



Rotary Youth Exchange

District 5040

Crisis Management Plan

The health, safety and security of our volunteers and program participants is our highest priority. As such, this document has been developed to serve as an important procedural resource to assist District 5040 volunteers and participants respond effectively when a crisis occurs in order to minimize risk and help ensure the safety of all, to the greatest extent possible.

This document applies to the District 5040 Rotary Youth Exchange Program only.

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Definitions

In this document the following acronyms are used and are defined as follows:

CMO – Crisis Management Officer

D5040 – District 5040

RI – Rotary International

RYE – Rotary Youth Exchange

YEO – Youth Exchange Officer

Crisis Management Procedures

A crisis involving Youth Exchange may involve international students hosted in District 5040, or District 5040 students hosted in overseas Districts. The crisis may involve an individual student or a group of students within a region.

Preparation and Crisis Management

Development

This crisis management plan was developed in consultation with the District 5040 Crisis Management Team and the District 5040 Youth Exchange Committee.

Training

District 5040 provides training related to crisis management for its Youth Exchange students and volunteers annually, at both the Outbound and Inbound Orientation sessions and/or once per year through in person or webinar delivery. Certain circumstances may arise that lead to additional training.

Planned and Unplanned Simulations

For the purpose of testing for readiness in the event of a crisis, the District Governor may initiate a planned or unplanned simulation of a crisis. The following guidelines will be followed during both a planned and unplanned simulation: It will be clearly identified that the crisis is a simulation and there is no immediate risk to young people or volunteers.

A crisis simulation shall not be conducted during an active crisis or immediately following a resolved crisis. A crisis simulation shall not be conducted during a scheduled conference, training event, planned group travel or other event so as to avoid confusion. The District Governor will confirm when the crisis simulation has ended. The Crisis Management Team will immediately conduct a debriefing as outlined in this plan.

District 5040 RYE Crisis Management Team

The following people may be assigned to the RYE Crisis Management Team for District 5040. Members of this team must be made known to all program volunteers.

- D5040 RYE Chair
- D5040 RYE CMO (Crisis Management Officer)

- D5040 RYE Outbound Coordinator
- D5040 RYE Inbound Coordinator
- Other volunteers, as assigned/identified by the D5040 RYE Crisis Management Team

In the absence of the RYE Chair, the CMO shall be responsible for leading the Crisis Management Team. In the absence of both, then a team member will be appointed in charge.

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

Procedures proposed in this Crisis Management Plan incorporate Rotary International's "Guidelines for Youth Exchange Emergencies" and are included in the section, Guidelines for RYE Emergencies from RI.

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

District 5040 Crisis Management Team members will endeavour to remain accessible in the event of an emergency. If members will be away and not accessible (checking phone messages and email), they will notify the RYE Chair/CMO of their absence and/or appoint a temporary replacement.

Initial Response for Accidents and Physical Health Emergencies

When an accident first occurs, use the information in this section to respond. Additional communication is required once the initial response has been completed.

General Guidance for Initial Response

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

Safety First. Immediately take action to protect the student, family or whoever needs protecting. You may need to call an ambulance, fire department, police or remove the student from a home or situation when in danger.

Take a Few Minutes. Once the initial situation is stabilized, take a few minutes to make an action plan. Think about what you need to do BEFORE doing something without a plan. Follow the steps in this document.

Doing Something Without a Plan May Later Cause You Problems. You may need to activate the RYE Crisis Management Team. MAKE NOTES of the time, date, student involved and details of what happened. In your notes answer the questions of who, what, where, when, how etc. The few minutes you take now will help everyone from this point forward. If required, seek assistance in developing your plan.

Accidents

Level 1 (Minor Injury/Accident) – Initial Response

The emergency (or perceived emergency) does not currently present a significant health or safety risk and does not appear to require medical intervention and involves only one or two people. If more than two people are affected by a minor injury/accident, follow the response protocol for Level 2.

1. Immediately alert the on-site or responsible health, safety or medical personnel to assess the injury/accident.
2. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if necessary.
3. Continue to monitor the affected person(s) and contact emergency medical assistance if necessary (escalate to Level 2).

4. Contact the parent/guardian within 24 hours of the injury/accident.
5. Report the injury/accident to the RYE Chair/CMO, the District Youth Protection Officer and Rotary International within 72 hours of the injury/accident.

Level 2 (Serious Injury/Accident) – Initial Response

The emergency (or perceived emergency) may present a significant health or safety risk and requires medical intervention for one or more person or more than two people are affected by a minor injury/accident.

1. Immediately alert the on-site or responsible health, safety or medical personnel to assess the injury/accident.
2. Immediately contact emergency medical services.
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if necessary.
4. Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s).
5. As soon as emergency medical services arrive, contact the parent/guardian, RYE Chair, and CMO.
6. If the person(s) must be transported to a hospital or emergency medical facility, designate an adult volunteer (of the same sex whenever possible) to accompany them and other adult volunteers to supervise remaining youth program participants.
7. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s).
8. Determine if there will or may be media coverage and activate your media crisis response protocols.
9. Report the injury/accident to the District Youth Protection Officer and Rotary International within 72 hours of the injury/accident.

Level 3 (Critical Injury/Accident) – Initial Response

The emergency (or perceived emergency) presents a significant or critical health or safety risk and requires immediate medical intervention or life-saving procedure.

1. Immediately alert the on-site or responsible health, safety or medical personnel to assess the injury/accident.
2. Immediately contact emergency medical services.
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if necessary.
4. Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s).
5. As soon as emergency medical services arrive, contact the parent/guardian, RYE Chair and CMO.

6. Designate an adult volunteer (of the same sex whenever possible) to accompany the person(s) to a hospital or emergency medical facility and designate other adult volunteers to supervise remaining youth program participants.
7. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s).
8. Determine if there will or may be any media coverage and activate your media crisis response protocols.
9. Report the injury/accident to the District Youth Protection Officer and Rotary International within 72 hours of the injury/accident.

Non-Injury/Accident Emergencies

Level 1 Physical Health Emergency Initial Response – Monitor

The emergency (or perceived emergency) does not currently directly impact students or volunteers and is perceived to be a contained/isolated situation.

1. Distribute or communication information to volunteers, students and their parents, and Rotary International related to how the emergency is impacting/has impacted nearby cities, countries, etc., to create awareness and educate stakeholders on how to protect themselves, and to assure them that the situation is being monitored by your crisis management team.
2. Continue to monitor developments, including any alerts and updates issued by federal, provincial and local government agencies for further guidance.

Level 2 Physical Health Emergency Initial Response – Plan

The situation does not yet directly impact students or volunteers but has developed or progressed/spread to other areas and is no longer isolated or contained.

1. Activate the RYE Crisis Management Team to monitor developments, prepare for and plan for next level of severity.
2. Prepare formal communication to individuals who express concerns about the developments, as well as proactive, informational communication to all stakeholders (volunteers, students, parents).
3. Identify the criteria that would require activities, such as in-person gatherings or travel to be postponed or cancelled.
4. Identify the criteria that would require program participants to self-isolate, quarantine, seek medical treatment, or be repatriated.

5. Develop a specific plan based on the criteria identified should the emergency spread to or directly impact your region, including students and volunteers and communicate this plan to all. The plan should include specific dates that actions will be taken if the situation does not improve or worsens.
6. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available.

Level 3 – Physical Health Emergency Initial Response – Act

The emergency directly affects your district/region, students and volunteers.

1. Implement action steps identified in Level 2 to prevent risk to students or volunteers (e.g., cancelling activities, events or travel).
2. Communicate emergency and contingency procedures to students, volunteers and parents.
3. Communicate emergency and contingency procedures to all relevant local, national or international government or health agencies as necessary to coordinate repatriation or safe travel.
4. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available.
5. Notify Rotary International within 72 hours of any emergency medical treatment, hospitalization or repatriation of program participants related to a health emergency.
6. Continue to monitor and adapt procedures as the situation develops.

Crisis Communication for Youth Exchange

Once the initial response steps are underway make sure the crisis communications steps within this section are followed.

Crisis Communication Procedure – Single Student in D5040 - Inbound

This guideline addresses an emergency involving an individual inbound student.

In the event of death, serious injury, serious illness, or other problems deemed serious by the Host Club, the Host Club YEO shall contact the District RYE Chair and CMO immediately and provide, as a minimum, the following information:

1. Name of the local Rotarian to be contacted regarding this specific emergency and the necessary contact information.
2. Host Club name.
3. Name of the student involved.
4. Home country of student involved.
5. The Sponsor District number (overseas), if known.
6. As much detail as possible regarding the crisis.

The District RYE Chair or CMO will:

1. Immediately contact the District 5040 Crisis Management Team and provide them the crisis information.
2. As necessitated by the nature of the crisis, request team members research information relative to the crisis, using the “Guidelines for Youth Exchange Emergencies” as a baseline.
3. Continue to keep the District 5040 Crisis Management Team informed and advised of the crisis status.
4. The District RYE Chair shall notify the respective Embassy/Consulate for the student (if required) and their Sponsor District overseas counterpart.

Upon notification of the crisis:

1. The District RYE Chair, CMO or designate shall be responsible for contacting and advising Rotary International of the crisis nature and its status. They shall also be responsible for keeping Rotary International updated throughout the course of the crisis.
2. The District RYE Chair, CMO or designate shall notify all other members of the D5040 Youth Exchange Committee not affected by the crisis and keep them updated throughout the crisis.

3. The District RYE Chair, CMO or designate will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

Crisis Communication Procedure – Multiple Students in D5040 - Inbound

This guideline addresses an emergency involving a group of inbound students from one or more Districts.

In the event of a serious event involving multiple inbound students, the Rotarian in charge of the event shall contact the District RYE Chair and CMO immediately and provide, as a minimum, the following information:

1. Name of the local Rotarian to be contacted regarding this specific emergency and the necessary contact information.
2. Host Clubs involved in the event.
3. Name of the students involved.
4. Home countries of students involved.
5. The Sponsor District numbers (overseas), if known.
6. As much detail as possible regarding the crisis.

The District RYE Chair or CMO will:

1. Immediately contact the District 5040 Crisis Management Team and provide them the crisis information.
2. As necessitated by the nature of the crisis, request team members research information relative to the crisis, using the “Guidelines for Youth Exchange Emergencies” as a baseline.
3. Continue to keep the District 5040 Crisis Management Team informed and advised of the crisis status.
4. The District RYE Chair shall notify the respective Embassy/Consulate for the student (if required) and their Sponsor District overseas counterpart.

Upon notification of the crisis:

1. The District RYE Chair, CMO or designate shall be responsible for contacting and advising Rotary International of the crisis nature and its status. They shall also be responsible for keeping Rotary International updated throughout the course of the crisis.
2. The District RYE Chair, CMO or designate shall notify all other members of the D5040 Youth Exchange Committee not affected by the crisis and keep them updated throughout the crisis.
3. The District RYE Chair, CMO or designate will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

Crisis Communication Procedure - Single Student Overseas – Outbound

This guideline addresses an emergency involving a D5040 student hosted by an overseas District.

In the event that the D5040 Youth Exchange Committee is notified of the death, serious injury, serious illness or other problem involving a D5040 outbound student, the person who receives the information shall contact the District RYE Chair and/or CMO immediately and provide, as a minimum, the following details

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

The District RYE Chair or CMO will:

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

Upon notification of the crisis:

1. The District RYE Chair, CMO or designate shall be responsible for contacting and advising Rotary International of the crisis nature and status. That person shall be responsible for keeping Rotary International updated throughout the course of the crisis.
2. The District RYE Chair, CMO or designate shall notify all RYE Committee Members not affected by the crisis and keep them updated throughout the crisis.
3. The District RYE Chair, CMO or designate will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

Crisis Communication Procedure – Region or Country Crisis - Outbound

This guideline addresses an emergency involving a D5040 student hosted by an overseas District experiencing a regional or country crisis.

In the event a crisis develops in an overseas region or country where a D5040 student is hosted the Outbound Chair responsible for the country shall contact the District RYE Chair and/or CMO immediately and provide, as a minimum, the following details:

1. The name of the student(s) who are there.
2. Host District(s) involved.
3. Host District number(s).
4. The nature of the crisis and as much detail as possible involving the crisis.

The District RYE Chair and/or CMO will:

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

Upon notification of the crisis:

1. The District RYE Chair, CMO or designate shall be responsible for contacting and advising Rotary International of crisis nature and status.
2. The District RYE Chair, CMO or designate shall notify all D5040 RYE Committee Members not affected by the crisis and keep them updated throughout the crisis.
3. The District RYE Chair, CMO or designate will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

Assigning Tasks in an Organized Fashion by the D5040 RYE Crisis Management Team

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

Speaking to the Media. The District 5040 Governor or designate will be the spokesperson for the media.

Please refer the media to the District 5040 Governor or designate and inform him/her of the media inquiry with contact information.

Notifying Affected People. The following people need to be informed and the District RYE Chair and/or CMO will ask for assistance as needed to inform everyone:

- Natural Parents/Legal Guardians (in case of death, obtain clear instructions concerning burial, cremation or return of the body. Also ask about memorial service. Consideration must be given to the religion of the deceased.)
- Host family, club counselor, and District Youth Exchange Chair.
- Host District Governor and the Governor of the sponsoring district.
- Host Rotary Club, for assistance and guidance (if the accident occurs away from the host area, you might want to contact a local Rotary club for assistance and guidance).
- Insurance company (remember to follow up).
- Embassy Officer – to obtain his/her advice.

Reporting. Following the initial response to the incident, the District RYE Chair and/or CMO with the assistance of the District Crisis Management Team will write a report of the incident for submission to the District Governor.

Crisis Resolution and Debrief

De-escalating a Crisis and Declaring a Crisis Resolved

The District Governor, in collaboration with the District RYE Chair and/or CMO, shall be responsible for de-escalating a crisis (moving a crisis from a higher level to a lower level) and declaring a crisis resolved according to the following:

- De-escalating a crisis: a crisis level will be moved from a higher level to a lower level, when appropriate, when all the steps in the response protocols have been followed, but there is still a need to maintain a level of crisis awareness or response, and that the response is more appropriate to the protocols described by a lower level. The District Governor will communicate with his/her Crisis Management Team and the District RYE Chair and/or CMO, in the event of a de-escalation of a crisis and activate the notification protocols as necessary.
- Declaring a crisis resolved: a crisis will be deemed resolved when all steps in the response protocols have been followed, there is no immediate risk to young people and volunteers, and there is no need to maintain a level of crisis awareness or response. The District Governor will communicate with his/her Crisis Management Team and the District RYE Chair and/or CMO, in the event of a resolution of a crisis and activate the notification protocols as necessary.

Debriefing

Immediately following a resolved crisis, a crisis simulation, or a narrowly avoided crisis, the District RYE Crisis Management Team shall conduct a debriefing. Additional persons may also be included, as necessary. The purpose of the debriefing is to ensure the response protocols were followed, if there are any action steps needed as a result of a crisis resolution, including, but not limited to, making updates to the crisis management plan and conducting emergency training. A copy of the debriefing questionnaire (Appendix B) shall be included with any formal records and the District Governor shall be responsible for ensuring that any actions recommended as a result of the debriefing are implemented.

Updating the Crisis Management Plan and Emergency Training

It is important to review the crisis management plan regularly. The plan shall be updated as follows:

- Annually prior to the start of the new Rotary year by (insert date).
- Following any changes to leadership or other youth protection policies.

- As a result of recommendations from a debriefing following a resolved crisis, a crisis simulation, or a narrowly avoided crisis.

Emergency (unscheduled) trainings shall be conducted as follows:

- Immediately following a resolved crisis when the results of a debriefing reveal a need to do so.
- If a crisis or emergency that involves young people is narrowly avoided, especially when the results of a debriefing reveal that youth protection policies or response protocols were not as followed.

Important Considerations

Supporting Young People During a Crisis

Young people may require additional support, mental health counseling, or medical attention during or immediately following a crisis.

It is important to check-in with young people who have experienced a crisis themselves as well as others who may have been present during an in-person emergency or who may also be indirectly impacted (friends, family, or others close to someone who experienced a crisis). The following procedures should be followed during a crisis and immediately following a crisis:

- Assess the physical, mental, and emotional state of young people directly or indirectly impacted by a crisis.
- Be supportive but also respect the young person's right to privacy or confidentiality if there is no reporting requirement.
- Schedule a follow-up with anyone directly or indirectly impacted by a crisis with an appropriate person (Club Counselor, District Youth Protection Officer, etc.).
- Offer additional support services as follows. Notify the District RYE Chair and/or CMO when additional support services are required.

Administrative Protocols Reporting

All required reporting (district-level, local, provincial, national, international, and RI) shall be completed within the designated required timeframe.

Record-keeping: An official record of a crisis response, including the corresponding completed debriefing questionnaire, along with any other relevant materials (press/media releases, media coverage, insurance claim application forms, official letters, email correspondence, police reports etc.) shall be filed along with other private and confidential reports, accessible to only those with a need to review the record.

Insurance and Emergency Expenses

Insurance: The District maintains liability insurance which can include coverage for bodily injury and/or property damage incurred in an emergency/crisis. Review the policy coverage/limits for additional information and policy

reporting guidelines. All insurance-related questions or requests to submit a claim should be referred to Monica Woldring, A-Win Insurance at monica@a-wininsurance.com or 604-590-1251.

Expenses: The District maintains an emergency crisis management fund in the event that there are expenses incurred that require immediate payment to provide for the safety and well-being of youth and volunteers, including expenses that may be later reimbursed by a liability insurance provider and those that may not be reimbursed. To the extent possible, all expenses must be approved in advance by the District RYE Chair and all receipts must be submitted for reimbursement and record-keeping.

Media Crisis Guidelines

In the event of a media inquiry, request for comment, interview, or other details related to a crisis, the designated media spokesperson shall be the District Governor, unless otherwise noted. All volunteers should be instructed as part of their crisis training not to respond to or otherwise comment on a crisis situation and rather refer all inquiries to the designated spokesperson. All volunteers should refrain from commenting on or otherwise sharing published content involving a crisis and refer the content to the designated spokesperson.

Host Club Preparedness

Clubs participating in the RYE Program should consider forming a Crisis Management Committee. They should identify people now that could be on your Crisis Management Committee should the need arise. Each Committee Member should be given access to the District 5040 RYE Crisis Management Plan and should be aware of the District Policies on Crisis Management. You may add persons on your Committee as the need arises (for example you may want the current host family as part of your Committee but will only assign them if an incident occurs and the family will be different depending on where the student is staying at the time). Suggested Club Crisis Management Team members are as follows: Club YEO in charge of designate, Club RYE Committee, Club Counselor, Club President, and Host Parents. Some or all of the above may be appropriate for your committee.

Guidelines for RYE Emergencies from RI

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 exchange student'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.

Tips for emergency preparedness

- The Club Counselor or Club YEO should retain a copy of the student's passport, visa, and custodianship declaration. Store these items in a safe place so that they can be accessed 24 hours a day if necessary.
- The District RYE Chair or designate should have copies of all documents relative to the student's passport, visa and custodianship declaration should the student be traveling or in case the student's documents are not accessible through the Host Club.
- The Club YEO 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 RYE Chair should share with the sponsoring Youth Exchange Officer the student's itinerary and 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 Club Counselor, YEO and current host family should know details regarding all of the exchange student's travel plans and should ascertain that these travel plans have been approved by the natural parents/legal guardians of the exchange student, especially if the exchange student is traveling to another city or country during the exchange. (refer to District 5040 Travel Authorization Policy).
- It is recommended that either the Host Rotary Club or the Host Rotary District maintain an emergency fund to cover immediate expenses in the event of a tragedy. While insurance will reimburse these expenses, access to immediate funding is often required. These expenses can include but are not limited to, funeral expenses (cost of claiming a body, embalming, casket, compliance with legal and government fees, transportation of casket/body, cremation cost etc.) as well as the expenses of authorized persons (acting on behalf of the parents). 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. As Rotarians

we are committed to treat the exchange student as though he/she is our own child and will do everything a natural parent would do.

When a tragic event occurs, things need to be done quickly. Tasks should be assigned to the various members of the Club/District Crisis Management Committee. The following people need to be informed immediately:

- Parents/legal guardians. (In case of death, obtain clear instruction concerning burial, cremation or return of the body. Also ask about memorial service. Consideration must be given to the religion of the deceased).
- Host family, Club Counselor, and District RYE Chair and/or CMO.
- Host District Governor and the Governor of the sponsoring district.
- Host Rotary Club, for assistance and guidance.
- Insurance company (and remember to follow up)
- Embassy Officer, to obtain his/her advice.

Procedures to follow when the death of an exchange student occurs:

- Ascertain that the deceased is the exchange student.
- Contact all of the above individuals.
- Check with local police for local regulations and obtain a copy of the police report.
- Reclaim the deceased's possessions, especially the passport.
- Check with the local hospital and mortuary for the claiming of the body and regarding an autopsy. Obtain the death certificate.
- Contact a local undertaker and embalmer. Ensure that the embalmer possesses an internationally recognized practice license so that the embalmed body may cross national borders. (This is to prevent the spread of disease). Obtain the embalmer's certificate. Order a suitable casket and arrange transportation to exchange student's home country, or arrange for burial or cremation, according to the parents' wishes.
- Obtain the "sealing certificate". For the casket to cross national borders, the inside must be metal-lined and sealed. Sealing must be officially witnessed, to prevent smuggling. In order for a sealed casket to leave the country, an export permit is required. For the sealed casket to enter the exchange student's home country, and import permit is required. An established undertaker should be able to deal with these matters. The embassy can assist in obtaining the two permits.
- Appoint a reputable air-transport agent to airlift the casket to the exchange student's home country. This to ensure that all connecting flights are correctly scheduled without risk of the casket being

accidentally off-loaded at an intermediate airport. The arrival flight details should be correctly passed to the deceased's parents so that they can make arrangements to receive the casket. Give copies of the death certificate, embalming certificate, casket sealing certificate, import and export permits, and passport to the transport company and must accompany the casket on the airplane.

- Hold a memorial service for the exchange student. Remember to write a complete report to your District Governor. Send copies to Rotary International and to the exchange student's home district and Rotary club.

*If an accident occurs away from the host area, you may want to contact a local Rotary Club for assistance and guidance.

Document Change History

The following modifications have been made to this Crisis Management Plan

Change Date	Change Summary	Modified By
2022-06-22	Update of District Contact List (Appendix A) for 2022/23	Bob Killbery