

YOUTH PARTICIPANT CRISIS MANAGEMENT PLAN

PURPOSE

The health, safety and security of our Rotary Youth Exchange students (or any youth involved in a Rotary activity) and our volunteers is our highest priority. This document serves as an important procedural resource to assist in responding effectively to a crisis in order to minimize risk and help ensure the safety of all to the greatest extent possible.

Tragedy and crisis can strike at any time. Many types of events could produce a situation requiring coordinated, appropriate, and immediate attention of District, Club and Youth Program leadership. Examples of such events include a traffic accident, a violent crime, a shooting at an event, a national health crisis, a natural disaster such as a hurricane or flood,

When such an event occurs, it is important to have an established plan that can be followed to ensure that the matter is handled with the utmost care. Key objectives include, but are not limited to, ensuring that those involved in the incident are kept safe, communicating with those who need to know quickly and professionally and taking other action swiftly and professionally when needed.

Additionally, in our current information age, written and video content can be transmitted in a matter of seconds, which makes it important that if a crisis occurs, our Rotary District responds with a clear, honest, and timely message to everyone involved in the program.

PREPARATION

A “crisis” for the purpose of this plan is an unanticipated, unusual event or occurrence that results in, or is likely to result in, physical or psychological harm, serious injury, or death to a participant involved in Rotary Youth Exchange (long-term or short-term), Rotary Youth Leadership Awards (RYLA), Interact and other Rotary youth programs.

The Youth Participant Crisis Management Plan is shared with District leaders, District Youth Exchange and Youth Protection Chairs and Committee members, Rotary Club Presidents and Club Counselors. The plan is available to all Rotarians on the District website at www.njrotary.org/youthprotection.

Rotary Youth Exchange students and adult participants receive crisis training as a part of the orientation process.

District 7475 Crisis Management Team

District 7475 has designated a Crisis Management Team. The team is defined, and current members are listed in the District 7475 Crisis Management Plan, which is updated annually. The Crisis Management Plan can be found on the district website at The Youth Exchange Chair, Youth Protection Chair and involved club and youth program leaders are included in this team if the crisis impacts youth.

Ensure that the team members understand their responsibilities, including how you will communicate and how you'll ensure participants are safe and accounted for. Give the team members access to all necessary data, such as participant and emergency contact information, insurance documentation, and policy documents. Everyone who works with youth programs should know whom to contact in an emergency.

Host Families: Communications on behalf of an inbound student or outbound student with the school and with authorities such as police must be through a person that the school or authorities recognize as the person responsible for the student. In most cases, that person will be limited to host parents or the counselor. School laws, HIPAA, and other regulations will limit the ability of others to communicate with and receive information from these authorities.

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.

Communication Channels

To ensure quick and effective notification to all Youth Exchange stakeholders, the following communication channels should be followed. Students and Host Families will receive information from both the District Inbound Chair and the Club YEO.

Media Protocols

All media contact is managed through the District Governor or his/her assigned alternate. Media policies are defined in the District 7475 Crisis Management Plan.

CRISIS SITUATIONS & RESPONSE PROTOCOLS

Establish procedures for managing foreseeable emergencies. For example, review fire, medical emergency, and other disaster response plans with volunteers and program participants; designate disaster shelters; research which medical facilities can best provide emergency services; consider whether translation services will be needed; and research what government resources are available.

Types of Crises identified in this plan:

- A. **Health Emergencies:** Accidents/Injuries, Physical & Mental
- B. **Natural Disasters:** floods, tornadoes, hurricanes, fires, earthquakes
- C. **Terrorist Attacks:** Accidental or Intentional Mass Casualty Event
- D. **Violence** or Perceived Threat of Violence
- E. **Civil/Government Unrest**
- F. **Public Health Emergency:** local, national or international outbreak of illness
- G. **Missing Persons**
- H. **Death** of a Student
- I. Student is victim of sexual harrassment or sexual abuse
- J. Student is accused perpitrator of sexual harrasement or sexual abuse

A. HEALTH EMERGENCIES: Accidents/Injuries, Physical & Mental

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

General guidelines for an initial response:

Safety First: Take the actions described in Level 1 or Level 2 below. You may need to call 911 or remove the student from a home or situation when in danger.

Contact the District Governor or their assigned alternate and appraise him/her about the situation. Provide as much detail as available. The District Governor or assigned alternate has primary responsibility for Crisis Management. He/She is responsible for notifying the District Crisis Management Team, activating the District crisis response efforts, communicating with Rotary International and managing the media.

Take a Few Minutes: Once the initial situation is stabilized, take a few minutes to make a plan of action. Think about what you need to do BEFORE doing something without a plan as doing something without a plan may later cause problems. Make notes of the time date, student

involved and what happened. In your notes answer the questions of who, what, where, when and how as this will help everyone as you move forward.

Level 1 –Minor Injury/Accident Initial Response

The emergency does not currently present a significant health or safety risk and does not appear to require immediate 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.

- Immediately alert the on-site or responsible health, safety, or medical personnel to access the injury/accident.
- Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed.
- Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s).
- Continue to monitor the affected person(s) and contact emergency medical assistance if necessary (escalate to Level 2).
- Contact the parent/guardian and host parent as soon as possible but within 24 hours of the injury/accident.
- If the person(s) are required to be transported to a hospital or emergency medical facility escalate to Level 2

Level 2 – Serious or Critical Injury/Accident Initial Response

This emergency presents a significant or critical health or safety risk and required immediate medical intervention or life-saving procedure.

- Cal 911 or otherwise alert nearby Police and Emergency Medical Services (EMS)
- Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident.
- Have a qualified/trained volunteer administer first aid to the injured person(s) until Police or EMS arrive.
- Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s).
- As soon as Police and EMS arrive, contact the parent/guardian and host parent as applicable.
- Designate an adult volunteer to accompany the person(s) to a hospital or emergency medical facility and designate other adult volunteers to supervise remaining youth program participants.
- Define who can make decisions for exchange students: Host Parents, YEO, DYEC

Initial Response for General Health Emergencies

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

General guidelines for an initial response:

Safety First: Take action to protect the student, family or whoever needs protection. You may need to call an ambulance, fire department, and 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 a plan of action. Think about what you need to do BEFORE doing something without a plan as doing something without a plan may later cause problems. You may need to activate your Crisis Management Team. Make notes of the time date, student involved and what happened. In your notes answer the questions of who, what, where, when and how as this will help everyone as you move forward.

Level 1 – General Health Emergency Initial Response - (Monitor)

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

- Distribute or communicate information to volunteers, students and their parents, and RI 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.
- Continue to monitor developments, including any alerts and updates issued by federal, state and local government agencies for further guidance.

Level 2 – General Health Emergency Initial Response – (Monitor)

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.

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

- 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. For Rotary Youth Exchange Students, the District Youth Exchange Chair should contact Central States' Insurance consultant. For other Rotary sponsored Youth events, the designated coordinator of the event should contact the appropriate insurance consultant.

Level 3 – General Health Emergency Response – (Act)

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

- Implement action steps identified in Level 2 to prevent risk to students or volunteers (e.g. canceling activities, events, or travel).
- Communicate emergency and contingency procedures to students, volunteers and parents.
- Communicate emergency and contingency procedures to all relevant local, national, or international government or health agencies as necessary to coordinate repatriation or safe travel.
- 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. For district Rotary Youth Exchange students, the DYEC should contact Central States' Insurance consultant. For other Rotary sponsored Youth events, the designated coordinator of the event should contact the appropriate insurance consultant.
- Issue refunds or notice of cancellation for all pre-paid or registered events, trips or other program related costs.
- Notify RI within 72 hours of any emergency medical treatment, hospitalization, or repatriation of program participants related to a health emergency.

B. Natural Disasters: floods, tornadoes, hurricanes, fires, earthquakes, snowstorms, etc

Different regions of the world are susceptible to various natural hazards, including wildfires, tsunamis, and earthquakes.

Level 1 (Monitor) – The natural disaster does not currently directly impact students or volunteers (host families and Rotarians).

- Notification of the natural disaster should be made known immediately to the **District Youth Exchange Chair, District Inbound Chair or District STEP Chair**
- **DYEC & IBC or STEP Chair** will distribute information on how the natural disaster may impact the area to create awareness and educate stakeholders on how to protect themselves (i.e. take shelter) and to assure them that the situation is being monitored.
- **DYEC & IBC or STEP Chair** will continue to monitor developments, including any alerts and updates issued by federal, state, and local government agencies, i.e., weather radio, news media, County Emergency Management Disaster Services.

Level 2 (Plan) – The situation does not yet directly impact students or volunteers (host families and Rotarians) but has developed or progressed/advanced to be of immediate concern.

- **DYEC** will activate **CMT** to monitor developments, prepare for and plan for the next level of severity.
- **CMT** will prepare formal proactive, informational communication to all students, host families, Rotary YE volunteers and ESSEX contacts.
- **CMT** will identify the criteria that would require planned or ongoing activities to be postponed or canceled.
- **CMT** will identify criteria that would require students or volunteers (host families and Rotarians) to seek shelter.
- **CMT** will develop a specific plan based on the criteria identified should the natural disaster directly impact an area where an inbound student is currently residing or visiting. **CMT** will communicate this information to all students, host families, Rotary YE volunteers and ESSEX contacts. Plan should include specific directions to shelter/safe locations.

Level 3 (Act) – The natural disaster directly affects student(s) and volunteers (host families and Rotarians) in your area.

- **CMT** will announce the implementation of the action plan created in Level 2 to prevent harm to students and volunteers. Immediately move to a shelter/safe area.
- If the situation progresses quickly to Level 3, and no time has been spent preparing a plan in a Level 2 phase, the **CMT** will meet immediately to devise a plan and communicate the plan expeditiously to all concerned, including ESSEX.

- Students, host families or volunteers affected by the natural disaster should communicate their status to **CMT**.
- **CMT** will **notify RI within 72 hours** of any emergency medical treatment, hospitalization.
- If the situation results in a fatality, please reference the section of the CMP regarding **death**.
- If the student is participating in a school or other Rotary sanctioned activity, those specific activities may have overarching plans or policies that should be reviewed and followed.
- If the Student is displaced, a determination will need to be made in regards to living situations. A backup host family may be needed.
- If the school is impacted and changes will be made to how students attend, discuss and document the preferences of both the Natural Parents and the current Host Family to determine the best learning options for the Student.
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C. Terrorist Attacks / Terrorist Threats: Accidental or Intentional Mass Casualty Event

Level 1 (Monitor) – The situation does not currently directly impact student and is perceived to be a contained/isolated situation.

- Know location of student and volunteer in case situation deteriorates.
- Distribute or communicate information about the situation to student(s), volunteers, parents and RI.
- Educate student(s) and volunteer(s) on how to protect themselves, and to assure them that the situation is being monitored.
- Continue to monitor developments, including any alerts and updates issued by federal, state, and local governments. Monitor reliable news media.

Level 2 (Plan) – The situation does not yet directly impact student or volunteers but has progressed/spread to nearby areas and is no longer isolated or contained.

- Notify the District Crisis Management Team to monitor developments, prepare for and plan for next level of severity. District Leadership will inform RI of situation as needed.
- Prepare formal communication to student(s), volunteer(s), and parents.
- Identify criteria that would require student(s) and volunteer(s) to move to a safe and secure place.
- Communicate detailed and accurate directions for student(s) and volunteer(s) to follow to a safe and secure area.
- Recruit assistance to help in movement of volunteer(s)/student(s) to safe and secure areas.

Level 3 (Act) – An event occurs where a Rotary student is in direct proximity of a terrorist attack

- District Leadership will activate Crisis Management Team.
- The CMT will attempt to contact the student by any safe method available to determine his/her

well-being and physical condition.

- If communication with student is successful and his/her condition/physical situation determined, CMT will assure them they are being assisted in every way possible to assure their health and safety.
- The CMT will communicate with appropriate government agencies to inform them that contact has been made with student.
- If communication attempts with student are NOT successful, CMT will seek information from appropriate government agencies responding to the situation.
- CMT will inform host families, ESSEX, Governmental/State agencies and RI of the situation.

D. VIOLENCE or PERCEIVED THREAT OF VIOLENCE

General Guidance

Violent physical or verbal acts that may be random or may target individuals or groups based on their gender, ethnicity, background, or associations.

The sponsoring district, club or home family may suspect or identify a potential threat to a student. Such a perceived threat requires a thorough and transparent investigation and response. The host club YEO, YEC, and YPO are responsible to assist in this investigation as requested by the DYEC or CMT. The DYEC will assure that the sponsoring district, club, or home family receive an appropriate response as outlined below.

Initial Response (immediately to no later than 72 hours)

Level 1 (monitor) – The perceived threat places the student or their property in danger in the near future

- Gather information from the complainant, including how they were made aware of the situation, and the specifics as they understand it. Document the information.
- Follow up with information from the complainant including verifying the information.
- If a credible threat is identified, elevate to level 2.

Level 2 (plan) – The threat is perceived as current and ongoing to their welfare or property

- Remove the student from the threat and ensure their safety.
- Speak to the host family and student separately. Thoroughly document the information provided by these different sources.
- If law enforcement or other emergency services has been called, obtain a report from the department.
- Contact school officials as appropriate, including executives, counselors, athletic staff, club sponsors, or other official. Ask their professional opinion.
- Communicate with Youth Exchange Coordinator or appropriate district crisis management team member.

Level 3 (act) – The threat is considered an imminent threat to their life, health, or property

- Dial 911 and report the threat.
- Remove the student from the threat immediately and communicate with the district crisis management team.
- Volunteers or sponsors at any hosted event are to ensure that all the students and staff are brought into the building when appropriate and then lock down the building. While continuing to assess the threat, brief students and volunteers of the possible threat and the necessary actions and precautions following protocols of the location where the event is taking place. If at a school facility or event contact appropriate school officials such as executives, counselors, athletic staff, club sponsors or other officials and ask for their opinion.
- Communicate with the District Youth Exchange Coordinator and District Governor. District will report to CS.

E. Civil/Government Unrest

Ongoing government instability, or a sudden rebellion or revolution, can lead to riots and other violence.

Level 1 (Monitor) – The situation does not currently directly impact Inbound Exchange Students and is perceived to be a contained/isolated situation.

- Communicate information to student(s), volunteers, their parents, and RI.
- Distribute information on how the unrest may impact the area to create awareness and educate stakeholders on how to protect themselves and avoid any risk of harm and to assure them that the situation is being monitored.
- Continue to monitor developments, including any alerts and updates issued by federal, state, and local government agencies, news media, County Emergency Management Disaster Services (if the unrest is domestic).
- Know location of student(s) and volunteer(s) in case the situation deteriorates.

Level 2 (Plan) – The situation does not yet directly impact Rotary Exchange Students but has progressed/spread to nearby areas and is no longer isolated or contained.

- Activate the crisis management team to monitor developments, prepare for and plan for the next level of severity. District Leadership will inform RI of the situation as needed.
- Prepare formal communication to individuals who are concerned about the developments, as well as proactive, informational communication to student(s) volunteers, and parents.
- Identify the criteria that would require planned or ongoing activities to be postponed or canceled.
- Identify criteria that would require student(s) and volunteer(s) to move to a safe and secure place. Develop detailed and accurate directions for student(s) and volunteer(s) to follow if/when

the moment comes to shelter in place or move to a more secure area. If needed, recruit assistance to help in movement of volunteer(s)/student(s) to safe and secure areas.

Level 3 (Act) – The situation directly affects a Rotary Exchange student and in your District.

- Implement action steps identified in Level 2, i.e., relocate student(s) and volunteer(s) to a safe and a secure area.
- Communicate emergency and contingency procedures to student(s) and volunteers.
- Inform Club President and Club Youth Protection Officer (and Club YEO and Club YEC if Youth Exchange student is involved). Club President or designee will contact District Governor and DYPO to provide information about the situation and status of student(s) and volunteer(s).
- District will notify RI as soon as possible, not later than 72 hours, of any emergency medical treatment, hospitalization, or fatality.
- Continue to monitor and adapt procedures as the situation develops.

Level 3 (Act) – An event occurs where a Rotary Exchange student becomes a victim of civil/government unrest, (ie, kidnapping, hostage situation)

- District Leadership will activate the Crisis Management Team.
- Crisis Management Team will attempt to contact the victim(s) by any safe method available to determine their well-being and physical condition.
- If communication with the victim(s) is successful and their condition/physical situation determined, CMT will assure them they are being assisted in every way possible to assure their health and safety. CMT will communicate with responding government agencies to inform them that contact has been made with victim(s).
- If communication attempts with victim(s) are not successful, CMT will seek information from government agencies responding to the situation.
- CMT will inform relatives, host families, host parents, and RI of the situation.
- If the situation results in a fatality, please reference the section of the CMP regarding death.

F. PUBLIC HEALTH EMERGENCY: LOCAL, NATIONAL OR INTERNATIONAL OUTBREAK OF ILLNESS COVID-19

An epidemic is an outbreak of a contractible disease that spreads at an abnormal rate. A pandemic is an epidemic whose spread is global. Rotary strongly recommends that all districts have a crisis-management plan, and this is especially relevant for youth programs, given the vulnerability of their participants. Preparation helps Rotary members effectively and efficiently respond to an event, minimize its impact, reassure all who are involved, and recover.

This section includes unique considerations for a pandemic. The following are considerations and requirements for those situations related to COVID-19. If a new pandemic occurs, the below steps can be reviewed and used as a foundation for potential steps that may need to be taken. Unless otherwise noted, the DYEC will be the point person for contact when COVID-19 or other Pandemic related topics and issues arise.

Host Club Preparedness

Host Clubs must remain vigilant in monitoring developments within their community and with their host families' homes. During the pandemic, it's paramount that the Club YEO and counselor remain in regular contact with the student and host families to monitor the living conditions and experience for both.

A trained and vetted backup host family should be available at all times. When the Backup Host Family is called upon to host the Student, the Host Club must identify, train, and vet a new Backup Host Family immediately. It could be a former or future host family, in dire situations the club YEO or Counselor could fill this role.

If adjustments to the host family are made, updates to the Student Data and Emergency Contact Form must be made immediately and communicated within 48 hours to the DYSC, the CSRYE ARO, and to Rotary International.

Monitor COVID-19 or other Pandemic Developments

Level 1 (Monitor) – The D7475 RYE Crisis Management Team tracks and reports developments that affect the living conditions, health, and safety of Inbound students in D7475, as well as Outbound students overseas.

Monitor Updates from National, State and Local Government and Health Authorities.

At least once every two weeks, the HSO (or a designated team member) should read updates from the following organizations to determine changes in travel restrictions, quarantine and isolation requirements, health protocols, and border closing:

- US Department of State Travel Advisories
- Current District Rules are that out of state and overnight travel has to be approved at the District Level - approvals of travel may be denied due to current health restrictions.
- Centers for Disease Control (CDC)
- State Coronavirus or other pandemic website
- Local health district / authority
- Any other local public health agencies where inbound students are placed.
- School District websites where each Inbound student is placed
- City/County websites where each Inbound student is placed

At least once every two weeks, the DYEC will check with Inbound Coordinators and/or Club YEOs to check the living situations for each inbound student to:

- Inquire about any new risk factors in the students' living situations; for example, someone in the host family home being exposed to the virus, which results in quarantine
- Inquire about host family dynamics; for example student behavior or concern about the amount of time spent at home if school is not in session
- Inquire about any changes in the community or at school which might elevate risk factors for virus exposure

If the DYEC identifies changes that impact students, host families, or volunteers, this information is documented and addressed as appropriate.

Communicate with Overseas Partners

The DYEC identifies a point of contact within each of our active overseas partner districts for the purpose of communicating COVID-19 or other Pandemic developments.

As needed, the District Youth Exchange Chair and CSRYE Country Correspondent or a designate, performs the following tasks:

- Communicates status with overseas partners to provide information on the living situations of inbound students within D7475.
- Requests updates from the partner district related to D7475 students who are on exchange.
- Provides a report to the D7475 Crisis Management Team on the status of each of our D7475 Outbound students.
- Monitor Visa and Insurance Status for Inbound and Outbound students.

In the event that travel plans are disrupted and Outbound and Inbound students must stay longer in their host country, Visa and Insurance could become an issue. Visa extensions can be secured, and insurance policies can be extended in one month increments.

To avoid issues related to this, the CSRYE RO (Responsible Officer) and the CMT, in partnership with the DYEC, will identify timeframes for monitoring; i.e., for each student, identify specific expiration dates, and create a plan for mitigating this in the event that travel restrictions come into effect.

Communication Plan

During the pandemic, regular communication is critical for making decisions and protecting the health and safety of students and volunteers.

As needed, the DYEC will send a report with the following information to participating Clubs and the CMT:

- Changes in guidance from national, state and local government and health authorities.
- Living situation status for each inbound student living in D7475.
- Living situation status for each D7475 outbound student living overseas.

Additionally, as frequently as needed, the DYEC will communicate to the entire CMT any significant developments that might warrant immediate action and/or a crisis management response, or a change in plans for the D7475 RYE program.

Student Contracts COVID-19

If a student contracts COVID-19, refer to the Physical Health Emergencies section of the Crisis Management Plan. Make sure to inform CSRYE RO and RI, as well as all parties included on the Student Data and Emergency Contact Form. Follow recommendations for treatment from medical personnel.

Student is exposed to someone who has COVID-19 or another Pandemic

This situation must be reported within 24 hours to the DYEC. The DYEC, or a designate must perform the following tasks:

- Communicate quarantine and isolation expectations with the Student and Host Family, in consultation with the National, State, and Local guidelines and mandates.
- Work closely with the Host Family to make sure they have the resources to support this situation.
- Ensure the Natural Parents and Sponsor District Chair are notified via the CSRYE Country Correspondent and Responsible Officer.
- Monitor Student and Host Family status for at least 14 days or until symptoms are no longer present.
- Report status and status changes as applicable.

Someone living in the Host Family household contracts COVID-19 or another Pandemic

This situation must be reported within 24 hours to the DYEC. The DYEC, or a designate must perform the following tasks:

- Encourage the Host Family to enforce an isolation protocol for this member of the household, as described in guidelines and mandates from National, State, and Local government and public health authorities.
- Work closely with the Host Family to make sure they have the resources to support this situation.
- Discuss the possibility of moving Student to the Backup Host Family.
- Ensure the Natural Parents and Sponsor District Chair are notified via the CSRYE Country Correspondent and Responsible Officer.
- Monitor Student and Host Family status for at least 14 days or until symptoms are no longer present.
- Report status and status changes as applicable.

A member of the Host Family household, other than the Student, is exposed to COVID-19 or another Pandemic (but not diagnosed)

This situation must be reported within 24 hours to the DYEC. The DYEC, or a designate must perform the following tasks:

- Encourage the Host Family to enforce an isolation protocol for this member of the household, as described in guidelines and mandates from National, State, and Local government and public health authorities.
- Discuss the possibility of moving Student to the Backup Host Family.
- Ensure the Natural Parents and Sponsor District Chair are notified via the CSRYE Country Correspondent and Responsible Officer.
- Monitor Student and Host Family status for at least 14 days or until symptoms are no longer present.
- Report status and status changes as applicable.

Local or State Authorities restrict travel, gatherings, or business openings

This situation must be reported within 24 hours to the DYEC. The DYEC, or a designate must perform the following tasks:

- Encourage the Host Family to comply with guidance and mandates from National, State, and Local government and public health authorities.
- Evaluate whether this impacts any of the Student's plans for upcoming travel or activities and support them as they mitigate any issues
- Work closely with the Host Family to make sure they have the resources to support the changing situation.

Student's school closes or ceases hybrid virtual and in-class model

If a school moves solely to on-line classes, the situation must be reported within 24 hours to the DYEC. The DYEC, or a designate must perform the following tasks:

- Evaluate whether this impacts any of the Student's plans for upcoming travel or activities and support them as they mitigate any issues
- Work closely with the Host Family to make sure they have the resources to support the changing situation.
- Ensure the Natural Parents and Sponsor District Chair are notified via the CSRYE Country Correspondent and Responsible Officer.
- Discuss and document the preferences of both the Natural Parents and the current Host Family to determine In Person vs Virtual learning options for the Student.
- Discuss the possibility of terminating the exchange early.
- Monitor Student and Host Family status on a regular basis during this time.
- Report status and status changes to as applicable.

Canceling or Postponing an Exchange Prior to Start

The following criteria must be met in order to proceed with participation in the RYE Program during the COVID-19 or other Pandemic. If any of these criteria are unmet, the exchange must be canceled or postponed until they are met.

- Student and Natural Parents are comfortable with the Student traveling to the Host District.
- Travel is possible and allowed between the two countries.
- Host District is in compliance with Rotary International guidelines for RYE participation.
- Host District Governor is agreeable with RYE participation.
- Host District RYE Chair and Committee are willing to receive the student.
- Host Club is willing to receive the student.
- Host Club has a fully trained and vetted RYE committee that includes a YEO and Counselor.
- Host Club School District is willing to receive the student.
- Host Club has a trained and vetted Host Family and Backup Host Family who are able to receive the student on short notice in the event that the Host Family's situation changes due to COVID-19.

Terminating an Exchange Early, Due to COVID-19 or another Pandemic

The decision to terminate an exchange due to COVID-19 or another Illness may be made by any of the following individuals.

- Student
- Natural Parents or legal guardian(s)
- Rotary International Board of Directors and Staff
- Host District Governor
- Host District RYE Chair
- Sponsor District Governor
- Sponsor District RYE Chair

Reasons for termination due to COVID-19 or another Pandemic may include, but are not limited to the following:

- Growing infection rates place higher risk on Student and Volunteer(s) within the Host Community.
- The Host Club is unable to maintain an active roster of trained and vetted volunteers, including YEO, YEC, Host Family, and Backup Host Family.
- Medical Care capacity is deemed insufficient for volume of infections within the Host Community.
- School closures.
- Changes in restrictions for travel and gatherings from national, state and local government and health authorities.
- Border and/or travel options between host country and sponsor country are slated for closure, impacting ability for Student(s) to return home at their regularly scheduled date or within the Visa and Insurance effective dates.

Repatriating a Student during COVID-19 or another Pandemic

Ultimately, the Sponsor District Chair, Sponsor Country Officer, or the Natural Parents are responsible for arranging and paying for the Student's air travel to and from the Host District. District 7475 highly encourages the use of a travel agency to arrange and support air travel for Students during the COVID-19 pandemic because these agencies bring a high level of expertise that benefit Students when itineraries change or cancel. District 7475 also highly recommends that every student register with their embassy or consulate to remain in contact for changes in travel between the countries, and for opportunities to use repatriation flights, when necessary. Because flight schedules are unstable during the COVID-19 pandemic, use these guidelines before and during each Student's repatriation journey.

- Each Host Club YEO and Host District Inbound Coordinator or Country Officer must monitor the status of return flights for Students in their care.
- Status and changes to these return flights must be communicated with the District RYE ARO and the District RYE Chair.
- Transporting the Student to the airport for the return flight is the responsibility of the Host Parents, the Host Club YEO, and/or the Host Club Counselor.
- On the day of travel, identify four points of contact: one from the Host District, one from the Sponsor District, and one each from the Natural Family and the Host Family. Remain in contact with the Student during their journey. The points of contacts should also be in contact with each other to assist and mitigate any issues that arise during the Student's journey.
- Make sure to confirm arrival at destination, and share this information with all parties on the Student Data and Emergency Contact Form.

Financial Responsibility for Cancellations and Terminations of an Exchange

- When Students sign up for optional tours and trips through independent travel organizations, District 7475 highly recommends that they learn about cancellation policies prior to paying any fees.
- Students are responsible for arranging refunds from independent travel organizations. District 7475 is unable to guarantee or support the refund process.
- Ultimately, the Sponsor District Chair or the Natural Parents are responsible for arranging and paying for the Student's air travel to and from the Host District.
- For students sponsored by District 7475, the cost for repatriation is the responsibility of the Natural Parents, which may or may not be part of the fee paid to District 7475.
- Refunds for fees paid to Rotary District 7475 are subject to the financial terms of the district program. For example, District 7475 Outbound Students should refer to their financial agreement for refund policies.

G. Missing Person

When a Rotary Youth Exchange Student goes missing, the circle of those involved will be very wide including: local authorities, host parents, host club, District Crisis Management Team, Regional Rotary representatives, the student's parents or guardians in his/her home country, officials from the home country and U.S. State Department.

Level 3 (Act) – A Rotary Exchange Student is presumed missing Initial Response

- It is important to begin documenting information and communicating with the following people.
- Police for the local jurisdiction must be notified.
- Those who initially noticed the student was missing (host family members, Rotary volunteers or others) should be made available to the police to aid in their investigation.
- The DYEC will be the primary point of contact with the authorities.
- The DYEC will also send a completed incident report.
- If the host family is unaware of the situation, the Club YEO will make that notification.
- The DYEC will notify ESSEX who will notify the home country embassy, which will handle informing the student's parents/guardians in his/her home country.
- The DYEC will also be tasked with contacting the student's school and connecting them with those investigating the student's disappearance.
- The DYEC should also contact the District Governor and appropriate Central States personnel.
- Other authorized personnel are the Inbound Coordinator (or STEP Coordinator), District Youth Protection Officer and Country Correspondent and Responsible Officer for CSRYE. Refer to the contact information section for District contact details. The DYEC will have the CSRYE contact details.

Follow-up Response

- The responsible Rotarians(s) should maintain frequent communication with the student's parents/guardians or host family until the student is located.
- To the extent necessary, the DYEC could also be expected to ensure that any missing exchange student's parents/guardians and Rotary officials in the home country have access to local authorities and are being kept adequately informed.
- After the student's parents/guardians and 6250 District Governor are notified, the following individuals need to be notified if the student is an Exchange Student.
- Home country District Governor, Club Youth Exchange contacts and remaining 6250 Youth Exchange personnel.
- If the media has been made aware and are inquiring, District 7475 media protocols should be followed: Host family members and other members of the community can speak to the media as they desire. Responsible Rotarians could assist the family or host family in dealing with the media if assistance is sought.
- If/when the student is located, the responsible Rotarian shall help to facilitate communicating that with the student's family, host family (if applicable) all levels of Rotary that had been notified of the student's disappearance, and necessary government officials in the student's home country (if applicable).

H. DEATH OF A STUDENT

General Guidance

The death of an exchange student is a situation that will invoke a wide range of strong emotional response and potentially a high level of scrutiny. It will involve not only the home and host family, but the community, Rotary, and even national ambassadors. Accuracy is important. This situation must be a priority until the steps are completed.

Initial Response (immediately until notification of the family is complete)

Take a Few Minutes. Death of a student is a situation that calls for **confidentiality** and **accuracy**, as well as the utmost of **sensitivity**. Upon learning of the death of a student, it is important to begin documenting information and communicating with the specific people designated for this scenario.

- If emergency services have not been called, this must be the first step. As in any death, the police and EMT are the first responders and must be allowed to do their job. Until a death has been confirmed by the authorities, it is not a death but a major accident and should be treated as such.

Once a death is confirmed, however, the following steps are to be taken:

- Immediately impose a **communications blackout** for anyone except required personnel. The purpose of this is to ensure the home family of the student are notified in a manner that is dignified, and not by rumor or social media.
 - The host family, school, any witnesses, or anyone else aware of the death must be briefed to refrain from discussing the situation until notification to the family is complete.
 - Any member of the host family living in the home may be notified. It is recommended that the host brothers and sisters not attend school right away.
- Notify the DYEC, and send a completed incident report. The District and/or Central States will notify the host country embassy to make the appropriate familial notification. Accurate and complete reporting are a must, as inaccuracies will only delay notification. Do not notify the full home club at this time. Other authorized personnel are the District Governor, District Chair, Inbound Coordinator (or STEP Coordinator), District Youth Protection Officer and Country Correspondent and Responsible Officer for CSRYE.
- Meet with the host family in person at their house (This should be done with at least two people, with at a minimum the YEO or YEC.) Ensure they are aware of the communications blackout.
 - Assist the family in contacting grief counselors or clergy as requested.
 - Be prepared to pack up and document the student's personal effects, including passport or other legal identification.

- Police reports. Obtain any relevant documentation and secure.
- Notify the insurance company to start a claim.
- Maintain daily communication with the host family until such time as you are informed that notification has taken place.

Follow-up Response (after notification ~ 2 months)

Once notification of the home family is complete, there are several actions that must be taken for a variety of people and organizations. As a general rule, the YEO/YEC and host club will be asked to action items relating to the community, the DYEC will manage coordination with the District, Embassies, and home country. Daily or frequent communication between the club and District is necessary to de-conflict the following items.

- Notification. After the home family is notified, the following individuals need to be notified as well.
 - Home country district governor and club. Ask for information regarding communication with the family (and if translation is required), instructions regarding handling of the body, religious considerations, and memorial services as well as any other points of discussion the family brings up.
 - Remaining D7475 Youth Exchange personnel.
 - Host Rotary club. Members may be asked to mobilize to achieve remaining tasks.
- Personal Remains. The home country of the student will request the return of remains through the State Department. Rotary may be asked to assist in fronting the cost of claiming the body, embalming, casket, compliance with legal and government fees, and transportation of casket/body, cremation cost, etc. to be reimbursed from the insurance policy.
- Travel. If the student passes away while traveling away from the host community, a Rotary member may be required to travel to act on behalf of the parents wherever the remains are. Preference is the YEO or YEC travel, but may be another designated person. That person should keep accurate accounting of expenses to turn into Rotary, who will turn those expenses into the insurance company.
- "Sealing certificate" and export/import permits. For a casket to cross national borders, the inside must be metal-lined and sealed. Sealing must be officially witnessed, to prevent smuggling. Order a suitable casket, or arrange for burial or cremation per the parent's wishes. 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, an import permit is required. An established undertaker should be able to deal with these matters. Also ensure the undertaker/embalmer possesses an internationally recognized practice license so that the embalmed body may cross national borders. (This is to prevent the spread of disease.) The embassy can assist in obtaining the permits.
- Transportation of the remains to the home country. Appoint a reputable air-transport agent to airlift the casket to the exchange student's home country. This is to ensure that all connecting flights are correctly scheduled without risk of the casket being accidentally off-loaded at an intermediate airport. The arrival flight details should be correctly passed to the deceased's

parents so that they can make arrangements to receive the casket. Give copies of the death certificate, embalming certificate, casket sealing certificate, import and export permits, and passport to the transport company and must accompany the casket on the airplane.

- Memorial Service. Hold a memorial service for the exchange student.
 - Remember to defer to the religious considerations of the family as appropriate. Forward remembrance materials to 7475, CSRYE, RI, and the home family.
- School. Notify the school district of the death of the student. Review the student's file to determine if there are outstanding issues or equipment to return and obtain any documentation (grades, etc.) the school can provide to return to the home family.
- Other non-school clubs. The student may have participated in non-school clubs or organizations, contact them to ensure equipment or other matters are returned/settled.
- Death certificate. Request 3 original death certificates from the hospital or mortuary. Make a photocopy for district records.
 - An original copy must accompany the remains, and another is required for insurance claims.
- Personal effects. If not already documented and packed, this should be completed ASAP. Personal effects should be shipped back to the home family. A copy of the inventory should remain with District 6250, and one should be included inside the packages.

Within one month, the hosting club will debrief internally and forward results to the district. District staff debrief in the next month and forward results to CSRYE.

If the media has been made aware and are inquiring, District 7475 media protocols should be followed. Host family members and other members of the community can speak to the media if they desire. Be prepared to turn the media away if the host family is not willing to speak.

Follow-on Response

- If no threats are found, prepare a full report including everyone interviewed and their statements, and directly respond to all of the complainant's questions.
- If threats were credible, coordinate between club and district to ensure the student is permanently removed from the threat. Student may require changing families, school districts, or may return home early.
- Within one month, hosting club will debrief internally and forward results to the district. District staff debrief in the next month and forward results to CS.
- Continue to monitor and adapt procedures as the situation develops.

STUDENT PROTECTION POLICY

I. Student(s) and/or Volunteer(s) is/are victims of crime or violence.

Level 3 – If a Rotary student or volunteer becomes a victim of any crime or violent act, local law enforcement authorities will be immediately notified. If the student or volunteer requires medical attention, EMS will also be immediately notified. In District 6250, the appropriate law enforcement office is the local police or county sheriff. Club and district leadership will then be apprised of the situation.

After notifying law enforcement, the following protocols will be observed.

Ensure the safety and well-being of the student or volunteer. Remove them from the situation immediately, if possible, to prevent further trauma.

If situation involves a Rotary Youth, the CYPO will be informed. The CYPO will then contact the DYPO who will inform District Leadership. District Leadership will determine if the Crisis Management Team will be activated.

If the situation involves a Youth Exchange student, the District Youth Exchange Chair will be informed. Club or District YPO will maintain close communication with law enforcement agency as investigation proceeds. Relevant information will be relayed to District Leadership and District Leadership will contact RI as needed. Termination of the exchange may occur depending on the severity of the incident. The DYEC will work with the Club YEO to make that determination.

Procedures and protocols found in Appendix B, District 6250 Youth Protection Policy will be followed and used as a guide to proceed through the investigation.

If situation involves a Rotary adult volunteer, the Club President or designee will maintain communication with local law enforcement agency. Relevant information will be relayed to District Leadership as needed.

J. Student or Volunteer is accused perpetrator of a crime or violence

Level 3 – In the event that a Rotary volunteer or student is charged with a crime or violent act, the following procedures will be followed.

The Rotary Club president will be notified by the informed party and determine if the District and/or RI assistance/guidance is needed.

If the situation involves a Rotary Exchange student, the Club YEO and YEC will be notified. The YEO will inform the DYEC of all details for the situation. The DYEC and Club YEO will communicate with the law

enforcement agency handling the case and will keep the District Leadership informed of the situation details and progress.

The DYPO should be notified of any incidents within this category. The DYPO will review the situation and follow RI guidelines as previously identified. Procedures and protocols found in Appendix B, District 6250 Youth Protection Policy will be followed and used as a guide to proceed through the investigation.

If a Youth Exchange student commits a crime that requires their exchange to be terminated, follow guidance from the local authorities. Ensure that the DYEC and DYPO are notified.

CRISIS RESOLUTION

De-escalating a Crisis and Declaring a Crisis Resolved

The District Governor 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 response is more appropriate to the protocols described by a lower level. The District Governor will communicate with the Core CMT 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 the Core CMT 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 Core CMT shall conduct a debriefing. Members of the additional CMT 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 trainings.

A copy of the debriefing questionnaire shall be included with any formal record and the District Governor shall be responsible for ensuring that any actions recommended as a result of the debriefing are implemented.

Additional Documentation/Reports

Rotary International and Central States may require certain reports to be billed out through the YEAH website. Club YEOs and YECs as well as the District Youth Exchange Chair should work together to ensure that all necessary reports are filled out and uploaded into YEAH appropriately. The District Youth Exchange Chair will be able to assist with access to YEAH if the club YEO or YEC needs it.

Training

Training of the information within this CMP will occur as needed throughout the year. All Rotarians and Volunteers involved in Youth Exchange will be made aware of the plan during their required training prior to hosting a student. Club YEOs, YECs and YPOs should take the information back to their clubs and ensure understanding of the protocols in place.

The CMP will be found on the District Website under the Study/Youth Programs menu. This plan will be reviewed annually at the beginning of the new Rotary Year and updates will be made accordingly. Any changes to CMT members will be updated and reflected in the CMP as appropriate.

Expenses

Coping with an emergency can lead to costly, immediate expenses. Determine how crisis expenses will be paid; consider establishing a district emergency fund.

Filing an Incident Report

In cases of most emergencies or crises an **Incident Report** will need to be filed.

- Incidents involving **Inbound Students** must be reported to **Rotary International (RI)** and the **Department of State (DOS)**
- Incidents involving **Outbound Students** must be reported to **Rotary International (RI)**
- The electronic form can be found on the ESSEX Website (www.exchangestudent.org) in the Member's area.
 - Log into the Member area using the password: Exchangestudent (universal for all users)
 - Click on Forms, Documents and Procedures
 - Click on 2.9, Incident Forms
 - Click on Incident Form Information Page 2020
- Incident Reports should be submitted to the following:
 - ESSEX Student Protection Officer
 - ESSEX Chairperson
 - RI at youthexchange@rotary.org and youthprotection@rotary.org
 - Hosting District Governor
 - Department of State HighSchoolExchanges@state.gov

- Reporting depends on the level of seriousness, the impact to the health, safety, and welfare of the exchange student, and surrounding community. It is a Department of State best practice for sponsors to report particularly serious matters within **24 hours** and other matters within 72 hours, depending on the seriousness of an incident.
- Continue to update the report as further information develops.
- Upload a copy of the report to YEAH in the Student's File
- To submit a report to the Department of State, email the **Office of Private Sector Exchange Administration (OPA)** at HighSchoolExchanges@state.gov
- The following Incidents or Allegations require submission of an Incident Report to the DOS.
 - **Sexually Related Incidents or Abuse** (incident or allegation involving actual or alleged sexual exploitation or any other allegations of abuse)
 - **Incident Involving the Criminal Justice System** (police, child protective services, law enforcement, etc.)
 - **Exchange Visitor Death**
 - **Exchange Visitor Missing**
 - **Threat of Negative Press, Foreign Government, or Embassy Involvement** (incident expected to bring DOS or the exchange visitor program into notoriety or disrepute)
 - **Public Events or Natural Disasters Directly Involving Student Safety** (school shooting/violence/stabbing, earthquake, tornado, flood, etc.)
 - **Sponsor Violations** (self-recognition of errors in vetting, oversight, staffing, etc.)
 - **Patterns of Behavior Problems** (substance abuse, aggressive physical contact, severe bullying, etc.)
 - **Host Parent Substance Abuse**
 - **Mental Health Issues** (eating disorder, cutting, suicidal ideation, suicide attempt, planned program termination due to mental health concerns, etc.)
 - **Dangerous and Unsuitable Living Conditions** (non-vetted people in the home, theft, inappropriate relationship, pest infestations, mold, filth, etc.)
 - **Life Threatening Health Condition** (traumatic brain injury, severe burn, debilitating heart condition, major surgery, seizure disorder, etc.)

Sponsors (Rotary Youth Exchange) are required to report any serious situation that has or could have the effect of endangering the health, safety, or welfare of an exchange visitor. An incident report is preferred in all situations, but a quick e-mail regarding an evolving situation, to be followed later by an incident report, is acceptable.

The following federal regulations (**22 CFR 62 Exchange Visitor Program: Subpart A - General Provisions**) pertain to the sponsors' responsibility to inform DOS of serious problems or incidents, and cooperate with inquiries and investigations:

- **22 CFR 62.10(d)(1-2) Monitoring of exchange visitors.** Exchange visitors' participation in their exchange program must be monitored by employees of the sponsor. Monitoring activities must not include any retaliation or discrimination against exchange visitors who make adverse comments related to the program. No sponsor or employee of a sponsor may threaten program

termination, remove from the program, ban from the program, adversely annotate an exchange visitor's SEVIS record, or otherwise retaliate against an exchange visitor solely because he/she has filed a complaint; instituted or caused to be instituted any proceeding; testified or is about to testify; consulted with an advocacy organization, community organization, legal assistance program or attorney about a grievance or other work-related legal matter; or exercised or asserted on behalf of himself/herself any right or protection.

Sponsors must:

- (1) Ensure that the activities in which exchange visitors are engaged are consistent with the category and activity listed on their Forms DS-2019;
 - (2) Monitor the physical location (site of activity), and the progress and welfare of exchange visitors to the extent appropriate for the category;
- **22 CFR 62.10(e) *Requests by the Department of State*.** Sponsors must, to the extent lawfully permitted, furnish the Department of State within the Department-requested time frame all information, reports, documents, books, files, and other records or information requested by the Department of State on all matters related to their exchange visitor program. Sponsors must include the sponsor's program number on all responses.
- **22 CFR 62.10(f) *Inquiries and investigations*.** Sponsors must cooperate with any inquiry or investigation that may be undertaken by the Department of State or the Department of Homeland Security.
- **22 CFR 62.13(g) *Retention of records*.** Sponsors must retain all records related to their exchange visitor program and exchange visitors (to include accompanying spouse and dependents, if any) for a minimum of three years following the completion of each exchange visitor program.
- **22 CFR 62.13(d) *Serious problem or controversy*.** Sponsors must inform the Department of State on or before the next business day by telephone (confirmed promptly in writing by facsimile or email) of any investigations of an exchange visitor's site of activity or serious problem or controversy that could be expected to bring the Department of State, the Exchange Visitor Program, or the sponsor's exchange visitor program into notoriety or disrepute, including any potential litigation related to a sponsor's exchange visitor program, in which the sponsor or an exchange visitor may be a named party.