

DISTRICT 5420 CRISIS/RISK MANAGEMENT PLAN FOR YOUTH EXCHANGE AND OTHER ROTARY YOUTH PROGRAMS

Introduction: A crisis effecting youth may involve international students hosted in D5420 (Inbound Students), or D5420 students hosted in overseas Districts (Outbound Students). The crisis may involve an individual student or a group of students within a region. This policy also applies to any minor in a Rotary-sponsored program such as RYLA or Interact.

The District Governor is ultimately responsible to Rotary International for the District, including the Youth Protection Crisis Management Team.

Part 1: District 5420 Crisis Management Team

The following people comprise the crisis management team for the D5420.

- D5420 Crisis Management Officer (CMO)
- D5420 Youth Protection Officer
- D5420 Rotary Youth Exchange (RYE) Chair
- D5420 Youth Chair
- Other volunteers, as assigned

In the absence of the CMO, the D5420 Youth Protection Officer shall be responsible for leading the Crisis Management Team. In the absence of both, then a team member will be appointed to be in charge by the District Governor.

Unless otherwise noted, the CMO will be the point person for contact during the course of the crisis. All inquiries shall be directed to the CMO. Depending on the seriousness of the crisis, other individuals may be named to assist.

Procedures proposed in this Crisis Management Plan incorporates Rotary International's "Guidelines for Youth Exchange Emergencies" (See Appendix A). District 5420 also complies with the Youth Protection and Rotary Youth Exchange sections of the Rotary Code of Policies (RCOP).

All persons should recognize that timely, accurate and concise information is critical to effectively manage a crisis. Please be aware of this when providing information relating to the crisis.

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

Part 2: Initial Response

Following these guidelines to ensure a measured and effective approach to handling a crisis situation.

Safety First. Take action to protect the student, family or whoever needs protecting:

1. Notification of proper law enforcement officials if needed.
2. Immediate response to nearest medical help/hospital if necessary
3. Pass on all necessary information regarding the young people to the hospital and other authorities.
4. Notify parents. If a Rotary Youth Exchange student is involved, contact the RYE Chair to have the RYE Chair make the appropriate notifications. Provide details of the incident to the RYE Chair. The RYE Chair will take over the emergency at this point. Note: It is important that each club's Youth Protection Officer has all the information regarding youth activities and appropriate contact information in case of an emergency. **Note: Procedures proposed in this Crisis Management Plan incorporates Rotary International's "Guidelines for Youth Exchange Emergencies," and are included in Appendix A. That section also includes "Reporting Guidelines for Allegations of Abuse or Harassment," and "Requirements of Clubs Regarding Prevention of Abuse and Harassment."**
5. **Do not speak to the media other than to advise them that an incident has occurred and is under investigation.** Provide the media with the name and contact information of the CMO 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. It is imperative that there be only ONE person talking to the media. The CMO will be the media person or will appoint someone to the task.

Part 3: Post-crisis Review

Based on developments in the crisis, the CMO 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 and others if needed, will conference to critique the effectiveness of the District Crisis Management Plan. The team will determine what went well and how improvements could be made for future crises. These proposed changes will be presented to the D5420 RYE Committee at their next regularly scheduled meeting.

Part 4: Host Club Preparedness

Clubs may form a Crisis Management Committee. Clubs should identify people now that may be on the Crisis Management Committee should the need arise. Each committee member of the Crisis Management Committee 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. The club may add persons on the Crisis Management Committee as the need arises (for example the club may want the current host family as part of Crisis Management Committee). Suggested Club Crisis Management Team members are as follows: Club YEO, Club Counselor, and Club President.

Appendix A

Guidelines for Rotary Youth Exchange Emergencies – From Rotary International

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. Each district or multidistrict program should have a written policy related to emergencies and a committee to oversee and implement specific policies and procedures.

Tips for emergency preparedness:

The District Youth Exchange Officer shall identify a qualified interpreter or interpreters for each inbound and/or outbound exchange student and provide his/her contact information to the District Governor. The interpreter should be competent in both English and the language of the student he/she represents. If the interpreter is another YE student or a Rotex, there is the additional advantage that the student is knowledgeable about the Rotary YE program.

- The club counselor should keep a copy of 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 Youth Exchange Officer 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 Officer 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 particularly 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.

Part 5: Reporting Guidelines for allegations of abuse or Harassment

Introduction

These reporting guidelines should be read and used in conjunction with the Rotary International District 5420 Youth Protection Policy. In particular, please refer to the Policy for definition of terms used in these Guidelines. The Guidelines were initially developed in connection with the Youth Exchange Program, but have been adapted to be of assistance with respect to all those defined as “protected persons” in the Policy.

Scope

Unless specifically adopted by a club, these guidelines are intended to be used in connection with allegations arising in the context of District programs, activities or events. If adopted for use in connection with club programs, activities or events, references to the District Governor, District CMO and District Committee Chair should be applied, respectively, to the Club President, Club CMO and Club Committee Chair or responsible Director (depending on a club’s organization).

Definitions

In addition to the definitions already set out in the Policy, in these Guidelines:

“Complainant” means the protected person making an allegation of abuse and/or harassment, either directly or through another person.

“Respondent” means the person against whom a complainant has made an allegation of abuse and/or harassment

Procedures for Adult Receiving Allegation

Any adult to whom a complainant reports an incident of sexual abuse or harassment should comply with the following guidelines.

1. Receive Report from Complainant

- a. Listen attentively and stay calm.** Acknowledge that it takes a lot of courage to report abuse. It is appropriate to listen and be encouraging. Do not express shock, horror or disbelief.
- b. Assure privacy but not confidentiality.** Explain that you will have to tell someone about the abuse/harassment to make it stop and to ensure that it does not happen to other protected persons.
- c. Get the facts, but don’t interrogate.** Ask the complainant questions to establish what was done and who did it. Reassure the complainant he or she did the right thing in telling you. Avoid asking ‘why’ questions. Remember your responsibility is to present the complainant’s story to the proper authorities.
- d. Be non-judgmental and reassure the complainant.** Do not be critical of anything that has happened or anyone who may be involved. It is especially important not to blame or criticize the complainant. Assure the complainant that the situation was not his or her fault and that he or she was brave and mature to come to you.
- e. Record.** Keep a written record of the conversation with the complainant as soon after the report as you can, including the date and time of the conversation. Use the complainant’s words, and record only what has been told to you.
- f. Abide by Local Laws.** The District has researched local, state or provincial, and national laws related to your protection, including reporting allegations, and notes the following legal requirements, of which all volunteers must be aware; All authorized adults are trained in mandatory reporting. A mandatory reporter is a person who is legally required to ensure a report is made when abuse is observed or suspected. The report must be made to a law enforcement agency or the Division of Child and Family Services.

2. Protect the Complainant

Ensure the safety and well-being of the complainant. If you or the complainant have any concerns regarding his or her safety, immediately remove the complainant from the situation and from all contact with respondent. Reassure the complainant that this is for his or her own safety and is not a punishment.

3. Report to District Committee Chair and District Youth Protection Officer

Immediately upon receiving the complaint, report the allegation to the District Committee Chair responsible for the program, activity or event in which the alleged incident or incidents occurred and to the District Risk Management Officer. They will keep the District Governor advised and will review the complaint in order to ascertain whether it needs to be referred to an appropriate law enforcement authority or whether it is a matter to be handled using internal policies and guidelines.

4. Ensure Privacy is Respected

Avoid gossip and blame. Do not tell anyone about the allegation other than those whom these Guidelines require to be told. Except as required by these Guidelines, all information with respect to the allegation must be kept strictly private and confidential to protect the rights of both the complainant and the respondent.

5. Follow Up

Once the case has been reported to the District Risk Management Officer and the District Committee Chair, your role is complete. You may wish to follow up to ensure that steps are being taken to address the situation. You must not however contact the respondent about the allegation.

Part 6: Procedures in Response to Allegation

The District Youth Protection Officer receives the report of an allegation has the primary responsibility for responding to an allegation and should comply with the following guidelines. The District Committee Chair should work with the advice and support of the District Risk Management Officer, and both should ensure that the District Governor is fully advised of the steps being taken to deal with the allegation. Where appropriate, the District Governor may wish to become directly involved in some or all of the steps set out below.

For Youth Exchange, the District Youth Exchange Chair should keep the complainant's Rotarian counselor fully advised of all steps being taken. Following receipt of a report of an allegation of abuse and/or harassment, the following steps must be taken promptly:

- a. Confirm that the complainant has been removed from the situation immediately and from all contact with respondent.

- b.** The District Governor, District Youth Exchange Officer shall, with the assistance of legal counsel if appropriate, immediately determine if the report should be communicated to the appropriate law enforcement agency. If the decision is made to so report the allegation, the responsibility for investigation of the complaint lies with the law enforcement agency, and all District personnel should cooperate with any police investigation. The District RMO should ask the police to keep him or her advised of the progress of the investigation.
- c.** If a decision is made that the appropriate course of action is to investigate the allegations internally, or if the police decline to investigate, complete an investigation plan in collaboration with the District Risk Management Officer. Depending on the nature of the complaint, its severity, and the facts surrounding the case, one or more of the following options can be discussed with the complainant (remember that if a youth is involved, he or she has the right to have an adult present at all times and to be represented by an adult):
- pursuing an informal resolution of the complaint;
 - proceeding with a formal investigation.
 - taking advantage of counseling, mediation, and other resources; and/or exploring other possible avenues of recourse including the police, appropriate provincial agencies or the Human Rights Commission.
 - Ensuring the complainant receives immediate support services.
 - Offer the complainant an independent, non-Rotarian counselor to represent his or her interests. Ask the appropriate social service or law enforcement agency to recommend someone who is not a Rotarian nor in any way involved with the program, activity or event in question.
- d.** The District will also make sure that the parents or legal guardians of the participants (whether they are accused or making the accusation) have been notified.
- e.** While investigations are being conducted, remove the respondent from any contact in Rotary programs, activities or events with all protected persons including the complainant.
- f.** For Youth Exchange, the complainant's Rotarian counselor must inform the District Youth Exchange Chair and District Governor of the allegation. Either the District Governor or the District Youth Exchange Chair must inform Rotary International of the allegation within 72 hours, and provide follow-up reports of steps taken, outcome of all investigations and resulting actions.
- g.** Complete as quickly as possible the investigation in accordance with the investigation plan and provide a report on the findings made to the respondent, the complainant and the District Governor.
- h.** If law enforcement agencies will not investigate, or if the investigation is inconclusive, the District Governor will appoint a committee to coordinate an independent review to ensure that district youth protection policies were followed, confirm that youth safety was treated as the highest priority, and

determine whether any changes to District procedures are needed. This review is not responsible for determining the validity of any allegations. That can be done by youth protection agency personnel or trained law enforcement professionals.

Part 7: Understanding the Needs of the Complainant

There will need to be a cohesive and managed team approach to supporting the complainant after an allegation is reported. The complainant is likely to feel embarrassed, confused, and may become withdrawn.

For Youth Exchange, the complainant may in addition appear to be avoiding members of the host family or hosting Rotary club. After a report of harassment or abuse, complainants may or may not want to remain on their exchange. If they do, they may or may not want to continue their relationship with their host club depending on the circumstances. In some cases, a complainant may wish to remain in country, but change to a different host club if one is available.

It may be difficult for club members, volunteers and host families who become aware of the complaint to understand how the complainant is feeling, but it would be helpful for the complainant to know that the club remains a support for them. Club members, volunteers and host families may experience ambiguity toward their roles and may feel unclear regarding their boundaries. However, they need to do whatever is necessary to reassure the complainant of their support at all times.

Part 8: Appropriate Behavior for Others Aware of Allegation

When addressing an allegation of abuse or harassment, the most important concern is the safety of a complainant. Club members who become aware of the allegation should not speculate, make editorial comments, or offer personal opinions that could potentially hinder any investigation. Club members who become aware of the allegation should be cautioned about speculating or commenting on the matter during the investigation.

Comments made about a complainant in support of a respondent or about a respondent in support of a complainant are inconsistent with our Rotary ideals. Furthermore, adverse comments made against either a complainant or a respondent could lead to a defamation claim filed against Rotarians or clubs by the person about whom those comments are made.

Sanctions

A club must terminate the membership of any Rotarian who admits to, is convicted of, or is otherwise found to have engaged in sexual or physical abuse or sexual harassment. A non-Rotarian who admits to, is convicted of, or is otherwise found to have engaged in sexual or physical abuse or sexual harassment must be prohibited from working with youth in a Rotary context.

A club may not grant membership to a person who is known to have engaged in sexual or physical abuse or sexual harassment. Upon obtaining information that a club has knowingly failed to terminate the

membership of such a Rotarian, the Board of Directors of Rotary International will take steps to have the Rotarian's membership terminated and will take action to terminate as well the club's charter for failure to comply.

If an investigation into a claim of sexual or physical abuse or sexual harassment is inconclusive, then, for the safety of participants who fall into the class of "protected persons" and the protection of the accused, additional safeguards must be put into place to assure the protection of any other protected persons with whom the individual may have future contact. If there are subsequent claims of sexual abuse or harassment, the adult shall be permanently prohibited from working with protected persons in a Rotary context. Regardless of criminal or civil guilt, the continued presence of the adult could be detrimental to the reputation of the organization and could be harmful to other protected persons. (It can also benefit the adult by preventing additional accusations from other persons.)

A person who is accused, but later cleared of charges, may apply to be reinstated to participate in any and all Rotary programs. Reinstatement is not a right, and no guarantee is to be made that he or she will be reinstated to any former roles or responsibilities.

Part 9: Requirements of clubs regarding prevention of abuse and harassment

Introduction

District 5420 has adopted Rotary District 5420 Youth Protection Policies and Procedures in an effort to enhance existing protections at both a club and District level for youth and vulnerable persons who are involved in Rotary programs, activities or events.

The District requires that the clubs adopt the District Policy in order to participate in Rotary sponsored programs that deal with youth and protected persons.

In all instances, it should be the action of the club to assure that any youth or protected person be afforded a safe and healthy environment. If there is any doubt, as Rotarians, we err on the side of protection of youth and vulnerable persons.

Requirements for Rotary Clubs

1. Each club must have a written policy on the prevention of abuse and harassment.
This may be an adoption of the District policy noted above or individualized for the club.
2. Each club must issue guidelines on how to deal with the disclosure or discovery of abuse or harassment.

It is recommended that they adopt or adapt the District Guidelines (Appendix A)

3. Each club will designate a Youth Protection Officer or Youth Chair responsible for the Protection of youth and/or vulnerable persons.

This club Youth Protection Officer, along with the club President, will yearly complete and return a signed compliance statement that the club is operating their programs for protected persons in compliance with District 5420 and RI policy.

4. The District Youth Protection Officer will assure that all volunteers complete Youth Protection Training and Background Checks via the YVM system.
5. The Club YPO and/or Youth Exchange chair will provide the District YPO:
 - a. A list of services in area (rape and suicide crisis hotline, alcohol and drug awareness programs, proper law enforcement agencies, community services, private services, etc.)
6. The District YPO will conduct criminal background checks for all Rotarian adults working directly with Rotary Youth Programs, other than Youth Exchange, which will be conducted by the YEO.
7. The Club YPO in conjunction with the District YPO is responsible for dealing with allegations or disclosures.
8. The District YPO is also responsible for raising awareness and training all members of the club for the procedures they should follow when concerned with matters of harassment or abuse.
9. Each Club will establish a process where protected persons can talk in confidence and safely with an independent person. With respect to Youth Exchange, this person would be the student's Rotarian counselor. Counselors should not be members of the host family; and should be trained in responding to problems that may arise during an exchange or other youth program. This is to include prevention of physical, sexual and emotional abuse and harassment. Three backup volunteers' names and contact information should be provided to students in the event of the counselor's absence.
10. The District YPO will prepare Rotarians and volunteers to work effectively with all protected persons. Training on abuse and harassment prevention is to be provided for all volunteers, counselors, host families, inbound and outbound students, and their parents or legal guardians. A copy of the District Youth Protection Policies and Procedures be provided to each Club YPO and President.

11. Rotarians should always let the Four Way Test be the guide for their ethical and moral behavior. The Four Way Test:

1. Is it the **Truth**?
2. Is it **Fair** to all concerned?
3. Will it build **Goodwill** and **Better Friendships**?
4. Will it be **Beneficial** to all concerned?

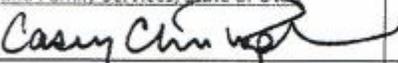
Part 10: Tips for emergency preparedness

1. The club counselor should keep a copy of the student's passport readily available at all times. Store it in a safe place so that they can be accessed 24 hours a day if necessary.
2. The YEAH system should have a copy of the passport and the airline ticket locator 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 release 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 finish the exchange after being evacuated in case of political or civil unrest.
6. The Rotarian counselor and current host family should know details regarding all of the student's travel plans and have been approved by the natural parents/legal guardians or the student, especially if the student is traveling to another city or country during the exchange.
7. The student'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 particularly 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.

Part 11: In the event of a death contact the District CMO and the District YPO immediately.

Local Health Authority Review

Rotary International Board of Directors requires that "the crisis management plan must be reviewed and/or developed in consultation with a local health authority."

Date of review(s)	Local Health Authority and Contact Person	Notes
3/15/2021	<p><u>Casey Christopherson</u> Western Region Director, Division of Child and Family Services, State of Utah</p> 	<p><u>Reviewed and offered suggestions related to contacting parents</u></p>
3/22/2021	<p>Dr. Terri Nicole Sawyer Edge of the Center Therapy Services & Certified Family Life Educator</p> 	None