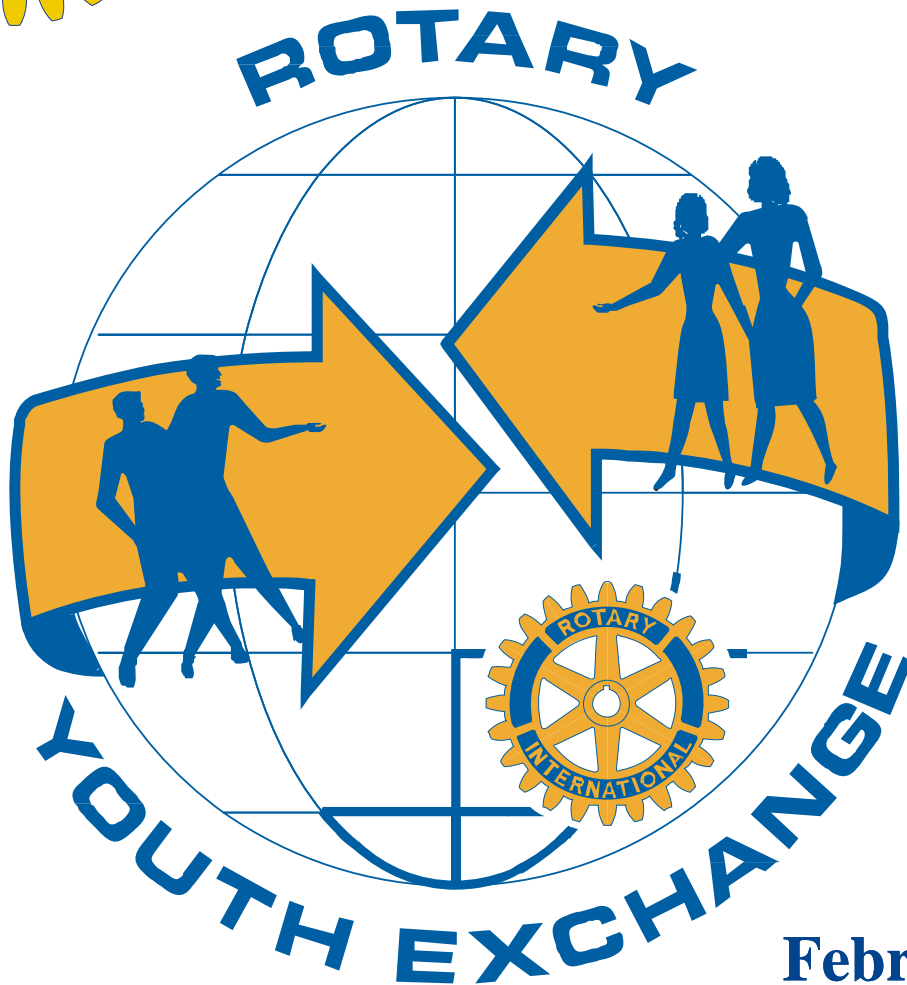


PRE-CRISIS PLANNING



**NAYEN CONFERENCE
SACRAMENTO, CA, USA**

February 10, 2011





PRE-CRISIS PLANNING

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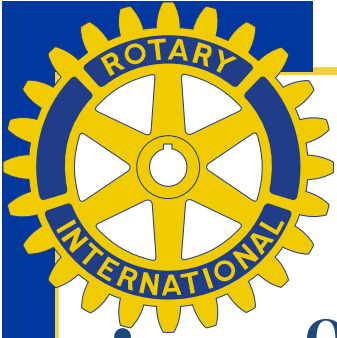
sdmxguillermo@prodigy.com.mx





PRE-CRISIS PLANNING

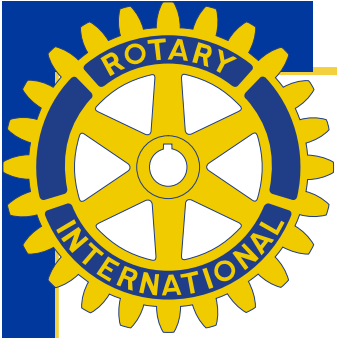




District Crisis Plan Template - Structure

- **Overview**
- **District Crisis Management Team**
- **Procedures**
 - **Inbound Student**
 - **Outbound Student**
- **Appendices**
 - **Inbound Crisis**
 - **Summary**
 - **Incident Report**
 - **Log of Contacts**
 - **Sample Press Release**
 - **Ten Positive Points**
 - **Outbound Crisis**
 - **Summary**
 - **Incident Report**
 - **RI Guidelines for Youth Exchange Emergencies**



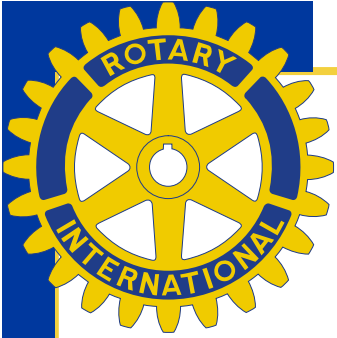


District Crisis Plan Template

Overview

- **Safety of student(s) is first priority**
- **Can involve**
 - inbounds or outbounds
 - **Single student or group of students from multiple districts**
- **TIMELY/ACCURATE/CONCISE information**
- **IMMEDIATE response is needed**
- **Maintain log of all contacts**



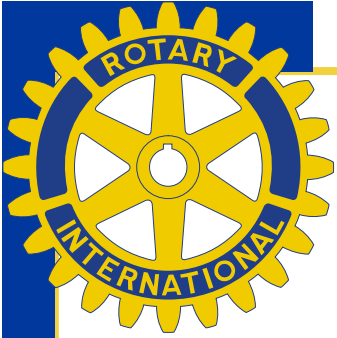


District Crisis Plan Template

District Crisis Management Team

- **Chair**
- **Vice Chair**
- **District Youth Exchange Officer**
- **District Governor**
- **Media Representative**
- **Crisis Counselor**
- **Club YEOs, as appropriate**





District Crisis Plan Template

Inbound Crisis

Procedure Summary



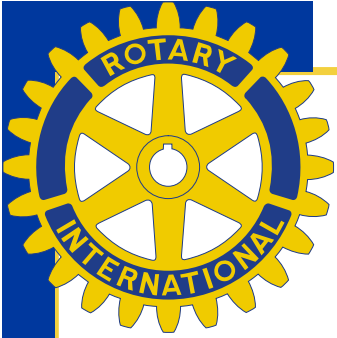


District Crisis Plan Template - Inbound

Information Needed by Crisis Team

- Contact information of Rotarian
- For each student involved
 - Name
 - Host club
 - Home country
 - Sponsoring district
 - Current location
- Nature of crisis and any details available
- Name, phone numbers of officials



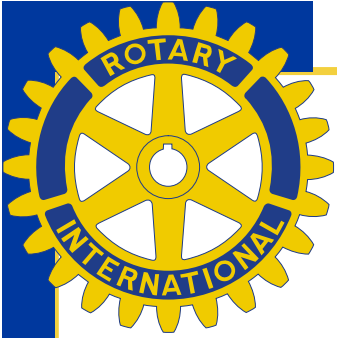


District Crisis Plan Template - Inbound

Release of Information

- **Authorized Information for Release Approved by:**
 - Natural Parents
 - Authorities
 - Host Parents, if needed
- **Information Internal to Crisis Team**
 - All information subject to authorities
- **First Amendment**
 - Recognized subject to:
 - Privacy rights
 - Restrictions by authorities





District Crisis Plan Template - Inbound

Chair Responsibilities

- **Complete Initial Incident Report**
- **Confirm facts of crisis with authorities**
- **Finalize Incident Report and distribute to Team**
- **Overall management of crisis response**



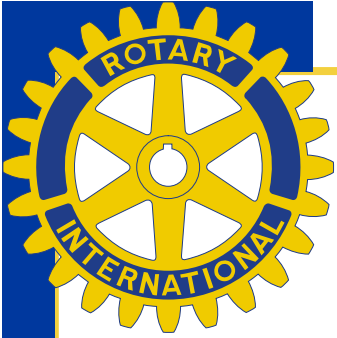


District Crisis Plan Template - Inbound

District YEO Responsibilities

- Identify interpreter and use as needed
- Obtain natural parents wishes working with sponsoring district YEO
- Provide Available Information to:
 - Department of State
 - CSIET, if applicable
 - RI Youth Exchange
 - Embassy/Consulate
 - Host Clubs
 - Host Families
 - Inbound Students





District Crisis Plan Template - Inbound

District Governor Responsibilities

- **Use interpreter as needed**
- **Provide Available Information to Sponsor District Governor**
- **Obtain Talking Points from Media Representative**



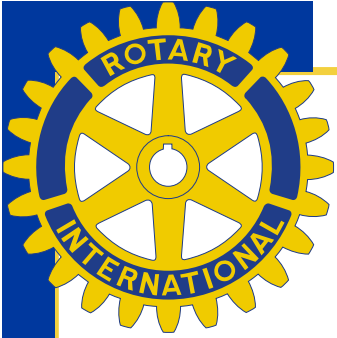


District Crisis Plan Template - Inbound

Media Representative Responsibilities

- **Provide Talking Points to Crisis Management Team**
- **Serve as Sole Media Contact for Host Club and District**
- **Provide Available Information to**
 - **Media**
 - **District/Club Webmasters for updates on social media**



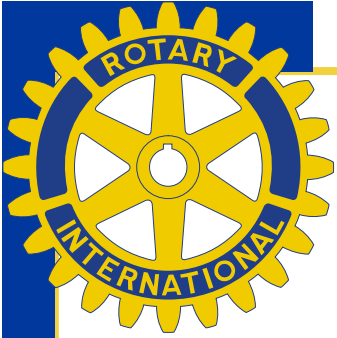


District Crisis Plan Template - Inbound

Vice Chair Responsibilities

- **Provide Available Information to:**
 - Insurance Company
 - RI Risk Management
 - Non-hosting Clubs in District
 - Host Schools
- **Interface with Funeral Home, as needed**
- **Arrange Bank Account for Contribution Fund, as needed**



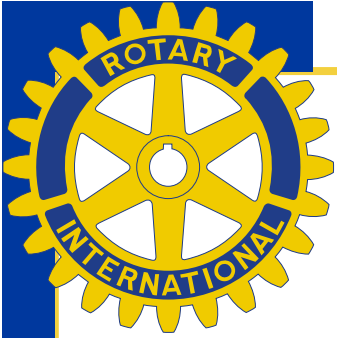


District Crisis Plan Template - Inbound

Crisis Counselor Responsibilities

- **Provide Counseling as needed to:**
 - Host Rotary Club
 - Host Families
 - Inbound Students





District Crisis Plan Template

Outbound Crisis

Procedure Summary





District Crisis Plan Template - Outbound

Information Needed by Crisis Team

- **For each student involved**
 - **Name**
 - **Host country**
 - **Host district**
 - **Host club**
 - **Current location**
- **Nature of crisis and any details available**





District Crisis Plan Template - Outbound

Release of Information

- **Authorized Information for Release Approved by:**
 - Natural Parents
 - Authorities
- **Information Internal to Crisis Team**
 - All information subject to authorities
- **First Amendment**
 - Recognized subject to:
 - Privacy rights
 - Restrictions by authorities





District Crisis Plan Template - Outbound

Chair Responsibilities

- **Complete Initial Incident Report**
- **Obtain confirmation of facts from District YEO**
- **Finalize Incident Report and distribute to Team**
- **Overall management of crisis response**



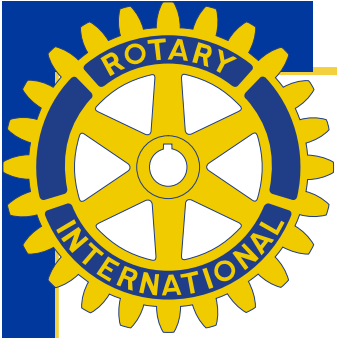


District Crisis Plan Template - Outbound

District YEO Responsibilities

- Identify interpreter and use as needed
- Confirm facts of crisis with Host District YEO
- Obtain natural parents wishes working with sponsoring Rotary club
- Provide Available Information to:
 - RI Youth Exchange
 - Embassy/Consulate
 - Sponsor Clubs
 - Outbound Students





District Crisis Plan Template - Outbound

District Governor Responsibilities

- Use interpreter as needed
- Maintain Interface with Host District Governor
- Obtain Talking Points from Media Representative





District Crisis Plan Template - Outbound

Media Representative Responsibilities

- **Provide Talking Points to Crisis Management Team**
- **Serve as Sole Media Contact for Sponsor Club and District**
- **Provide Available Information to**
 - **Media**
 - **District/Club Webmasters for updates on social media**



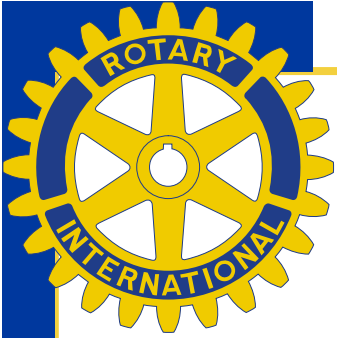


District Crisis Plan Template - Outbound

Vice Chair Responsibilities

- **Provide Available Information to:**
 - Insurance Company
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 - Sponsor Schools
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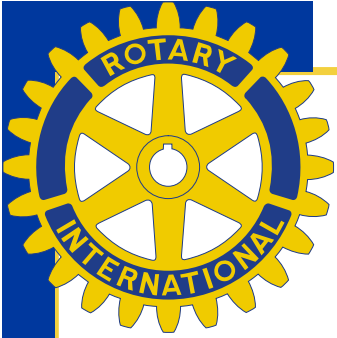


District Crisis Plan Template - Outbound

Crisis Counselor Responsibilities

- **Provide Counseling as needed to:**
 - Sponsor Rotary Club
 - Natural Families
 - Outbound Students



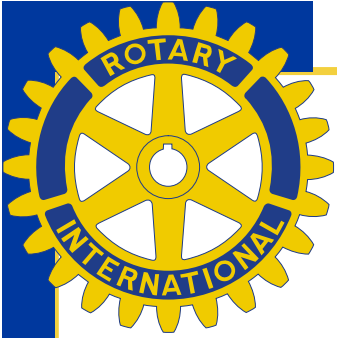


District Crisis Plan Template

Appendices

- A. Inbound Crisis Procedure Summary**
- B. Inbound Crisis Procedure Incident Report**
- C. Crisis Procedure Log of Contacts**
- D. Sample Press Release**
- E. Ten Positive Points**
- F. Outbound Crisis Procedure Summary**
- G. Outbound Crisis Procedure Incident Report**
- H. RI Guidelines for Youth Exchange Emergencies**
- I. Resources**





District Crisis Plan



Questions?



Comments?





District Crisis Plan

Thank You *Mahalo*
Tack **Kiitos**
Grazie *Toda*
Obrigado **Thanks**
Takk **Gracias** **Merci**

