

**Rotary District 5080
YOUTH EXCHANGE PROGRAM
Club Manual**

PART 6: CRISIS MANAGEMENT

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NOTE: Forms on this Part are listed on the Index with a Document Reference # of 6.51 and higher. These form documents are separated as individual documents in order to facilitate printing and completing the forms. Many are fillable and savable pdf forms and therefore cannot be combined with the other sections into a single document.

6.01 Crisis Management Procedures

A crisis involving D5080 Youth Exchange may involve international students hosted in our District or D5080 students hosted in overseas Districts. The crisis may involve an individual student or a group of students within a region.

The D5080 YE Committee Crisis Management Team

Position

District Crisis Management Officer (DCMO)

D5080 Chairman

See the Contact page of www.rotary5080ye.org for Contact details.

In the absence of the DCMO, the D5080 YE Chairman shall be responsible for the leading the Crisis Management Team. In the absence of both then a team member will be appointed in charge.

Unless otherwise noted, the DCMO will be the point person for contact during the course of the crisis. All inquiries shall be directed to the DCMO. Depending on the seriousness of the crisis, other individuals may be named to assist. In the absence of the DCMO, the D5080 YE Chairman shall be responsible for the leading the Crisis Management Team or an appointed team member.

Procedures proposed in this Crisis Management Plan incorporate Rotary International's "Guidelines for Youth Exchange Emergencies", and are included as Appendix A.

All persons should recognize and appreciate that timely, accurate and concise information is critical to effectively manage a crisis. Please keep this in mind when providing information relating to the crisis.

A crisis involving a group may not necessarily involve the death of a student; a group crisis could involve a transportation accident, food poisoning, building fire, and many other possibilities. Even if there are no serious injuries or illnesses the crisis may exist because of public perception, especially when involving the Inbound student's home embassy and the press. If in doubt... notify the DCMO and the D5080 YE Chairman.

District Crisis Management Team Members are expected to respond to the crisis **immediately** upon notification. If circumstances prohibit an immediate response, the DCMO shall be notified immediately permitting these duties to be reassigned to other individuals.

If the DCMO will not be accessible via the listed contact information, he will provide temporary contact information to the District Crisis Management Team, District YE Chairman or Secretary. In the event the DCMO will be inaccessible, the YE Chairman will become the contact person and leader of the District Crisis Management Team. In the event that neither the DCMO or Chairman are available then a team member will be appointed.

District Crisis Team Members will endeavor to remain accessible in the event of an emergency. If members will be away and not accessible (checking phone messages and e-mail), they will notify the DCMO of their absence.

INBOUND CRISIS PROCEDURE

Involving a single Student in D5080

This guideline addresses an emergency involving an individual student or a group of the District's inbound students.

In the event of death, serious injury, serious illness, or other problem deemed serious by the Host Club, the **Host Club YEO shall** contact the District Crisis Management Officer immediately and provide the following detail as a minimum:

1. Name of local Rotarian to be contacted in this specific emergency and necessary contact information.
2. Host Club name.
3. Name of student or students involved.
4. Home country of student or students involved.
5. If possible, Sponsor District Number (overseas).
6. As much detail as possible involving the crisis.

The **DCMO** will:

1. Immediately contact all members of the District Crisis Management Team and pass on the crisis information.
2. As necessitated by the nature of the crisis, request team members to contact or research information relative to the crisis, using the "Guidelines for Youth Exchange Emergencies" as a baseline.
3. Continue to keep all members of the District Crisis Management team informed and advised of the crisis status.
4. The **DCMO** shall notify the respective Embassy/Consulate for the student and their Sponsor District overseas counterpart.

Upon notification of the crisis:

1. The **DCMO or designate** shall be responsible for contacting and advising Rotary International of crisis nature and status. The DCMO or designate shall be responsible for keeping Rotary International updated throughout the course of the crisis.
2. The **DCMO or designate** shall notify all other members of the D5080 Youth Exchange Committee not effected by the crisis and keep them updated throughout the crisis.

3. The **DCMO or designate** will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

Involving Multiple Students In D5080

This guideline addresses an emergency involving a group of Inbound students from one or more District.

In the event of a serious event involving multiple Inbound students, the **Rotarian in charge of the event shall** contact the Youth Exchange District Crisis Management Officer immediately and provide the following detail as a minimum:

1. Name of local Rotarian to be contacted regarding this specific emergency and necessary contact information.
2. Clubs involved in the event.
3. Name of students involved.
4. Home country's of students involved.
5. If possible, Sponsor District Numbers (overseas).
6. As much detail as possible involving the crisis.

The **DCMO** will:

1. Immediately contact all members of the District Crisis Management Team and pass along the crisis information.
2. As necessitated by the nature of the crisis, request team members to contact or research information relative to the crisis, using the "Guidelines for Youth Exchange Emergencies" as a baseline.
3. Continue to keep all members of the District Crisis Management team informed and advised of the crisis status.
4. The **DCMO** shall notify the respective Embassy/Consulate for the students and their Sponsor District overseas counterparts.

Upon notification of the crisis:

1. The **DCMO or designate** shall be responsible for contacting and advising Rotary International of crisis nature and status. The DCMO or designate shall be responsible for keeping Rotary International updated throughout the course of the crisis.
2. The **DCMO or designate** shall notify all other members of the D5080 Youth Exchange Committee not affected by the crisis and keep them updated throughout the crisis.
3. The **DCMO or designate** will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

OUTBOUND CRISIS PROCEDURE

Involving A Single Student

This guideline addresses an emergency involving a D5080 student hosted by an overseas District.

In the event that the D5080 Youth Exchange Committee is notified of the death, serious injury, serious illness, or other problem involving a D5080 Outbound Student, the person who receives the information shall contact the **DCMO** immediately and provide the following details as a minimum:

1. Name student involved.
2. Sponsor Rotary Club.
3. Host District number (overseas).
4. The nature of the crisis and as much detail as possible involving the crisis.

The **DCMO** will:

1. Immediately contact all members of the District Crisis Management Team and pass along the crisis information.
2. As necessitated by the nature of the crisis, request team members to contact or research information relative to the crisis, using the “Guidelines for Youth Exchange Emergencies” as a baseline.
3. Continue to keep all members of the District Crisis Management team informed and advised of the crisis status.
4. Will continue to keep in contact with the Responsible Officer for the region where the crisis is occurring and work through the Responsible Officer to resolve crisis.
5. The **DCMO** shall contact the U.S. or Canadian Embassy/Consulate in the host country for the student and their Host District overseas counterpart.

Upon notification of the crisis:

The **DCMO or designate** shall be responsible for contacting and advising Rotary International of the crisis nature and status. The **DCMO or designate** shall be responsible for keeping Rotary International updated throughout the course of the crisis.

1. The **DCMO or designate** shall notify all YE Committee Members not effected by the crisis and keep them updated throughout the crisis.
2. The **DCMO or designate** will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

OUTBOUND CRISIS PROCEDURE

Involving a Regional or Country Crisis

This guideline addresses an emergency involving a D5080 student hosted by an overseas District experiencing a regional or country crisis.

In the event a crisis develops in an overseas region or country where a D5080 student is hosted the **Vice Chair responsible for the country shall** contact the **DCMO** immediately and provide the following details as a minimum:

1. The name of the student(s) who are there.
2. Host District(s) involved.
3. Host District number(s).

4. The nature of the crisis and as much detail as possible involving the crisis.

The **DCMO** will:

1. Immediately contact all members of the District Crisis Management Team and pass along the crisis information.
2. As necessitated by the nature of the crisis, request team members to contact or research information relative to the crisis, using the “Guidelines for Youth Exchange Emergencies” as a baseline.
3. Continue to keep all members of the District Crisis Management team informed and advised of the crisis status.
4. Will continue to keep in contact with Responsible Officer for region where crisis is occurring and work through the Responsible Officer to resolve the crisis.
5. The **DCMO** shall contact the U.S. or Canadian Embassy/Consulate in the host country for the student and their Host District overseas counterpart.

Upon notification of the crisis:

1. The **DCMO or designate** shall be responsible for contacting and advising Rotary International of crisis nature and status.
2. The **DCMO or designate** shall notify all D5080 YE Committee Members not effected by the crisis and keep them updated throughout the crisis.
3. The **DCMO or designate** will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

End Of Crisis And Follow Through

Based on developments in the crisis, the DCMO will determine when the crisis has ended and will notify the District Crisis Management Team that the crisis has ended. While the crisis may have passed, the need for additional follow through will continue into the immediate future.

Within one month after the crisis has passed, the District Crisis Management Team along with the Club Crisis Management Team if needed and others if needed will conference to critique the effectiveness of

the District Crisis Management Plan and determine what went well and how improvements could be made for future crisis. These proposed changes will be presented to the D5080 YE Committee at their next regularly scheduled meeting.

ASSIGNING OF TASKS IN AN ORGANIZED FASHION BY THE District Crisis Management Officer(DCMO)

When a tragic event occurs, things need to be done quickly. To avoid duplication and confusion the DCMO will ask for assistance from the Club, the District Crisis Management Team and anyone else needed to accomplish the needed tasks. The District Team and the Club Team will work together to come up with solutions.

- 1) NOTE – The DCMO or designate will be the spokesperson for the media. Please refer the media to the DCMO or designate and inform the DCMO or designate of the media inquiry with contact information.
- 2) NOTIFICATION – The following people need to be informed and the DCMO will ask for assistance as needed to inform everyone:
 Parents/Legal Guardians (In case of death, obtain clear instructions concerning burial, cremation or return of the body. Also ask about memorial service. Consideration **must** be given to the religion of the deceased.)
 Host family, club counselor, and District Youth Exchange Chair.
 Host District Governor and the Governor of the sponsoring district
 Host Rotary club, for assistance and guidance (if the accident occurs away from the host area, you might want to contact a local Rotary club for assistance and guidance)
 Insurance company (remember to follow up
 Embassy Officer – to obtain his/her advice
- 3) REPORTING - The DCMO with the help of the Club Crisis Management Team and the District Crisis Management Team will write a report of the incident for submission to the District Governor.
- 4) RECAPING – When all is completed and there is nothing more to do a meeting needs to be held to discuss what went right and how we could do better the next time.

DISTRICT 5080 YOUTH EXCHANGE CRISIS MANAGEMENT FLOW CHART

DCMO – District Crisis Management Officer

- 1) Safety First – Take action to protect the student, family or whoever needs protecting. You may need to call an ambulance, fire department, police or remove the student from a home or situation when in danger.
- 2) Now Take a Few Minutes – Once the initial situation is dealt with take a few minutes to make a plan of action. Think about what you need to do BEFORE doing something without a plan.
 Doing something without a plan may later cause you problems. You may need to activate your Club Crisis Management Team. MAKE NOTES of the time, date, student involved and regarding what happened. In your notes answer the questions of who, what, where, when, how etc. The few minutes you take now will help everyone from this point forward. Call for help from the DCMO to assist you in your plan.
- 3) Next - Contact the District Crisis Management Officer or a member to the District Youth Exchange Crisis Management Team if you cannot contact the DCMO for assistance. Provide details of the incident. The DCMO now takes over management of the crisis. More people will need to be notified and more action will need to be taken. The DCMO will assist the Club with advice of what needs to be done next and who will be doing these tasks. By conducting things in this fashion there will be an organized approach and this should eliminate duplication and confusion.

- 4) DO NOT – Do not speak to the media other than to advise them that an incident has occurred and is under investigation. Provide the media the name and contact information of the DCMO or whoever is handling the crisis from the District Crisis Management Team. Advise the person handling the crisis from the District Team of how to contact the media person making the inquiry. They will be contacted back. It is imperative that there be only ONE person talking to the media. The DCMO will be the media person or will appoint someone to the task.
- 5) The Club – The Club needs to work with the District Crisis Management Team to make sure that payment for expenses incurred are paid up front. We do not want a tragic situation to become worse and cause further anguish to the student’s family over financing what needs to be done in a crisis. The matters need to be taken care of and sorting out of payments will be done later by the insurance company and parents etc. The DCMO should approve the expenses to be incurred. The District Youth Exchange Committee will back the Club providing the DCMO is involved in the decision to incur the expense.

District 5080 Youth Exchange Emergency Preparedness at the CLUB Level

- 1) Form a Crisis Management Committee. You should identify people now that may be on your Crisis Management Committee should the need arise. Each Committee Member should be given a printed copy of the District Manual section on Crisis Management and all should be aware of the District Policies on Crisis Management. You may add persons on your Committee as the need arises (for example you may want the current host family as part of your Committee but will only assign them if an incident occurs and the family will be different depending on where the student is staying at the time). Suggested Club Crisis Management Team members are as follows: Club YEO in charge of designate, Club YE Committee, Club Counselor, Club President, and Host Parents. Some or all of the above may be appropriate for your Committee.
- 2) Although they are rare, unfortunate situations do occasionally arise during Youth Exchange activities. Preparation for any possibility is an essential part of a Youth Exchange program. How the exchange student’s family and the media perceive that emergency was handled will have a direct impact on the program.

APPENDIX A

Rotary International Guidelines for Youth Exchange Emergencies

Although they are rare, unfortunate emergency situations do occasionally arise during Youth Exchange activities. Preparation for any possibility is an essential part of a Youth Exchange program. How the exchangee’s family and the media perceive that the emergency was handled will have a direct impact on the program. The following guidelines outline how to prepare in advance for a possible emergency, the individuals to contact should an emergency occur, and the steps to follow during an emergency.

Each Rotary club hosting a Youth Exchange student should have a small committee to help share the work in the event of a tragedy. Suggested committee members are the host parents, the club Youth Exchange chairperson, the club counselor, and the club president.

Tips for emergency preparedness

- The club counselor should keep the student's passport and airline ticket readily available at all times. Store these items in a safe place so that they can be accessed 24 hours a day if necessary.
- The district chairperson should have copies of the airline ticket and passport should the student be traveling or in case the student's documents are not accessible through the club counselor.
- The district Youth Exchange officer should obtain consent from the student's parents or legal guardians to reissue a student's passport in the case it is lost, stolen, or inaccessible at time of departure.
- The district Youth Exchange chairperson should share with the sponsoring Youth Exchange Officer the student's itinerary and know who will meet the student at the airport upon arrival.
- The sponsoring club should outline who (e.g., club, district, student's parents, a combination of sources) will pay for the student to return to finish the exchange after being evacuated in the case of political or civil unrest.
- The Rotarian counselor and current host family should know details regarding all of the exchangee's travel plans and should ascertain that these travel plans have been approved by the natural parents/legal guardians of the exchangee, especially if the exchangee is traveling to another city or country during the exchange.
- The exchangee's parents should issue a written authorization letter (or powers of attorney) naming the host Rotarian counselor, host families, and another Rotarian of the host/receiving club (preferably the host club president), any of whom is to act for the parent in the event of injury or death. This is very important

because most government departments and local authorities require it. Some districts have the parents/legal guardians sign a number of parental consent forms separate from the application form to ensure that each host family and counselor has a copy of the form.

The letter mentioned above should also authorize the incurring of:

- Funeral expenses (cost of claiming body, embalming, casket, compliance with legal and government fees, and transportation of casket/body, cremation cost, etc.) to be reimbursed from the insurance policy;

- Expenses of authorized persons (Rotarian counselor and/or host parent) to act on behalf of parent (transportation and hotel charges for travel to place of accident, etc.), to be reimbursed from the insurance policy. The handling of expenses is important as not every host club can afford to incur such immediate expenses. The ability of the club or district to handle immediate costs can prevent a tragic situation from becoming worse and increasing the agony and anguish of the student's parents. The host Rotarian is committed to treat the exchangee as though he/she is his or her own child and will do everything a natural parent would do.

However, if a host Rotarian has to spend a substantial amount of money for immediate needs, other Rotarians may be discouraged from becoming host parents and counselors in the future.

It is therefore recommended that either the host Rotary club or the host Rotary district establish an emergency fund to cover immediate expenses in the event of a tragedy. The insurance money received will reimburse this fund. Many hosting districts require the students to have an emergency fund to assist in the event of an emergency.

When a tragic event occurs, things need to be done quickly. Tasks should be assigned to the various members of the club/district emergency committee. The following people need to be informed immediately:

- Parents/Legal guardians. (In case of death, obtain clear instruction concerning burial, cremation or return of body. Also ask about memorial service. Consideration must be given to the religion of the deceased.)
- Host family, club counselor, and district Youth Exchange chairpersons.
- Host district governor and the governor of the sponsoring district.
- Host Rotary club, for assistance and guidance.*
- Insurance company (and remember to follow up).
- Embassy Officer, to obtain his/her advice.

Procedures to follow when the death of an exchangee occurs:

- Ascertain that the deceased is the exchangee.
- Contact all of the above individuals.
- Check with local police for local regulations and obtain a copy of the police report. Reclaim the deceased's possessions, especially the passport.

- Check with the local hospital and mortuary for the claiming of the body and regarding an autopsy. Obtain the death certificate.
 - Contact a local undertaker and embalmer. Ensure that the embalmer possesses an internationally recognized practice license so that the embalmed body may cross national borders. (This is to prevent the spread of disease.) Obtain the embalmer's certificate. Order a suitable casket and arrange transportation to exchangee's home country, or arrange for burial or cremation, according to the parents' wishes.
 - Obtain the "sealing certificate." For the casket to cross national borders, the inside must be metal-lined and sealed. Sealing must be officially witnessed, to prevent smuggling. In order for a sealed casket to leave the country, an export permit is required. For the sealed casket to enter the exchangee's home country, an import permit is required. An established undertaker should be able to deal with these matters. The embassy can assist in obtaining the two permits.
 - Appoint a reputable air-transport agent to airlift the casket to the exchangee's home country. This is to ensure that all connecting flights are correctly scheduled without risk of the casket being accidentally off-loaded at an intermediate airport. The arrival flight details should be correctly passed to the deceased's parents so that they can make arrangements to receive the casket. Give copies of the death certificate, embalming certificate, casket sealing certificate, import and export permits, and passport to the transport company and must accompany the casket on the airplane.
 - Hold a memorial service for the exchangee. Remember to write a complete report to your district governor. Send copies to Rotary International and to the exchangee's home district and Rotary club.
- * If accident occurs away from the host area, you may want to contact a local Rotary club for assistance and guidance.

6.02 Reserved for Future Use

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6.03 Reserved for Future Use

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2012.05.27

6.04 Emergency Contact Information



Inbound Student Data Summary

Year: _____

Instructions to Clubs:

Form 3.51 is a fillable/saveable form provided to the Club with part of the information completed by the Youth Exchange Committee. The Club should then complete the remainder of the information providing one copy to the student and another with the other items in the Inbound Student's Folder. The form will need to be revised every time a student changes host families.

Student Name _____ email _____

Host Family Name _____ email _____

Host Family Address _____

Host Family Phone (h) _____ (c) _____

Youth Exchange Officer/Local Coordinator Name _____

YEO Phone/Email (h) _____ (c) _____ email _____

Health Insurance _____ Policy _____

Counselor Name _____

Counselor Phone/Email (h) _____ (c) _____ email _____

Club President Name _____ email _____

District Chair Name _____

District Chair Phone/Email (h) _____ (c) _____ email _____

Inbound Coordinator Name _____

Inbound Coordinator Phone/Email (h) _____ (c) _____ email _____

District Governor _____ email _____

Sponsor District Chair _____ contact _____

Sponsor District Governor _____ contact _____

Sponsor Club President _____ contact _____

Resource Person #1 _____ email _____

Resource Person #2 _____ email _____

Family Doctor _____ contact _____

Family Dentist _____ contact _____

Police non-emergency Phone _____

Emergency Phone _____ 911 _____

Suicide Prevention Contact _____

Rape Crisis Hotline _____

US Students only:

SEVIS ID

Number _____

Area Representative _____ **contact** _____

Office of Designation phone _____

Secondary School emergency Phone number to report abuse or exploitation:

Please use the following numbers for the contacts above:

Rape Crisis Hotline – BC: 250-310-1234

Rape Crisis Hotline – Idaho/Washington: 1-800-656-HOPE (4673)

Suicide Prevention Hotline BC : 1-800-SUICIDE (784-2433)

Suicide Prevention Hotline – Idaho/Washington: 1-800-273-8255

Emergency Contact Information
2017.04.29

6.05 Reserved for Future Use

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