>The Writing Center</p> <p>Staff and council recruitment officers</p>
January	<p>Post-holiday depression may arise once members are away from the secure and positive environment of home.</p> <p>Significant time spent socializing occurs because of the perception that academics haven't really begun until the second or third week of classes.</p>		<p>University Counseling Services</p> <p>Academic Services</p>
February	<p>Many students experience optimism because second semester is perceived as going "downhill".</p> <p>Vocational/career/major choices cause anxiety and/or depression.</p> <p>Couples begin to establish stronger ties or experience weakening of their relationships.</p> <p>Depression increases for those students who have failed to establish a social relationship or achieve a moderate amount of recognition.</p>		<p>Career Center</p>
March	<p>Drugs and alcohol use increase significantly before, during and after spring break.</p> <p>Academic pressure increased. Extra-curricular crisis for juniors develops (Will I get an internship?) as well as for</p>		<p>Drugs and Alcohol Support</p> <p>Nutrition</p>

	<p>seniors (Will I get a job? Have I really learned anything? Was my major a mistake?).</p> <p>Diets and body image concerns for both men and women become “critical” this time of year.</p> <p>Pressure increases to perform socially because of the approaching vacation and extended separation time.</p>		<p>Fitness</p> <p>Career Center</p>
April	<p>Academic pressures continue and midterm results are received.</p> <p>Frustration and confusion develop because of decisions necessary for fall pre-enrollment.</p> <p>Summer job pressures develop.</p> <p>Major often has to be declared and pressure mounts.</p> <p>Papers and exams are beginning to pile up, but motivation to study decreases as the weather changes to spring.</p>		<p>Career Center</p> <p>Academic Services</p> <p>The Writing Center</p>
May	<p>Students will be working on final projects and preparing for Final Exams.</p> <p>Students will be preparing for summer jobs and internships and potentially moving to a new city.</p>		<p>Career Center</p> <p>Academic Services</p> <p>The Writing Center</p>

DEALING WITH DIFFICULT SITUATIONS

A number of difficult situations may arise during your time as a House Director. Some members may refuse to positively participate in the chapter; others may blatantly disregard rules and policies. Still others will try to only complain or be destructive with their behavior and actions. When these situations occur, it is best to acknowledge what is going on and take action. To ignore the problem could result in tension and a waste of time.

Upon confronting difficult members, it is essential to have resources at your disposal for support. Know that you are not alone and should establish a good relationship with both your chapter officers and alumni volunteers.

It is also important that you do not become interrogating or patronizing. You want to make it clear that you are approaching them because you care about them and the chapter, not because you are a cop and it's your job to uphold the law.

The Seven Step Plan for Confrontation

Step One: Initiate Contact:

Understandably, you must first make contact with the person to be confronted in an appropriate setting. It is best to pick a private place where neither individual feels threatened.

Step Two: Establish Rapport:

Create a sense of mutual trust—a sense that both people present really care about each other.

Step Three: Identify the Problem

Work with the person to identify the issue or problem that prompted you to seek him/her out. They must agree that there is a problem. If not, you must return to Step Two. During the problem identification process, it is important that you not ask the question, —why? If you do, you will be told why—and that becomes the reason or excuse for the behavior.

Step Four: Agree Upon the Problem

The individual being confronted must agree that a problem does, in fact, exist. Otherwise, the person will not buy into the following steps—he/she will lack the necessary motivation. If he/she does not agree that a problem exists, you must return to Step Two or Three.

Step Five: Obtain Attainable Commitment

After the person agrees that a problem exists, you must mutually agree upon an attainable commitment on his/her part. It must be a commitment which the person has the potential to fulfill. You must provide the person with an opportunity to win, to succeed.

Step Six: Keep Commitment

On a mutually predetermined date and time, get together again with the individual to determine whether or not he has been able to keep the commitment. If so, move to Step Seven. If not, return to Step Five and redefine what an attainable commitment is from the person.

Step Seven: Praise Success

When success is realized, offer praise and positive feedback. Then obtain a commitment for further changes by returning to the fifth step and extending what was an attainable commitment.

COMMUNITY RESOURCES

CITY INSPECTION

Every year there is an inspection for structure and property. Here is how a group would determine the cost:

- \$150.00 for the Structure
- \$17.00 for each dwelling unit (bedroom)
- \$7.00 for each dwelling unit to be inspected

Chapters will receive a letter from the City Inspector when your inspection is due with a time and date that your inspection will occur. Some structures may not be due for inspection until later in 2021.

For a list of what it looked at during the inspection, please see the “Inspection Checklist for Multi-Family Structures” addition within this packet. For more information about the inspection, please call 319-356-5133.

FIRE INSPECTION

Fire inspections include the following:

- Sprinklers
- Fire extinguishers
- Alarm system
- Hood suppression (2x a year)

Cost - \$100.00

Prior to the inspection, please check and be prepared for the following:

- Access must be gained to all parts of the building (please have the appropriate keys)
- Access must be gained to electrical outlets (please be prepared to move furniture or personal belongings during the inspections)
- The fire alarm test and maintenance form must be submitted by your licensed vendor to the Fire Marshall, John Grier.
- Individual sleeping room smoke detectors must be operable and properly installed.
- Fire extinguishers must be in fully charged and properly mounted.
- Exit signs must be fully functional in both the 120 volt AC and 12 volt DC battery back-up modes.
- Emergency egress lighting must be fully functional.
- Fire doors must be in good condition and able to freely self-close and self-latch

If you should have questions concerning the inspection, please call the Iowa City Fire Marshal at 319-356-5257.

VENDOR CONTACT INFORMATION (ALPHA ORDER BY SERVICE)

CATERING SERVICES

Name	Contact Phone	Other Information
Chef Mickey's Catering	319-337-4644	399 Hwy 1 West, Iowa City
Charlotte's	319-626-2295	745 Community Dr., North Liberty
Cottage Bakery & Café	319-351-0052	230 E. Benton St., Iowa City
Ila Miller	319-936-6413	Call for menu
Hy-Vee South	319-354-7601	1720 Waterfront Dr., Iowa City
Hy-Vee East	319-338-9758	812 South First Ave., Iowa City
Hy-Vee Coralville	319-351-5523	1914 8th St., Coralville
IMU Food Services	319-335-3114	125 N. Madison St
Jerry & Margie's Catering	319-648-2537	
Ms. Susan's Catering	319-530-3020	1215 Jordan Street, North Liberty www.mssusans.com

UI Residence Hall Food Serv.	319-335-3000	Contact Greg Black for a menu
John's Grocery	319-337-2183	
Costco Pizza	319-545-3200	
Amber Miller Florist	319-530-4859	

CLEANING SUPPLIES PURCHASING

Name	Contact Phone
Ace Hardware (Peter)	319-354-4168
CostCo Warehouse	319-545-3200
HyVee Grocery Store (Waterfront)	319-354-7601
Menards	319-358-9708
Wal-Mart	319-337-3116
Dollar Tree	319-341-8006

COOKS/CHEFS

Name	Contact Phone	Other Information
Mike Kelly	321-243-2791	Resume on file with FSL Staff

ELECTRICIAN SERVICES

Name	Contact Phone
Advance Electric	319-351-6452
Kyle Broucher	319-430-6572
Hawkeye Electric	319-743-9891
John Gay	319-541-6913
Bob Oleson	319-530-8402
Paul Moore	319-430-2308
Shay Electric	319-354-3793

GARBAGE REMOVAL SERVICES

Name	Contact Phone
Allied Waste	319-377-1312
Hawkeye Waste	319-351-5932
Waste Management	319-358-9000
Waste Management	319-337-5669
Waste Management	319-887-1607

HANDYMAN SERVICES

Name	Contact Phone
Apex Construction (Bob Alberhasky)	319-339-1543

Tim Bross	319-325-1405
Kyle Broucher	319-430-6572
Jim Frantz	319-530-0413
Mark Phillips Home Repair	319-631-1712
Jeff Powel (JP Home Repair)	Contact ADPI for information
Brian Roller	319-330-3968

HEATING & PLUMBING SERVICES

Name	Contact Phone
AAA Mechanical Services	319-351-1843
A 2 Z Mechanical	319-351-2743 or 319-351-4793
Breese's	319-338-8535
Kondora Plumbing & Heating (Mark)	319-351-3385 or 319-337-7152
Kondora Plumbing & Heating	319-337-3688
Mechanical Services (Randy)	319-573-5754
Muller Plumbing	319-337-3312

HOUSE KEEPER/CLEANER

Name	Contact Phone
Deb Stock	319-325-2535
Merry Maids	319-545-7621
Gwen McPherson	319-350-8993
Ron & Carlene Murphy	
Molly Maid	319-354-6243
Randy's Carpets	319-354-4344

INTERNET SERVICES

Name	Contact Phone
Century Link	866-642-0444
Computer Solutions (Nate)	319-351-7549
I Wireless	319-354-5777
X-Wires	866-989-9473
X-Wires/Dynamic Broadband	319-354-9473
X-Wires/Dynamic Broadband	319-430-6884

NON-PERISHABLE FOOD PURCHASING

Name	Contact Phone
CostCo Warehouse	319-545-3200
Hyvee Grocery (Waterfront)	319-354-7601
Hyvee Grocery (1 st Ave)	319-338-9758
HyVee Grocery (N. Dodge)	319-354-9223
Sysco (Bryan Mouglin)	800-829-2374
U.S. Foods (Donna Harnish)	319-400-0554

PAPER PRODUCTS PURCHASING

Name	Contact Phone
Baker (Kevin or Todd)	800-322-8116
CostCo Warehouse	319-545-3200
Farner Bocken	1-800-555-1088 Ext 235
Lenoch & Cilek Ace Hardware (Eric)	319-354-4167
U.S. Foods (Donna Harnish)	319-400-0554

PERISHABLE FOOD PURCHASING

Name	Contact Phone
CostCo Warehouse	319-545-3200
Hyvee Grocery (Waterfront)	319-354-7601
Hyvee Grocery (1 st Ave)	319-338-9758
HyVee Grocery (N. Dodge)	319-354-9223
Iowa City Farmers Market	May 1 – Oct. 30
Sysco (Bryan Mouglin)	800-829-2374
U.S. Foods (Donna Harnish)	319-400-0554
Loffredo Produce	800-383-3367

PEST CONTROL SERVICES

Name	Contact Phone
AAA Pest Control	319-354-9100
Frantz Pest Control (Larry)	319-337-7052
General Pest Control	319-351-4650
Hawkeye Pest	319-351-1808
Orkin Pest Control	319-338-1811
Pest Control (Dan Dauber)	319-631-6042

RECYCLING SERVICES

Name	Contact Phone
City Carton	319-351-2848
Waste Management	319-887-1607

SNOW REMOVAL SERVICES

Name	Contact Phone
4 C Sons	319-631-0058 or 319-325-4024
A & A Seasonal Service	319-351-3385
Emerald Green Lawn & Snow	319-339-1444
Dustin Fobian	319-631-5797
Jim Frantz	319-530-0413
Rick Kron	
Steve's House & Garden	319-354-4035
Jim Waldtenschmidt	319-330-0053

TOWING SERVICES

Name	Contact Phone
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YARD/LANDSCAPE SERVICES

Name	Contact Phone
4 C Sons	319-631-0058 or 319-325-4024
A & A Seasonal Service	319-351-3385
Sharon Jeter	319-631-2148
Rick Kron	
Lawn & Landscaping Solutions	319-430-8567
JD Noble	319-466-1311
Pleasant Valley	319-337-3119
Steve's House & Garden	319-354-4035
Quality Care	319-354-3108

ADDITIONAL BUSINESSES OR SERVICES USED BY CHAPTERS

Name	Contact Phone	Service Provided
Advance Carpet Cleaning	319-230-1272	Carpet Cleaning (Matt)
Century	319-351-5055	Roofing
City Electric	319-358-3760	Lighting & Supplies
Donahue's Carpet and Upholstery	319-354-7435	Furniture Cleaning and repair
Paul Ebel	319-335-8681	Vacuum Cleaner Repair & Supplies
EMS Detergent	319-665-2216	Dishwasher supplies
Freeman Lock & Alarm	319-354-4588	Alarm systems and door keys
Hawkeye Fire & Safety	319-338-3096	Fire Extinguishers & Fire Inspections
Dave Irvine	319-331-6590	Bee Removal
Johnson Controls	319-395-7070	Security system, air-condition, heating
Kruger's Carpets	319-351-2808	Carpet and cleaning (Bill)
Mediacom	888-847-6228	Cable and telephone connections
Mercy Hospital On-Call	319-358-2767	Sick students
Mike's Lock & Key	319-330-9185	Locks and keys
Randy's Carpets	319-354-4344	Carpet & furniture cleaning
Simplex Monitor	888-746-7539	Fire Alarm systems
Larry Stenfield	319-325-9990	Floor cleaning and scrubbing
Vrban Fire Protection System	319-338-7343	Sprinkler system
Brandy's Temp Services Co	319-351-1453	Vacuum Repairs

IMPORTANT IOWA CITY PHONE NUMBERS

Office	Contact Phone	Other Information
Iowa City Fire	319-356-5260	Non-Emergency Number
Iowa City Police	319-356-5275	Non-Emergency Number
City Hall	319-356-5000	
City Manager	319-356-5010	
Driver's License Information	319-338-5294	
Free Medical Clinic	319-337-4459	
Chamber of Commerce	319-337-9637	Iowa City
Convention & Visitors Bureau	319-337-6592	Iowa City

Iowa City Transit	319-356-5151	
Johnson Co. Sheriff	319-356-6020	Non-Emergency Number
Johnson Co. Ambulance	319-356-6012	Non-Emergency Number
Mercy Hospital	319-339-0300	
Parks & Recreation	319-356-5110	
Post Office	319-354-1560	
Public Library	319-356-5200	
Public Works	319-356-5140	
Rape Crisis Line	319-335-6000	
UI Hospitals & Clinics	319-356-1616	

GREEK ALPHABET

A Alpha (al-fah)	B Beta (bay-tah)	Γ Gamma (gam-ah)	Δ Delta (del-ta)	E Epsilon (ep-si-lon)	Z Zeta (zay-tah)	H Eta (ay-tah)	Θ Theta (thay-tah)
I Iota (eye-o-tah)	K Kappa (cap-pah)	Λ Lambda (lamb-dah)	M Mu (mew)	N Nu (new)	Ξ Xi (zie)	O Omicron (om-e-cron)	Π Pi (pie)
P Rho (roe)	Σ Sigma (sig-mah)	T Tau (taw)	Υ Upsilon (up-si-lon)	Φ Phi (fie)	X Chi (kie)	Ψ Psi (sigh)	Ω Omega (oh-may-gah)

UNIVERSITY OF IOWA FRATERNITY & SORORITY TERMINOLOGY

AFA – The Association of Fraternity/Sorority Advisors. The organization that the campus based advisors and graduate students belong to in order to stay current on fraternity and sorority issues.

AFLV – Association of Fraternal Values and Leadership. This is the organization in which all fraternity and sorority councils belong to from Iowa. Council officers will have the opportunity to attend the AFLV Annual Meeting in February.

Alumni/a - An initiated member of a chapter who has graduated from college.

Bid - A formal invitation to join a chapter.

Call - The verbal greeting National Pan-Hellenic Council (NPHC)/ Multicultural Greek Council (MGC) members within a fraternity/sorority give each other. Note: it is disrespectful for non-members to use a chapter's call.

Chapter - The local collegiate group of an inter/national sorority or fraternity.

Colony – A group of students who have started a new fraternity or sorority

Community Service – the donation of time or services to a needy organization or cause.

Continuous Open Bidding (COB) – the period other than Fall Formal Recruitment, when Panhellenic sororities acquire new members.

Crossing - A term used by NPHC/MGC groups to indicate that a new member has been fully initiated into the group. May also use the term "crossing the burning sands."

Divine Nine – the term commonly used to refer to the nine (9) national fraternities and sororities that make up the NPHC.

Frat - The term used to refer to a brother of an NPHC fraternity.

Fraternity – A Greek-letter society for men. Some sororities are actually women's fraternities.

Formal Recruitment - A structured membership selection process generally for Interfraternity Council (IFC) and Panhellenic Council (PHC), that occurs in the Fall.

Greek - A student who is a member of a social fraternity or sorority.

Informational – This is a forum for individuals interested in seeking more information about a particular NPHC or MGC fraternity or sorority.

Interfraternity Council (IFC) - A service and government body of fraternities affiliated with the North American Interfraternity Conference (NIC).

Initiate – A fully initiated member of a chapter.

Initiation - A formal ceremony that marks the transition from new member to full member status.

Legacy - A prospective member whose parent, sibling, or grandparent is an alumni/a or undergraduate member of a fraternity or sorority.

Line - Individuals going through the NPHC/MGC membership intake process. In 1990, all 9 NPHC groups prohibited "pledging" and began a process called 'membership intake' (see definition below).

Line Number - The numerical designation given to a NPHC candidate according to the place they occupy in the intake class in relation to other candidates. Line numbers are commonly worn on the back of a jacket or T-shirt.

Line Step/Stroll - A traditional dance in which members of an NPHC group form a line and perform synchronized, rhythmic steps. Line steps/strolls are done at social functions.

Meet the Greeks – the name of the Fall and Spring program hosted by NPHC and MGC to introduce prospective members to NPHC/MGC fraternities and sororities.

Membership Intake - The term groups used to bring new members into an NPHC/MGC organization. Each group is assisted in this process by their Graduate Chapter and Chapter Advisor (a group of local alumni). In general, NPHC groups require sophomore status and a 2.5 cumulative GPA for someone to go through membership intake.

Multicultural Greek Council (MGC) – This is the coordinating and servicing body for culturally-based fraternities and sororities at Iowa.

NBGLC – National Black Greek Leadership Conference. This is the name of the conference that NPHC leaders/officers will have the opportunity to participate in February. NBGLC is held in conjunction with the AFLV conference.

National Pan-Hellenic Council (NPHC) – The coordinating and servicing body for historically African-American fraternities and sororities at Iowa.

Neophyte - A new member of an NPHC or MGC fraternity or sorority.

New Member - A person who has accepted an invitation to join a chapter and has not yet been initiated.

Panhellenic Council (PHC) - The coordinating governing body of sororities affiliated with the National Panhellenic Conference (NPC).

Philanthropy – charitable project to raise money, items and awareness for a particular cause sponsored by each chapter on campus.

Potential New Member (PNM) – This is a non-Greek undergraduate student who participates in the recruitment process.

Preference Round – This is the invitational event on the last day of Fall Formal Recruitment. Generally, this is the longest and most serious day of recruitment.

Prophyte – This is someone who has been a member of an NPHC group for a year or more, or someone who has initiated new members.

Recommendations/References – A written letter recommending a potential member for membership signed by an alumnus. These are not necessary for students to participate in recruitment.

Recruitment – Social experience organized by the Panhellenic and Interfraternity Councils in which mutual selection allows each potential member to determine chapter membership.

Recruitment Guides/Rho Gammas – A woman representative who assists potential members during the PHC recruitment process.

Recruitment Guest – A student who participates in either formal or informal recruitment

Quota - The specified number of new members each Panhellenic sorority can accept based on the number participating in preference round of Fall Formal Recruitment. Quota is generally determined by the number of women attending a particular round of recruitment, divided by the number of chapters participating in recruitment.

Sands - The term used to refer to NPHC men and women who were initiated in the same term and year (ex. Spring 2010). Note: they do not have to belong to the same organization.

Soror - The NPHC term used to refer to a sister of the sorority.

Sorority – A Greek-letter society for women. Some sororities are also called women’s fraternities.

Step show - A festive event in which NPHC/MGC members of an organization or several organizations perform synchronized, rhythmic steps while chanting lyrics to show pride and spirit for their organization. Since steps shows are a big tradition within NPHC/MGC groups nationwide, a considerable number of alumni return to campus to witness and/or participate in this event.

Total – the maximum number of women a PHC chapter can have on a particular campus. Iowa’s total is set at 125 members.

Yard - A term used by NPHC/MGC groups to indicate the campus. Used in phrases such as “which groups are on the yard,” meaning which groups are presently active at Iowa.

UNIVERSITY OF IOWA FRATERNITY & SORORITY BRANDING LANGUAGE

We have updated our terminology over the years. We ask that you model correct and appropriate terminology with the students to stay consistent with the University of Iowa FSL branding.

UI FSL Branded Terminology

Recruitment
Chapter (some chapters do not have houses)
Women
Fraternity or Sorority
Fraternity and Sorority Community
Initiated Member
Initiation
New Member or Associate Member
Released
Intentional Single Preference (ISPs)
Recruitment Event
Men
Headquarters or Inter/National
Prospective Member or Recruitment Guest
Semester/Winter Break
Fraternity
Residence Hall
Recruitment Guide or Rho Gamma

Outdated Terminology

Rush
House
Girls
Greek
Greek System
Active
Activation
Pledge
Cut
Suicide
Rush Party
Boys
Nationals (you only have ONE)
Rushee
Christmas Break
Frat*
Dorm
Rho Chi

*There are some instances where the term “frat” is used by culturally based organizations in an acceptable manner which is different than the use of this term to describe IFC fraternity men

EXTERNAL RESOURCES

- CSL Management: Advancing Greek Housing
 - Operational support, assessments, project management, education and consulting
 - House Directors Conference
 - <https://www.cslmanagement.com/>
- Association of Fraternal Leadership and Values (AFLV) House Director Manual
 - Position description, communication resources, dining management, menu planning, professional development, best practices
 - <https://www.aflv.org/page/FHDManual?&hhsearchterms=%22house+and+director%22>
- Holmes Murphy
 - COVID 19 Resources, current events in FSL, resource guides

- <https://www.holmesmurphy.com/fraternal/>
- National Panhellenic Conference (NPC)
 - <https://www.npcwomen.org/>
- North American Interfraternity Conference (NIC)
 - <https://nicfraternity.org/>
- National Association of Latino Fraternal Organizations (NALFO)
 - <https://nalfo.org/>
- National Multicultural Greek Council (NMGC)
 - <https://nationalmgc.org/>
- National APIDA Panhellenic Association (NAPA)
 - <https://www.napahq.org/>