*District 5010*

*Draft Crisis Management Plan - Version 2.1*

*January 2019*


*Part 1:* *Club level contact and reporting*

*Part 2:* *Contact information*

*Part 3:* *General policy and procedures*

*Appendix 1:* *Identification of possible crisis areas*

*Appendix 2:* *Resources to be developed*

*Appendix 3:* *Media and training resources*

Rotary | BE THE INSPIRATION

## Rotary District 5010, N. Diane Fejes, District Governor 2018-2019

### Dear District 5010 Rotarian:

Rotary District 5010 has adopted a crisis avoidance and crisis management plan. Our approach is proactive, not reactive. As responsible Rotarians, we should all recognize, avoid, and help correct possible problems before they result in an emergency or crisis situation, and report any developing situations.

**EXECUTIVE SUMMARY:** This packet provides guidance to individual Rotarians and Rotary Clubs about what potential crisis situations should be reported to club officers and to the District Governor Leadership Team, how to make reports, and how to comport ourselves in a dignified and legally appropriate manner. All reports should be made firstly to your club President or President-Elect as immediately available and then from your club's officers to the District Governor Leadership Team, AND with short text alerts sent by you to the District Governor Team and to your area AG as below.

**WHAT SHOULD BE REPORTED TO DISTRICT 5010?**

- Any serious misconduct, especially potentially criminal acts, in connection with Rotary activities, particularly youth activities.
- Anything in connection with Rotary activities that threatens public safety.
- Financial or other legal wrongdoing in connection with Rotary activities
- Non-compliance with legal and Rotary International policies including but not limited to Youth Protection, discriminatory conduct, integrity, misuse of the Rotary brand, etc.
- Any other Rotary-connected action or inaction that could potentially result in injury to persons, or result in financial or property damage, in civil liability or other financial harm, or that could potentially cause disruption, internal dissension, or damage to Rotary, its membership, and its public reputation.
- Any trend or long term situation likely to ultimately cause harm to Rotary unless promptly corrected. (Report these initially only to your Club President and area Asst. Governor unless an immediate problem threatens or the situation remains uncorrected.)

**GENERALLY:**

- **Make all reports by the most expeditious means, preferably a direct voice telephone call.** Always follow up texts or phone calls with an Email and the attached reporting form to ensure accuracy, completeness and a paper trail.
- Leaving only a recorded voice message, text or Email is NOT sufficient reporting. **Keep trying until you actually reach your officers and know that your report has been received, acted upon, and followed up.** If you cannot directly reach your officers within 15-30 minutes and an immediate Rotary response is desirable, then direct contact the District Governor's Leadership Team and your area Assistant Governor.

- Reporting Rotarians and also the club President/President-Elect should **also directly text to the District Governor** (or DG-E if the DG cannot be reached) and your area Assistant Governor (AG) a short alert message, such as **Rotary 911 – (your) Club** so that the District Governor's Leadership Team is aware of a pending situation.

**CLUB-LEVEL RESPONSE AND REPORTING GUIDELINES. IF IN DOUBT, REPORT.**

- **Your primary reporting channel is firstly to your club President, or the President-Elect if the President cannot be reached, and then from the Club President or P-E to the District Governor's Leadership Team or the DG's designee.**
- If you become aware of a potentially injurious or crisis situation, then report it immediately to your Club President.
- If the incident involves youth, then also contact ASAP your Club's Youth Protection Officer and area law enforcement immediately.
- If potentially criminal conduct is suspected, then also contact area law enforcement immediately.
- If public safety concerns, injury or a health emergency occurs, first contact area 911 and law enforcement and then report to Rotary as soon as the situation permits.
- **Reporting solely to Rotary is not a substitute for contacting 911, law enforcement, and other first responders as appropriate. Firstly, contact emergency services as needed and then contact Rotary as soon as the situation permits.**
- In the event that further harm may come to any person or damage/injury to property, or if the matter involves an exchange student, RYLA attendee, or other minor in Rotary's care, then **first take immediate action to avoid injury, minimize further risk and damage, and to get trained assistance such as EMTs and law enforcement as needed. Get people, particularly youth, to a safe situation immediately** and then contact your club's Youth Protection Officer and your Club officers as above.

- **CLUB OFFICERS:**

  - **Immediately forward all reports to the District Governor's Leadership Team** in the order listed.
  - If youth are involved, also separately and directly contact the District Youth Protection Officer.
  - Ensure that law enforcement have been contacted if appropriate.
  - Club officers should attempt to determine, and report to the District Governor's Leadership Team, the facts of a situation using the attached form. **If youth protection or a potentially criminal act is suspected, do not speak with witnesses or attempt to undertake fact investigation unless and until authorized by law enforcement.**
  - If the Club President or P-E is unable to promptly contact the District Governor, then contact the DG-Elect. If the DG-E cannot be directly reached, then contact the DG-Nominee. Alert your area Assistant Governor and keep them informed. Use the attached reporting forms and send by Email or fax.
  - **Club Presidents/ P-Es:** If you do not have a positive confirmation of your report back from the DG (or DG-E or DG-N) within 30 minutes, then keep trying until you receive a positive response and confirmation that your report has been received and understood.

- Non-crisis concerns that can be resolved by private discussion at the club level should be dealt in a cooperative, problem-solving manner by the Club President, keeping in mind the Four-Way Test. The District Governor should be informed promptly and kept informed of situations that may develop into a membership or negative publicity crisis or that might otherwise damage Rotary.

**FOLLOWING UP YOUR INITIAL REPORT:**

- **Follow up as quickly as possible with the included reporting forms.** When filling out the reporting form, try to determine and report all important facts as quickly, completely, and accurately as possible. Send to your club president/P-E. **Be sure to provide as much contact information as possible.**
- Club Presidents/P-Es should review the report and add any additional information they have. Then forward the report to the District Governor or another person as directed. Keep a copy.
- Crises tend to be factually unique, so be **flexible and don't jump to conclusions**.
- **SPEED UP communications** with your club President/P-E, with the District Governor/DG-E, and with all involved persons. Keep everyone with a "need to know" fully and accurately informed and "in-the-loop" but otherwise do not discuss this situation with anyone. That could make matters worse.
- **BE DELIBERATE in your actions and decisions after taking any initial protective steps** the situation requires and consulting with District Leadership. The District Leadership is charged by Rotary International with making major decisions in crisis situations. Remain in contact with the District Governor and follow their guidance.
- **If criminal activity is suspected, DO NOT** disturb evidence nor question witnesses. Wait for the police.
- **NEVER ATTEMPT TO COVER-UP NOR ALIBI.**

In the event of a Youth Protection incident or other criminal or legal liability situation involving a Rotary activity, **do not make accusations** nor discuss directly with that person. Rather, take adequate steps to ensure the safety of everyone and then immediately contact District 5010 leadership after contacting local police or Alaska State Troopers. Reporting solely to Rotary is not a substitute for reporting potentially criminal activity to law enforcement. DO BOTH.

**DO NOT discuss the issue in your club or with others who do not have a "need to know", nor contact nor make comments to the media unless directed by the District Governor, nor post on social media.** Do not make club announcements without clearing them with the District Governor Leadership Team, which RI charges with taking the lead in making all media contacts. Premature announcements, media contacts, and social media postings may hurt innocent people and make a situation worse. In the early phases of a crisis, it's wise to say little, and to not form nor express opinions, until all of the facts are clearly known.

**To Whom and How Should District-Level Reports Be Made?** (In this order)

A. District Governor Diane Fejes, telephone 907-230-7941, ndfejes@gmail.com
B. District Governor-Elect Andre Layral 907-460-7786, alayral.1920@gmail.com
C. District Governor-Nominee Joe Kashi - 907-398-0480, Email kashi@alaska.net
D. District Governor-Designate Cheryl Metiva, 907-315-9920 clmetiva@gmail.com,

Also, if there is any youth protection concern, also report to District Youth Protection Officer Chas St. George 907-232-0503 stgeorge@mtaonline.net

# District 5010 Incident Reporting Form (General)

1. Does the reported incident involve youth exchange or other youth activities?

**IF YES,** then do not use this form. Use the standard Rotary International form, attached.

2. **Date of report:** **Date of incident** Where?

3: **Person making report:** **Name** **Cell Phone**
**Email:** **Secondary Phone:**

4. **Rotary Club involved :** **Club President:**
**Phone #**
Any prior reports of this matter?

5. **Nature of Incident:**

Was anyone injured or was there a financial loss? ☐ Y ☐ N Is a lawsuit or claim being made? ☐ Y ☐ N

If yes, who? What are the claimed injuries or financial loss?

Criminal concerns? ☐ Yes ☐ No

If yes, what happened and who was involved?

If yes, has law enforcement been contacted? ☐ Yes ☐ No

Law enforcement agency involved: Phone number:

Contact Person at agency:

Persons involved: A Contact telephone
B Contact telephone
C Contact telephone

6. Has the media contacted anyone about this? ☐ Yes ☐ No

Name of Media: Contact person: ☐ Phone # ☐

7. Has anything been posted on social media? ☐ Yes ☐ No ☐ Unsure

If yes, where and by whom? URL: ☐

8. What has been said in the media or on social media?

9. Witnesses/persons with knowledge (list names and cell numbers):

Please Email completed sheet to persons on summary page or fax to

# ROTARY YOUTH PROTECTION INCIDENT REPORT

**Instructions:** Complete the following report leaving no field blank. If a question does not apply to this situation, please enter "NA." Incident reports should be emailed to RI (email: youthprotection@rotary.org). After submitting the report, please continue to update staff as further information develops.

## REPORTER INFORMATION

| | | | |
|---|---|---|---|
| Reporter's Name: | | Title/Role: | |
| District: | | Telephone(s): | |
| Date & time of report: | | Email: | |

## ALLEGED VICTIM INFORMATION

| | | | |
|---|---|---|---|
| Last Name: | | First Name: | |
| Date of Birth: | | Citizenship: | |
| ***If incident occurred during a Rotary Youth Exchange, please provide the program details listed below:*** | | | |
| Host District: | | Host Club: | |
| Sponsor District: | | Sponsor Club: | |
| Host Family Name & Address: | | Host Family Phone: | |

## ALLEGED OFFENDER INFORMATION

| | | | |
|---|---|---|---|
| Last Name: | | First Name: | |
| Relationship to the youth named above: | | Title/Role (if applicable: | |
| Club name (if Rotarian): | | | |
| Other Parties Involved: (contact information) | | | |
| | | | |

## SUMMARY

| | |
|---|---|
| Date and time of incident: | |
| Location of incident: | |

*Please provide details of the incident:*

## ACTION TAKEN

*Provide details on the action taken after the incident was reported to you/your organization:*

Is the youth currently in a safe place?

Has the alleged offender been removed from youth programs while the investigation is performed?

Please list all individuals or organizations that have been informed of the alleged incident to date? *(Example: districts, clubs, youth participant's legal guardians, district governor, youth protection officer, etc)*

Has the alleged incident been reported to local law enforcement? If not, why?

Is local law enforcement investigating the allegation, or have any official charges been filed? If so, please describe:

Have any support services been offered to the youth? If so, please describe the service/provider:

## FUTURE STEPS

*Provide details on any future action that you/your organization plan to take regarding this allegation:*

Have you received any media inquiries regarding the allegation? If so, please describe:

## UPDATE

*rovide any additional details or results of investigations relating to this incident since the initial report to RI:*

# Rotary International's General 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**

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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:*

1. 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;
2. 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:

1. 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.)
2. Host family, club counselor, and district Youth Exchange chairpersons.
3. Host district governor and the governor of the sponsoring district.
4. Host Rotary club, for assistance and guidance.*
5. Insurance company (and remember to follow up).
6. Embassy Officer, to obtain his/her advice.

*Procedures to follow when the death of an exchangee occurs:*

1. Ascertain that the deceased is the exchangee.
2. Contact all of the above individuals.
3. Check with local police for local regulations and obtain a copy of the police report. Reclaim the deceased's possessions, especially the passport.
4. Check with the local hospital and mortuary for the claiming of the body and regarding an autopsy. Obtain the death certificate.
5. 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.

   6. 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.

7. 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

# Part 2: Contact Information - District-Wide

## By AG Zone

# Contact Information: District 5010 Level

## By AG Zone

| | |
|---|---|
| District Governor: | N. Diane Fejes cell 907-230-7941 ndfejes.rotary@gmail.com |
| District Governor Elect: | Andre Layral cell 907-479-0973 layrals@mac.com |
| District Governor Nominee: | Joe Kashi cell 907-398-0480 kashi@alaska.net |
| Council of Governors Chair: | Dick Sutliff cell 907-301-5568 phone.dick@gmail.com |
| PDG Advisory Panel: | |
| Vice-Governor: | Immediate PGD Harry Kieling cell 425-354-8700 farnorthflyers@gmail.co |
| Lt. Governor: | 2019 LaMarrr Anderson cell 907-232-5082 lamarr05@gmail.com |
| Executive Assistant Governor: | Rosie Roppel cell 907-617-1646 rosie.roppel@gmail.com |
| District Legal Counsel: | James Torgerson Stoel Rives w907-277-1920 jim.torgerson@stoel.com |
| District Insurance Rep: | David Kester cell 907-244-5806 dave.kester@yahoo.com |
| Youth Protection Officer: | Chas St. George cell 907-232-0503 stgeorge@mtaonline.net |
| Youth Exchange Chair: | Jeff Johnston cell 907-355-5098 mrjj@mtaonline.net |
| RYLA Chair: | Marcus Mueller w 907-714-2204 mmueller@borough.kenai.ak.us |
| Media/Public Relations: | |
| Yukon Area AG: | Lois Craig cell 867-334-7752 lois.craig@gmail.com |
| Northern Area AG: | Michael Pollen cell 907-378-2090 mrp@ntlalaska.com |
| Matsu Area AG: | Brenda Sheldon cell 907-841-8942 brendaptatc@yahoo.com |
| Anchorage Area AG: | Leon "Mike" Bridges cell 907-301-3049 britun007@gmail.com |
| Kenai Pen-Kodiak Area AG: | Lori Draper H 907-224-5495 alaskadraper@gmail.com |
| Southeast Area AG: | Sharon Bergman cell 907-747-7890 swbergman@gci.net |
| RI Zone Contact | |
| RI Evanston Contact | |

# South Central Anchorage Area

**District Governor:** Diane Fejes 907-230-7941 ndfejes.rotary@gmail.com
**District Governor Elect:** Andre' Layral 907-460-7786 alayral.1920@gmail.com
**District Governor Nominee** Joe Kashi 907-398-0480 kashi@alaska.net

**Area AG:** Leon "Mike" Bridges britun007@gmail.com (907)-301-3049
**District Lt Governor:** LaMarr Anderson (907)232-5082
Lamarr05@gmail

**1. Anchorage Rotary**
Pres. Leah Boltz W(907)868-6299 C(907)301-1860
Email: leahboltz@gail.com lboltz@gci.com
Pres Elect Keith Green W(907)263-5734 C(907)317-3457
Email: Keith.A.Green@morganstanley.com

**2. Anchorage East Rotary**
Pres. Paul Paslay (907)720-8661
Pres Elect Charlotte Tharp (907)230-3350
Email: charlotte@altrogo.com
V.P. Bill Ure (907)244-4467
Email: bure@gci.net

**3. Anchorage Gateway Rotary**
Pres. Aili Peyton-Jailbert (218)393-4145
Email: ampeyton12@gmail.com
Pres Elect Ron Fassett (907)223-6897
Email: rfassett@gci.net
V.P. Andrea Gusty (907)830-3546
Email: andreagusty@yahoo.com

**4. Anchorage Hillside Rotary**
Pres. Ray Hout (907)444-3738
rhout@whalercasinosupply
Pres Elect: Dan Bollerud (907)306-3047
Emergency Contact

**5. Anchorage International Rotary**
Pres. Debra Mason (907)250-1160
Email: debram@thgcpa.com
Pres Elect Angie Rush (907)351-6384
Email: arush@akchild.org
V.P. Ben Schulman W(907)261-3317 C(907)632-5393
Email: schulmanphotography@gmail.com

**6. Anchorage Midtown Rotary**
Pres.: John Sauve (907)333-7907
Email: ifc@acsalaska.net
Emergency Contact

**7. Russian Jack Rotary Club**
Pres Elect Arthur Sosa H(907)854-0480 F(907)742-5411
Email: SosaArthur@asdk12.0rg
V.P. Gary Dixon (907)349-4439
Email: g.dixion.swallingcpas.com@clubrunner.email

**8. Anchorage South Rotary Club**
Pres. Amy Mackey-Hornak (907) 830-1294
Email: sellingalaska@gmail.com
Pres Elect Bill Simpson (907)261-3374 (907)360-3379
Email: Bill.simpson@nrim.com w.simpson@hotmail.coom

**9. Girdwood Rotary Club**
Pres. CeCe Mendonsa (907)244-4924
Email: cece.mendosa@gmail.com
Pres Elect Katie Harrison (508)521-5161
Email: Katie.harrison@gmail.com

**Media**

| | | | |
|---|---|---|---|
| KACN TV | (907)563-5226 | KASH FM | (907)522-1212 |
| KAKM TV | (907)550-8400 | KBFX AM | (907)522-1212 |
| KCFT TV | (907)478-4483 | KBYR AM | (907)344-4045 |
| KDMD TV | (907)562-5363 | KENI AM | (907)522-1515 |
| KTBY TV | (907)274-0404 | KFAT FM | (907)344-4045 |
| KTUU TV | (907)762-9202 | KFQD AM | (907)344-9622 |
| KTVA TV | (907)929-9700 | KGOT FM | (907)522-1515 |
| KYES TV | (907)762-8202 | KHAR AM | (907)344-9622 |
| KYUR TV | (907)561-1313 | KNIK FM | (907)522-1018 |
| | | KSKA FM | (907)550-8400 |

Anchorage Daily News (907)257-4200
Anchorage Press (907)561-7737
Eagle River Alaska Star (907)694-2727

**Law Enforcement**

Anchorage Police Dept. P(907)786-8500 F(907)786-8991
4501 Elmore Rd. Anch, AK. 99507
Alaska State Troopers P(907)269-5511 F(907)337-2059
5700 E. Tudor Rd. Anch, AK. 99507

**Office of Childrens Services**

Office of Childrens Services (907) 269-4000
323 E. 4th Ave., Anch, AK. 99501

**Anchorage Area Court System**

**1. Anchorage Superior Court P(907)274-8611 F(907)264-0873**
825 W. 4th Ave. Anch, AK. 99501

**2. Anchorage District Court (907) 264-0671**
303 K St. Anch, AK. 99501

**District Attorneys**

**1. U.S. Attorney District of Alaska**
Bryan Schroder U.S. D.A. P(907)271-5071 F(907)271-3224
222 W. 7th Ave. Rm. 253 #9, Anch, AK. 99513

**2. Anchorage District Attorney**
Richard K. Allen D.A. P(907)269-6300 F(907)269-9321
310 K St. Suite 520, Anch AK. 99501

**3. Municipality of Anchorage District Attorney**
Rebecca A. Windt-Pearson (907)343-4545
632 W. 6th Ave. Anch, AK. 99501

**4. Office of Special Prosecutions**
310 K. St. #308 Anch, AK. 99501 (907)269-6250

# Fairbanks - Northern Region

**District Governor:** Diane Fejes 907-230-7941 ndfejes.rotary@gmail.com
**District Governor Elect:** Andre' Layral 907-460-7786 alayral.1920@gmail.com
**D[illegible]: Governor Nominee** Joe Kashi 907-398-0480 kashi@alaska.net

**1. Barrow Nuvuk Rotary Club**
Pres. Judith Cowen C(907)855-0579 H(907)855-8138
Email: judettac@gmail.com Juetta.cowden@ilisagvik.edu
Pres Elect: Ryan Rennaker (907)855-8998
Email: rrenaker@alsc-law.org

**2. Rotary Club of College**
Pres. Jane Lanford C(907)687-0769 H(907)479-7230
Email: jane@usibelli.com
Pres Elect Tom Bundtzen C(907)388-6607 H(907)455-6261
Email: bunstzen@moaquitonet.com
V.P. Candace Crew C(907)306-3109 H(907)374-0504
Email: ccrews@kshcpa.com

**3. eClub Rotary**
Pres. Nancy H. Dodge H(941)993-4335
Email: nhdodge@comcast.net
V.P. Ariel Talen Keller (907)306-3109
Email: ait24@hotmail.com

**4. Fairbanks Rotary Club**
Pres. Tammy Randolf W(907)488-7082 C(907)460-2915
Email: tammy@tammyrandolf.net
Pres Elect Doug Schrange C(907)317-7240
[illegible]: drschrage@alaska.edu
V.P. Jim Culley C(907)378-4500
Email: jim.culley@nrim.com

**5. Fairbanks Golden Heart Rotary Club**
Pres. Jeremy Worrell (907)
Email: jerworrall@gmail.com

**6. Rotary Club of Fairbanks Sunrisers**
Pres. Kip Harmon (907)888-2914
Email: harmonkip@gmail.com
Pres Elect Mamie Brown (907)987-6717
Email: mamiebrown711@hotmail.com
V.P.David Mongold (907)322-2289
Email: davidmongold@allstate.com

**7. Rotary Club of Nome**
Pres. Charles Lewis Tobin M(907)443-5549 P(907)304-1672
Email: clewistobin@gmail.com
Pres Elect Denis Giltroy M(907)387-0688 C(907)434-1682
Email: arcticaccessnome@gci.net
V.P.Andrew McCann M(907)443-2223 C(907)643-0613
Email: andrew.b.mccann@wellsfargo.com

**8. North Pole Rotary**
Pres.: Leslie Brockelsby (907)
E[illegible]: ebrock@gci.net
[illegible]Tasmine Stebbins (907)452-1976
Email: tabennet@bsamail.org

**Area AG:** Leon Michael Pollen cell 907-378-2090 mrp@ntlalaska.com
**District Lt Governor:** LaMarr Anderson (907)232-5082
Lamarr05@gmail

## Law Enforcement

**1. Barrow Police Dept.** **P(907)852-6111 F(907)852-0318**
P.O. Box 473 Barrow, AK. 99723

**2. Fairbanks Police Dept** **P(907)450-6500 F(907)452-1588**
911 Cushman St. Fairbanks, AK. 99701

**3. Kotzebue Police Dept** **P(907)442-3539 F(907)442-3357**
P.O. Box 550 Kotzebue, AK. 99752

**4. North Pole Police Dept.** **(907)488-6902**
125 Snowman Lane North Pole, AK. 99705

**5. Nome Police Dept** **P(907)443-5262 F(907)443-2266**
P.O. Box 281 Nome, AK. 99762

**6. Fairbanks State Troopers** **P(907)451-5100 F(907)451-3002**
1979 Peger Rd. Fairbanks, AK. 99709

**7. Glenn Allen St Troopers** **P(907)822-3263 F(907)822-5594**
P.O. Box 26 Glenn Allen, AK. 99588

**8. Kotzebue State Troopers** **P(907)442-3222 F(907)442-3221**
P.O. Box 669 Kotzebue, AK. 99752

**9. Nome State Troopers** **P(907)443-2835 F(907)443-5840**
P.O. Box 1050 Nome, AK. 99762

## Media

| | | |
|---|---|---|
| Fairbanks | KATN - TV | (907)452-2125 |
| | KSUA - TV | (907)474-7054 |
| | KTVF - TV | (907) 458-1800 |
| | KUAK - TV | (907)474-7491 |
| Arctic Sounder | (907)770-8822 | Tundra Drums (907)224-4800 |
| Nome Nuggett | (907)443-5236 | Selta Discovery (907)543-4113 |
| News Minor | (907)456-6661 | |

## Office of Childrens Services

**1. OCS Barrow North Slope Bourough** **(907)852-2611**
P.O. Box 69 Barrow, AK. 99723

**2. OSC Fairbanks** **P(907)451-2650 F(907)451-2616**
751 Old Richardson Hwy. Suite 300 Fairbanks, AK. 99701

**3. OCS Kotzebue** **P(907)442-3226 F(907)442-2426**

## Northern Area Courts

**1. Barrow Superior Court** **P(907)852-4800 F(907)852-4804**
P.O. Box 270 Barrow, AK. 99723

**2. Fairbanks Superior Court** **P(907)452-8277 F(907)452-9330**
110 Lacy St Fairbanks, AK. 99701

**3. Kotzebue Superior Court** **P(907)442-3208 F(907)442-3974**
P.O. Box 317 Kotzubue, AK. 99752

**4. Fairbanks District Court** **P(907)452-9310**
101 Lacy St Fairbanks Ak. 99701

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## Fairbanks Area Court

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**2. Bethel Superior Court** **P(907543-2298 F(907)543-4419**
P.O. Box 130 Bethel, Ak. 99559

**3. Fairbanks Superior Court** **P(907)452-8277 F(907)452-9330**
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**4. Kotzebue Superior Court** **P(907)442-3208 F(907)442-3974**
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**5. Bethel District Court** **P(907)543-1119**
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KKIS (907)283-8700 KDLL (907)283-8433
KPEN (907)262-6000 KABN/KAXX (907)277-5652
Kodiak KMXT-FM/TV (907)486-3131 KRXX-FM (907)486-5159
Soldotna KSLD (907)283-8700
Homer Tribune (907)235-3714
Homer News (907)235-7767
Clarian/Dispatch (907)283-7551
Kodial Daily Mirror (907)486-3227

**1. OCS Homer** **P(907) 235-7114 F(907)235-2848**
3670 Lake St. Suite 100 Homer, AK. 99603

**2. OCS Kenai** **P(907)283-3139 F(907)283-9093**
145 Masin St. Loop Rm. 100 Kenai, AK. 99611

**3. Kodiak OCS** **P(907)486-6175 F(907)486-4104**
316 Mission Rd. Suite 215 Griffin Blsg Kodiak, AK. 99615

**Law Enforcement**

**1. Homer Police Deot** **P(907)235-3150 F(907)235-3151**
4060 Heath St. Ho,er, AK. 99603

**2. Kenai Police Dept** **P(907)283-7879 F(907)283-2267**
107 . Willow St. Kenai, AK. 99611

**3. Kodiak Police Dept** **P(907)486-8000 F(907)486-8909**
2160 Mill Bay Rd. Kodiak, AK. 99615

**4. Seward Police Dept** **(907)224-3338**
410 Adams St Seward, AK.99664

**5. Anchor Point St Troopers** **P(907)235-8239 F(907)235-8067**
P.O. Box 807 Anchor Point, AK. 99556

**6. Kodiak State Troopers** **P(907)486-4121 F(907)486-5810**
2921 #A Mill Bay Rd Kodiak, AK. 99615

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**8. Soldotna Police Department** **P(907)262-4455 F(907)262-4421**
44510 Sterling Highway, Soldotna, AK. 99669

**9. Soldotna State Troopers** **P(907)262-4453 F(907)262-2889**
46333 Kalifornsky Beach Rd Soldotna, AK. 99669

**Kenai Peninsula court System**

1. **Homer Superior Court** **P(907)235-8171 F(907)235-4257**
   3670 Lake St Bldg A Homer, AK. 99603
2. **Kenai Superior Court** **P(907)283-3110 F(907)283-8535**
   Trading Bay Rd. Suite 200 Kenai, AK. 99611
3. **Kodiak Superior Court** **P(907)486-1600 F(907)486-1660**
   204 Mission Bay Rd. Rm 124 Kodiak, AK. 99615
4. **Homer District Court** **P(907) 235-8171**
   3670 Lake St. Bldg A Homer, AK.
5. **Kenai District Court** **P(907)283-3110**
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6. **Seward District Court** **P(907)224-3075**
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| | |
|---|---|
| KNLT - FM | (907)631-0877 |
| KAGV - AM | (907)892-882( |
| Frontiersman | (907)352-3350 |

**Matsu Area Court**

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435 S. Denali St. Palmer, AK. 99645

**2. Palmer District Court** **P(907)746-8109**
435 S Denali St. Palmer, AK. 99645

**Law Enforcement**

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P.O. Box 940027 Houston, AK. 99654

**2. Palmer Police Dept.** **P(907)745-3271 F(907)745-0930**
231 W. Evergreen Ave. Palmer, AK. 99645

**3. Wasilla Police Dept.** **(907)352-5401**
1800 E. Parks Hwy Wasilla, AK. 99654

**4. Matsu West State Troopers** **P(907)373-8300 F(907)373-8351**
7361 w. Parks Hwy. #822 Wasilla, AK. 99654

**5. Palmer State Troopers** **P(907)745-2131 F(907)746-2338**
453South Valley Way Palmer, AK. 99645

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Email: ajmorcal@yahoo.com
Pres Elect Joe Keikkala C(907)723-1100 W(907)465-6659
Email: joseph.keikala.gmail.com

**4. Juneau Glacier Valley Rotary Club**
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Dan Dawson (907)723-8505
Email: dan@aaa-moving.com
V.P. Kenny Solomon Gross (907)723-9210
Email: Kenny144@gmail.com

**5. Ketchikan First City Rotary**
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Email: Hmickek@tongassfcu.com
Pres Elect Margaret Custer W(907)225-7002 C(907)617-6111
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**6. Ketchikan 2000 Rotary**
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Pres Stuart Whyte (907)614-2940
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**7. Petersburg Rotary Club**
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## Law Enforcement

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625 Alaway, Juneau , AK. 99801

**2. Ketchikan Police Dept** **P(907)225-6631 F907)247-6631**
361 Front St Ketchikan, AK. 99901

**3. Peterburg Police Dept** **P(907)772-3838**
14 S. Nordic Dr. Petersburg, AK. 99833

**4. Sitka Police Dept** **P(907)747-3245 F(907)747-1075**
304 Lake St. Sitka, AK. 99835

**5. Haines Alaska St Troopers** **P(907)766-2552 F(907)766-3265**
P.O. Box 229 Haines, AK. 99827

**6. Juneau State Troopers** **P(907)465-4000 F(907)465-3333**
P.O. Box 111201 Juneau, AK. 99811

**7. Ketchikan State Troopers** **P(907)225-5118 F(907)225-6568**
7366 N. Tongass Hwy. Ketchikan, AK. 99901

**8. Petersburg State Troopers** **P(907)771-3983 F(907)772-3906**
P.O. Box 190 Petersburg, AK. 99833

**9. Sitka State Troopers** **P(907)747-3254 F(907)747-7912**
P.O. Box 1062 Sitka, AK. 99835

**10. Wrangell State Troopers** **P(907)874-3215 F(907)874-3241**
P.O. Box 757 Wrangell, AK. 99929

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| | | | | |
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| Juneau | KATH | (907)929-9700 | KJUD | (907)586-3145 |
| | KTOO | (907)586-1670 | KXLJ | (907)929-9700 |
| Ketchikan | KUBD | (907)929-9700 | KUBD-TV | (907)929-9700 |
| Sitka | KSCT | (907)929-9700 | KTNI | (907)929-9700 |
| Petersburg | KSFK-FM | (907)772-3808 | | |
| Juneau Empire | | (907)586-3740 | | |
| Ketchikan Daily News | | (907)225-3157 | | |
| Sitka Sentinal | | (907)727-3219 | | |

## Office of Childrens Services

**1. OCS Juneau** **P(907) 456-3191 F(907)465-3397**
130 Seward St. Room 4006, Juneau, AK. 99811

**2. Central Council of Tinglit and Haida Indian Tribes of AK**
(907)586-1432
320 W. Willoughby StJuneau, AK. 99801

**3. DHSS Office of Children Services**
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9107 Mendenhall Mall Rd. Suite 300, Juneau, AK. 99601

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## Southeastern Court System Continued

**4. Ketchikan District Court** P(907)225-3141
415 Main St. Rm 400 Ketchikan, AK. 99901

**5. Petersburg Distrct Court** P(907)0772-3824
17 N Nordic Dr. Petersburg, AK. 99833

**6.Sitka District Court** P(907)747-3291
304 Lake St. #203 Sitka, AK. 99835

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CJUC - FM (867)667-6397 CHLA - FM (867)543-9522
CKRW - FM (867)668-6100

**News Papers**

WhiteHorse Daily Star (867)668-2002
Yukon News (867)667-628[illegible]
Yukon Sun (867)993-631[illegible]

**Law Enforcement**

**1. Royal Canadian Mounted Police (867)667-5555**
Yukom RCMP Headquarters
4100 4th Ave. Whitehorse, Yukon YTY1A1H5

**Yukon Family and Childrens Services (H10)**

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White Horse, Yukon Y1A 2C6

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2134 2nd Ave. Whitehorse, Yukon Y1A5H6

# Part 3:

# District-Level Crisis Avoidance and Management General Policy

## Part 1: Crisis Avoidance

Every organization faces unexpected, serious challenges from time to time. Thriving organizations anticipate, research, and plan how to recognize, avoid and effectively deal with foreseeable "crisis" situations before they actually occur. More particularly, Rotary International's 2017 youth guidelines require each district to maintain a current crisis management plan.

1_Crises include both unexpected, sudden situations as well as existing long-term situations that slowly smolder until some triggering event. Both types of crises can be avoided or at least mitigated and their impact minimized by regular and thorough prior review of programs and procedures. The District Governor shall appoint one or more district members charged with regular review of District programs in this regard. Due to their prior experience, Past District Governors are preferred.

2_ Acute crisis situations likely involve unique factual situations. Hence, our emphasis is upon a flexible generalized approach that emphasizes prior scrutiny to identify and avoid the sorts of situations that give rise to potential crises, well-defined and robust communication plans, and the careful gathering of accurate information and feasible options. A flexible approach to crisis management is likely more useful than overly specific prior plans.

3_ Smoldering problems should be recognized and corrected/defused early.

4_ Generally, an organizational crisis can be viewed as a suddenly looming and significant event that threatens major acute and possibly long-term damage to an organization legally, financially, and to their reputation in the community, or by causing internal disruption and membership loss.

5_ Optimally, crises are avoided or at least mitigated to the extent possible. The goal of crisis management should crisis avoidance through prior internal review and preparation that recognizes and fixes potential problems before they arise.

6_ With appropriate periodic prior compliance, legal, accounting, and insurance reviews, and general due diligence, legal problems can be largely avoided by acting with integrity and with the guidance of experienced legal counsel while financial damage from third-party liability and internal financial issues can be largely avoided by good financial oversight and comprehensive insurance. Such compliance and policy reviews should be done on a regular basis overseen by the District Governor or designee.

7_ Potentially, all types of damage may threaten simultaneously arising from a crisis situation, but in a volunteer organization such as Rotary, reputational and internal organizational damage often also occurs and threatens Rotary.

8_ Reputational damage is of concern to Rotary International due to its potential impact upon membership recruitment and retention. Rotary's long-standing reputation for integrity is one of its most important but fragile, assets.

9_ Rotary International provides a variety of materials pertaining to program guidelines (such as Youth Exchange protection requirements) as well as crisis and reputation management and mitigation. These should be used preferentially, with suitable additional local procedures, rather than completely reinventing the wheel.

## Part 2: Management of Acute Phase of Crises

1_ Early, accurate, and regular communication is key to preventing/mitigating potential crisis situations from mushrooming into a crisis that threatens individuals with harm and that huts Rotary's integrity and its legal, financial, membership and reputational interests.

2_ The District Governor is the sole officer of Rotary International at the District level and is the person charged with management of crisis situations affecting the District.

3_ The District Governor may appoint a crisis management team that is appropriate to the situation.

4_ Crisis management decisions of the District Governor are the decisions of District 5010.

5_ The District Governor will, to the extent feasible in a situation, consult with affected stakeholders and District leadership to find a consensus solution consistent with law and RI policy.

6_ The District Governor or designee will keep the Zone Rotary International Director informed.

7_ It is always the policy of District 5010 to ensure the highest level of transparency and cooperation consistent with applicable law and government policy.

8_ The overall goal is to resolve problems amicably and promptly through internal District 5010 resources to the fullest extent possible while avoiding unnecessary embarrassment and injury to involved persons.

9_ A measured, carefully considered first response often avoids unnecessary escalation and provides the time for consultation and discussion that aids finding an optimal course of action and determining appropriate legal and media presentation.

10_ A measured, carefully considered initial response also provides opportunity to maintain critical internal consensus by allowing sufficient time for full information gathering and a well thought out initial response and course of action, with advisory input when deemed feasible or necessary by a prior-defined small group of experienced people such as PDGs who are members of the Council of Governors. This can be particularly useful with internal membership and organizational situations.

11_ Not uncommonly, dealing with potentially damaging situations requires thoughtful, careful interactions with affected Rotarians and internal stakeholders to evolve programs and procedures that defuse smoldering situations or latent problems before they occur and to minimize organizational and membership damage.

The District Governor shall be the person ultimately responsible for the content and presentation of information about a crisis situation to the public, to Rotary International, and to District 5010 membership. A crisis communications manager shall be appointed by the District Governor, preferably at the beginning of each Rotary year. Unless circumstances otherwise warrant, such communications manager initially shall be the sole point of media contact ,acting on behalf of the District Governor. Contact and media materials should be in accordance with the Rotary media manual, attached, and prior approved by the DG or designee. Following the guidance in the attachment Rotary media relations publication is strongly encouraged.

12_ Except in instances where a possible crime may have occurred, all internal communications within District 5010 and its members regarding non-criminal crisis situations shall be deemed

confidential and privileged to the fullest extent allowed by law and involved parties are requested to respect that confidentiality.

13_ Any situation that may potentially involve a criminal act or matter involving youth shall be fully reported to the appropriate authorities at the earliest feasible time and Rotarians shall thereafter abide by any agency directive. In the instance where there may be a question about whether a potential act is criminal, advice will be promptly sought from experienced legal counsel admitted to practice in the jurisdiction.

14_ The District Governor is ultimately responsible for all affairs of District 5010 and should be fully informed of impending problems as soon as practicable. The DG may designate, if and as appropriate, a crisis management team that may include, without limitation, the Deputy Governor, the DG-Elect, the DG-Nominee, and the DG-Designate to handle various aspects under the DG's guidance.

15_ A team of at least three Past District Governors who are members of the Council of Governors may be continuously maintained to provide a sounding board and advice to District Leadership, if and when requested by the current District Governor.

16_ Unless otherwise directed, the default initial point of contact and reporting from the local Rotary Club level shall be the District Governor or a designee as the DG may direct.

17_ Reporting forms approved by the District Governor will used to provide basic information to District leadership about the factual situation and the names and contact information for the involved persons.

18_ Email shall be the preferred means of follow up and detailed reporting so as to provide an audit trial. Initial contacts and reports and matters requiring a very quick decision are preferentially handled by direct telephone contact.

19_ Predefined communication channels, decision flow charts, a listing of all potentially pertinent contacts, and a communications plan that defines the level at which initial decisions are to be made, who should be contacted in various scenarios, who should receive informational copies, when District, Zone, and RI should be informed, and who might be consulted for advice and guidance, should be maintained, regularly updated, and used.

20_ Crisis avoidance and management plans should be generally reviewed and information updated at least annually, with a major District review at least every three years. Appointees and contact information shall be updated and verified annually.

21_ Except legal situations in which a crime may have occurred and which should be reported as promptly as feasible, most crisis situations of the sort that District 5010 might encounter do not require an instantaneous response. Hasty first reactions made before facts and ramifications are well-known often worsen a potential crisis situation, exacerbate the problem, and should be avoided when possible.

22_ In situations primarily involving internal disputes that may have an adverse effect upon membership, carefully considered consensus decisions are highly desirable. Hence, measured consensus decisions should be made only after the facts are accurately known.

23_ The crisis management team should continue to communicate effectively in real time with all affected parties. That allows affected parties to "stand down" and allows emotions to cool and

accurate information to be gathered. Decisions will be made at the appropriate level of District leadership after investigation and thoughtful consideration.

24_ The timing and scope of decisions and actions involving potential criminal matters or civil liability should be guided by the advice of legal counsel retained by the District and by the requirements of law enforcement.

25_ Good prior planning and pre-crisis management, prompt investigation, and honest communication are critical to maintaining the good reputation of Rotary in the event of a crisis that becomes a media or social media issue.

26_ Particularly when dealing with reputational and other public issues, it is important to show that District 5010 in fact had taken all reasonable prior due diligence and management/ program steps to avoid/mitigate the problem.

27_ Social media communications are beginning to predominate and require particular, skilled attention to quash troublesome "viral" rumors. See attached Rotary Social Media guide.

28_ Flexible and timely decision-making is strongly preferred.

29_ Rotarians who are concerned about a potential or pending problem, about the manner or content of a crisis management decision that may go awry, or about a "smoldering" issue are encouraged to promptly bring their concerns to the District Governor' attention.

## Part 3: Dealing with the Aftermath of an Acute Crisis

1. The aftermath of an acute crisis situation is typically a prolongd chronic phase in which organizational damage and relationships are repaired, inquiries made, and some sort of consensus resolution sought. Flexible, creative management of the aftermath phase may provide consensus to make lasting improvement.

2. Unless legal circumstances otherwise require, internal difficulties and disputes should not be broadly discussed nor posted to social media, so as to avoid embarrassment and hurt to involved Rotarians. Private discussion, mediation, and amicable resolution are highly preferred.

3. The aftermath phase may linger for a substantial time after the acute phase passes, possibly into future DG years. Hence, involving the entire current DG leadership team should be involved in devising a consensus long-term approach.

4. If and when appropriate, the District Governor may designate one or more Past District Governors to inquire into situations, find and report facts to the DG or designee, and make recommendations.

5. If and when appropriate, the DG may refer internal and membership matters to mediation by a panel of three Past District Governors who are members of the Council of Governors or by District 5010 members who are retired judges with mediation and case settlement experience.

6. The District will establish a mediation panel by later action.

## APPENDIX 1: TO STIMULATE DISCUSSION AND IDENTIFICATION OF POTENTIAL PROBLEM AREAS

### What are among the more likely crisis situations?

1. **Youth Exchange, RYLA, or other youth and interpersonal situations**

   a. Abuse, inappropriate contact etc with an exchange student at District 5010 (may be physical, sexual, emotional, etc.)

   b. Inappropriate or illegal conduct by an exchange student in District 5010 (Example - underage drinking, driving, suicide threat, violation of RI rules, etc.)

   c. Injury, illness or mental health problems of an exchange student inbound to, or outbound from, District 5010 (Should verify RI exchange student health insurance coverage )

   d. Abuse, inappropriate contact, etc. against a District 5010exchange student (may be physical, sexual, emotional, etc.) when out of the District.

   e. Inappropriate or illegal conduct by an exchange student from District 5010 (Violation of host country laws, underage drinking, driving, RI rule violation.)

   f. Injury or illness of a youth program participant or an exchange student from District 5010 (Identify treatment facilities, verify health insurance and medevac.)

   g. Allegations of assault, inappropriate or unwanted contact, or other improper interpersonal conduct arising in connection with Rotary and its activities.

   h. Insufficiently vetted circumstances and program content likely to result in substantial and unwarranted community controversy.

2. **Examples of legal situations potentially affecting District 5010**

   a. Possible legal liability exposure (Injury at, or as a result of, a Rotary event, violation of statutes such as handicapped access, serving alcohol to intoxicated persons, alleged discrimination or inappropriate conduct, disorderly conduct resulting in media embarrassment, libel/slander, or conflict of interest.

   b. Criminal investigations or prosecutions arising from any situation and involving a Rotarian or someone involved with Rotary activity. This could affect the District and its leadership more generally in the event of any allegation of coverup or other potential obstruction of justice.

   c. Violent incident at Rotary function such as beer festivals.

3. **Situations in which the District or clubs may have financial loss or exposure, with attendant reputational and organizational damage**

   a. Embezzlement

b. Unauthorized investments or other financial activities

c. Financial failure of a major event or contractual dispute

d. Financial failure of a club

e. Cyber-security and identify theft/compromise of member information.

f. Loss of district records and archives due to physical or electronic problem.

4. **Public relations and perception situations**

a. Media and public perceptions arising from negative situations.

b. Comments or non-criminal or non-liability actions of any person associated with District 5010/ clubs that tend to cause negative publicity or embarrassment to Rotary.

c. Use of Rotary Logo in situations inconsistent with Rotary values and positions

d. Circumstances in which a Rotary Club or Rotary member engages in partisan activity or unduly controversial social advocacy while identifying as a Rotary-sponsored event or as a Rotarian.

e. In these circumstances, it is critical to reputational protection to honestly show that District has made reasonable prior planning and avoidance efforts.

5. **Matters affecting membership and the relationship between members, clubs, District, and RI**

a. District, RI or Zone actions that threaten membership loss or significant internal disruption breach. See 2017 RI gun ban etc.

b. Unresolved dispute between District 5010 and any club or between D5010 clubs or significant controversy between individual Rotarians that threatens Rotary goodwill and unity (a thought - D5010 has several retired judges and other legal professionals who could mediate if D5010 offered a quiet, private mediation service to those availing to it. Alternatively, a panel of three PDGs might be suitable for mediation.)

6. **Natural disasters or other widespread events impacting our District and its members.** Continuity of operations and community assistance plan needed.

Earthquake, flood, tsunami, fire, etc.