

ROTARY DISTRICT 5010
CRISIS COMMUNICATIONS PLAN
AND CLUB LEVEL CRISIS PLAN
VERSION 2020-09-08

Some Crisis Management “Bullet Points” for D5010 Rotary Clubs

- Be Pro-active. Identify, rectify and **avoid** potential crisis situations before they flare.
- Keep it simple. In a crisis, no one has time to read a 60 page document.
- Clubs officers are the front-line reporters. If in doubt, report.
- Reporting to District is not a substitute for reporting to law enforcement when appropriate. If a crime is suspected, always ensure that law enforcement immediately notified. **NEVER COVER UP.**
- Have your crisis contact resources pre-arranged and in your phone. Check District App. If youth involves, you **MUST** contact both OCS and nearest police/AST.
- Prepare contact information sheets, for District and each AG area. Don't depend solely upon the Internet.
- Taking immediate action to protect personal safety and property is the first priority.
- Clubs should not “wing” a crisis. Instead, they should immediately inform District, which has the resources and the legal responsibility within Rotary.
- Clubs should avoid any media or other discussion and stand down from further action unless and until DG requests them to take some action.
- Prepare and use a notification sheet which provides the DG with basic information about what happened and whom to contact, and how to do so. Rotary Youth Exchange incidents should use Rotary's YE-specific form.
- Get prompt professional assistance as needed, such as legal, psychological intervention, media relations, and RI.
- Take stock of the situation, contact the District Governor, District Governor-Elect, or District Governor Nomine as promptly as possible and generally take a deep breath before reacting.
- Avoid making media comments. Refer to the District, which has trained professionals available.

Rotary District 5010

One-Page Club Level Emergency and Crisis Communications Procedures and Contacts

1. **What should be reported to District 5010? If in doubt, report it to District.**
 - A. Any potentially criminal activity or other legal wrongdoing occurring with Rotary activities. If possibly criminal, DO NOT make accusations, do not discuss with the involved person, do not disturb evidence nor question witnesses. Contact and wait for the police or Alaska State Troopers.
 - B. Any concerns regarding potential abuse, violations of RI youth policy, or inappropriate actions involving youth, exchange students, and minors by Rotarians or in Rotary activities;
 - C. Actions or inactions in the course of Rotary activities that would likely result in injury to persons, financial or property damage, or civil liability, or other financial harm to Rotary,
 - D. Any actions or inactions that would likely reflect poorly upon Rotary's public image or might adversely affect Rotary membership.
 - E. Anything else that you believe is likely to be seriously and foreseeably damaging to Rotary .
 - F. Any trend, act or omission, or other long-term situation likely to cause harm to Rotary unless corrected. Report through your Club President and AG.
2. **First, take immediate action to reduce imminent damage, risk, and severity. If harm threatens or if minor children and exchange students are involved, first get them to a place of safety.** Then, await further instructions from District or law enforcement when they are involved.
3. **Do not discuss the situation with anyone** or speculate. Do not make club announcements. Do not make statements to the media nor do any interviews. **Refer all media inquiries to the District Governor.** Do not post anything to social media of any sort. Identify witnesses but do not discuss with minors or potential witnesses unless directed to do so by District and/or law enforcement.
4. **Report any of the above concerns as promptly as possible to District Leadership using the attached form.** Incidents involving youth and exchange students should use the attached RI Youth Protection Incident form.

Separately and in addition, immediately report to your city police or the Alaska State Troopers any Rotary-related potential criminal behavior and any inappropriate situations involving youth exchange students and minor children. This is mandatory Rotary International policy. Reporting solely to District 5010 is not a substitute for reporting to law enforcement.
5. **Communicate with District quickly, accurately, and completely** but do not make important long-term decisions before getting all the facts and first consulting with District 5010 and District legal counsel. **Promptly notify District if there is any change in the situation.**
6. **How should reports be made?**
 - A. Advise and consult with your club president ASAP and AG. For anything involving youth, **also** advise your club Youth Protection Officer and the District Youth Protection Officer Dan Dawson.
 - B. **Send an initial alert to District 5010 by text messaging (list as subject "Rotary 911") or by Email to District leadership, starting with the District Governor. Send all contact information.**
 - C. If you do not receive a direct in-person response within 60 minutes from your first contact, then contact the next people on the list until you know that your report has been received and is being acted upon. It is important to verify that District has your report and acting upon it.
 - D. Follow up as soon as possible with a completed incident report form by Email or by fax.

7. To Whom Should Reports to District Be Made? (In this order)

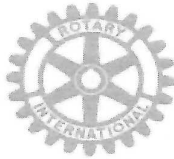
District Governor Joe Kashi: cell 907-398-0480, Email kashi@alaska.net

District Governor-Elect Cheryl Metiva: cell 907-315-9920 clmetiva@gmail.com

District Governor-Nominee: Mike Ferris cell 907-306-8475 w 907-561-5110 mike@aesalaska.com

District Youth Protection: Dan Dawson cell 907-723-8505 ddawson009@yahoo.com

Rotary



**Crisis Avoidance and Management
Information to District 5010 Rotary Clubs
and District Rotarians**

Rotary District 5010 Joe Kashi, District Governor 2020-2021

Rotary District 5010's has adopted a crisis avoidance and crisis management plan. Our approach is proactive, not reactive wherever possible.

Avoiding Crises: As responsible Rotarians, we should all recognize, avoid, and help correct possible problems before they result in an emergency or crisis situation, and to report any developing emergency or pending crisis before it becomes unmanageable. **If you recognize a situation or procedure that could result in a problem, if not corrected ahead of time, please bring it to your club president's attention, who in turn should inform the District Governor promptly by Email.**

Generally, District 5010 considers as possible crisis situations:

- Any potentially criminal activity in connection with Rotary activities, particularly Youth protection
- 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, etc.
- Any other action or inaction in connection with Rotary that foreseeably might result in injury to persons, or result in financial or property damage, in civil liability or other financial harm, data breach/identity theft, or otherwise damage Rotary, its membership and public image.

General Club-Level Reporting Guidelines. If in doubt, report. Here's How.

- If a Rotarian becomes aware of a potential crisis, **report it immediately to your Club President.** If you are unable to contact your Club President, then report ASAP to your Club's President-Elect.
- **If this involves youth protection, ALSO immediately contact ASAP your Club's Youth Protection Officer and law enforcement.**
- In the event that any 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, **first get that youth to a safe situation immediately** and then contact your club's Youth Protection Officer and your Club President/ President-Elect as above. **First take action to reduce immediate injury and damage.**
- Your primary reporting channel is to your club President and then from the Club President to the District Governor, but with a short direct alert notification to the DG as below.
- **Club officers should immediately forward all reports to the District Governor and, if youth involved, also to the District Youth Protection Officer.** If the Club President or P-E is unable to promptly contact the District Governor, then contact the DG-Elect. **Also, alert your area Assistant Governor and keep them informed.**

- Reporting Rotarians should **also directly text to the District Governor** (or DG-E if the DG cannot be reached or contact receipt verified) a short alert message, such as “**Rotary 911 – (your) Club**” so that the DG/DG-E is aware of a pending situation.
- **Rotarians:** If you have not heard a positive confirmation **acknowledging** your report back from your Club President or P-E within one hour, try again until you have positive confirmation. If you cannot get positive confirmation promptly, then directly contact the District Governor.
- **Club Presidents/ P-Es:** If you do not have a positive **acknowledgment of your report** back from the District within two hours, continue trying until you have positive acknowledgment.
- Non-crisis concerns that can be resolved by private discussion at the club level should be dealt in a cooperative, problem-solving manner mediated 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.

AFTER your initial report:

- **Follow up as quickly as possible with the reporting form that is part of this package.** 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 or P-E as available.
- **Club Presidents/P-Es should review reports and be available for follow-up as needed by District.**
- Crises tend to be factually unique, so be **flexible and don't jump to conclusions** without careful fact investigation. **If it appears that this may be a criminal situation, get legal advice through District and do not discuss nor question anyone.**
- **SPEED UP communications** with your club President/P-E, AG, the District Governor/DG-E, and all involved persons. Keep everyone fully and accurately concerned and “in-the-loop”.
- **BE DELIBERATE and CAUTIOUS in your words, actions and decisions after taking immediate protective steps** as the situation requires. The District Leadership level is legally responsible for making major decisions in crisis situations in consultation with RI. **Do not discuss online or with media.**
- Become familiar with District 5010's club-level reporting and communications plan and with RI's Youth Protection Guidelines, which are attached.
- **If criminal activity is suspected, immediately contact your local police or Alaska State Trooper office.** If possibly criminal, **DO NOT** disturb evidence nor question witnesses. Wait for the police.

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 and contact local police or Alaska State Trooper headquarters. **NEVER attempt to cover-up nor alibi.**

DO NOT discuss with anyone, nor contact nor make statements to the media, nor post on social media. Do not make club announcements without clearing them with District leadership, which is charged by RI with making all media contacts. Avoid hurting potentially innocent people or worsening a situation.

Yours in Rotary

Joe Kashi, District Governor

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 INTERNATIONAL
YOUTH EXCHANGE REPORTING
FORM AND GUIDELINES



ROTARY YOUTH PROTECTION INCIDENT REPORT

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

REPORTER INFORMATION			
Date of Report:	Click or tap to enter a date.	Role/Title:	
Name:		Phone:	
District:		Email:	

ALLEGED VICTIM INFORMATION			
<i>If incident involved more than one victim, include information for all individuals below.</i>			
Last Name(s):		First Name(s):	
<i>If incident occurred during a Rotary Youth Exchange, please provide additional program details listed below:</i>			
Host District(s):		Sponsor District(s):	
Host Club(s):		Sponsor Club(s):	

ALLEGED OFFENDER INFORMATION			
<i>If incident involved more than one alleged offender, include information for all below.</i>			
Last Name(s):		First Name(s):	
Relationship to alleged victim:		Title/Role:	
Other parties involved:			
<i>If alleged offender is a Rotary Youth Exchange student, please provide additional program details listed below:</i>			
Host District(s):		Sponsor District(s):	
Host Club(s):		Sponsor Club(s):	

ROTARY YOUTH PROTECTION INCIDENT REPORT

SUMMARY			
Date of incident:	Click or tap to enter a date.	Location:	
Provide details of incident:			

ACTION TAKEN
Please indicate which of the following actions have been taken in accordance with RI youth protection policies: ☐ Youth is/are currently in a safe place. ☐ Alleged offender has been removed from all contact with youth while law enforcement investigates the matter. ☐ Alleged incident has been reported to local law enforcement. • What is the status of the investigation? • If any official charges have been filed, please describe: ☐ Host and sponsor districts of participants involved have been notified of the incident. ☐ Natural parents/ legal guardians of participants have been notified of the incident. Please list all additional parties who have been notified: If any of the above requirements have <u>not</u> been met, please explain why:
Additional actions taken in response to alleged incident: ☐ Professional support services have been offered to alleged victim. ☐ An early return will be initiated for the student(s) involved in this incident. • If so, please complete and submit an <u>Early Return form</u> along with this report to RI. ☐ Other actions taken after the incident was reported (please explain):

Please continue to update RI staff on any new developments in this matter, including any media inquiries you may receive, by emailing youthprotection@rotary.org.

Information provided on this form may be private and should only be shared on a need-to-know basis. Store and transport securely.



APPENDIX B

ABUSE AND HARASSMENT ALLEGATION REPORTING GUIDELINES

Click on the document below to customize this policy to fit your local and legal circumstances.

The section in **blue** follows Rotary's certification requirements for Rotary Youth Exchange; remove this if your district is not certified to participate in Youth Exchange.

DISTRICT 5010 ABUSE AND HARASSMENT ALLEGATION REPORTING GUIDELINES

District 5010 is committed to protecting the safety and well-being of all youth program participants and will not tolerate abuse or harassment. All allegations will be taken seriously and must be handled within the following guidelines.

The safety and well-being of program participants must always be top priority.

DEFINITIONS

Emotional or verbal abuse — The use of fear, humiliation, or verbal assaults to control the behavior of another. Examples include rejecting the person, preventing him or her from developing normal social relationships, and making derogatory statements about his or her race, religion, ability, intellect, tastes, or personal appearance.

Physical abuse — Physical contact intended to cause pain, injury, or other physical suffering or harm.

Neglect — Failure to provide the food, shelter, or medical care that is necessary to well-being.

Sexual abuse — Engaging in or arranging implicit or explicit sexual acts, whether they are performed alone or with another person of any age or gender, through force or coercion or with anyone who is unable to give consent. Any sexual activity between a legal adult and a minor is considered sexual abuse. Sexual abuse can also include nontouching offenses, such as voyeuristic behavior, indecent exposure, or showing a young person sexual or pornographic material.

Sexual harassment — Sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature that is unwanted or directed at someone unwilling or unable to provide consent. In some cases, sexual harassment precedes sexual abuse and is used by sexual predators to desensitize or groom their victims. Examples of sexual harassment include:

- Sexual epithets or jokes, written or spoken references to sexual conduct, gossip about one's sex life, and comments about a person's sexual activity, deficiencies, or prowess
- Verbal abuse of a sexual nature
- Display of sexually suggestive objects or images
- Sexual leering or whistling
- Inappropriate physical contact, such as brushing against a person
- Obscene language or gestures, and suggestive or insulting comments

RECEIVING AN ALLEGATION REPORT

Any adult to whom a program participant reports abuse or harassment must:

Listen attentively and stay calm. Acknowledge that it takes courage to report abuse or harassment. Be encouraging, but remain neutral; do not express shock, horror, or disbelief.

Assure privacy but not confidentiality. Explain that you will have to tell someone about the abuse or harassment to make it stop and ensure that it doesn't happen to others.

Get the facts, but don't interrogate. Ask questions that establish facts: who, what, when, where, and how. Reassure the young person that he or she did the right thing in telling you. Avoid asking "why" questions, which may be interpreted as questioning the young person's motives. Remember that your responsibility is to report this information to the proper authorities.

Be nonjudgmental and reassure. Avoid criticizing anything that has happened or anyone who may be involved. It's especially important not to blame or criticize the young person. Emphasize that it was not his or her fault and that it was brave and mature to come to you.

Document the allegation. Record the conversation, including the date and time, as soon after the report as you can. Try to record the young person's exact words.

ALLEGATION RESPONSE

The following steps must be taken immediately after alleged abuse or harassment is reported. Some of them may be performed by any program volunteer, while others should be performed by a district officer, as specified.

1. Protect the young person.

Ensure the safety and well-being of the young person by removing him or her from the situation immediately and preventing all contact with the alleged abuser or harasser. Reassure the young person that this is for his or her safety and is not a punishment.

Take immediate action to ensure the young person's health and well-being, and get him or her medical or psychological care, if necessary.

2. Report the allegations to appropriate authorities.

Immediately report all cases of abuse or harassment — first to [designate appropriate law enforcement authority] for investigation and then to club and district leaders for follow-through. Interrogations related to allegations of abuse or harassment must be left entirely to law enforcement agencies.

In most situations, the first Rotary contact is _____, who is responsible for seeking advice from and interacting with appropriate agencies. If the allegation involves the conduct of this Rotarian, the district governor or _____ should be the first Rotary contact.

District _____ will cooperate with police or legal investigations.

District _____ has researched local, state, and national laws related to youth protection, including reporting allegations, and notes the following legal requirements of which all volunteers must be aware:

o [list relevant points]

3. Remove the accused person from contact with youth.

District ____ will remove the alleged offender from all contact with Rotary youth program participants until the matter is resolved.

Follow established criteria and procedures for removing a Rotary Youth Exchange student from a host family if they report a problem with, or make an allegation against, a host family member. If appropriate, move the student to the temporary housing that was screened in advance.

4. Avoid gossip and blame.

Don't tell anyone about the allegation other than those who need to know. Be careful to protect the rights of both the victim and the accused during the investigation.

District ____ maintains the privacy (as distinct from confidentiality) of any accused person by enforcing the following procedures:

- *[list appropriate procedures]*

5. Follow through.

A district officer must inform RI of the allegation within 72 hours and provide ongoing status reports.

District ____ will ensure that the program participant's parents or legal guardians have been notified and offer the young person an independent, non-Rotarian counselor to represent his or her interests.

If law enforcement agencies will not investigate, or if the investigation is inconclusive, the district governor will appoint a district review committee to coordinate an independent review to ensure that district youth protection policies were followed, confirm that youth safety was the highest priority, and determine any necessary modifications to district procedures. This review is not responsible for determining the validity of any allegations; that can only be done by youth protection agency personnel or trained law enforcement professionals.

If law enforcement has found the allegations to be noncriminal, the district governor is responsible for contacting the alleged offender. The district governor may delegate this task to a district youth protection officer or district review committee.

District ____ will document all accusations of inappropriate behavior and the actions taken to resolve the situation, so that patterns of inappropriate behavior are identified and addressed.

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