

ROTARY INTERNATIONAL DISTRICT 7230, INC.

CRISIS MANAGEMENT PLAN

VERSION 2021-07-01



WHY WE HAVE PREPARED THIS PLAN | GUIDING PRINCIPLES

No one wants to think about things going wrong, but they do. As People of Action, our operations and events pose certain risks. The health, safety, and security of our volunteers and program participants is our highest priority. We developed this document to serve as an important procedural resource to assist District 7230 volunteers and participants in responding effectively when a crisis occurs in order to minimize risk and help ensure the safety of all, to the greatest extent possible. The North American Rotary Club & District Insurance Program covers many typical risks, but it's up to each of us to prevent and mitigate those risks.

Our Guiding Principles:

- The Four-Way Test.
- Avoid and prepare for crises whenever possible.
- Clubs officers are the front-line reporters. ***If in doubt, report.***
- District 7230 and your Rotary Club can lose our certification to participate in Youth Programs (Interact, RYLA, Youth Exchange, etc.) by failing to report even minor incidents involving those under 18 to Rotary International within 72 hours.
- Reporting to District 7230 is never a substitute for reporting to law enforcement when appropriate.
- As its serving Rotary International general officer, the District Governor is ultimately responsible for handling crises that arise in District 7230.
- As per Rotary's Media Crisis Guidelines, District Governors or their designees are the chief spokespersons for their Districts and Clubs. Therefore, avoid all ***unnecessary*** communication in the midst of a crisis. Refer all media inquiries to the District Governor. Do not post on social media or release statements without prior clearance from the District Governor.

AVOIDING AND PLANNING FOR CRISES

Avoid crises when possible and make plans to handle them appropriately. As responsible members of Rotary, we should help correct possible problems before they result in an emergency. We must also prepare to handle crises before they arise, so that our response is well thought-out, mitigates risks, and does not make the situation worse.

Avoiding Crises

- **BE PROACTIVE:** Identify, rectify, and avoid potential crisis situations. While no one can predict a crisis, there are known issues that can arise. For example:
 - Clubs that sponsor programs for those under 18 (RYLA, Interact, Youth Exchange, etc.) should appoint a Youth Protection Officer who has appropriate training.
 - Clubs that hold meetings or events where alcohol is served should consider ahead of time what to do when someone is intoxicated, especially if they are driving.
 - Clubs should know how to evacuate a meeting or event space and arrange a designated location or process to confirm everyone's well-being.
- **PROTECT PERSONALLY-IDENTIFIABLE INFORMATION, PERSONAL PRIVACY, & INTELLECTUAL PROPERTY:** Our digital age poses new opportunities and threats. Those with access to contact details and sensitive information such as birthdates must handle them appropriately. Do not share this personally-identifiable information without permission or to those who don't have a need to know. Use encrypted/password-protected files (Excel allows) and databases (like ClubRunner) to share and store sensitive information. Do not "post" identifiable images of anyone without their permission, especially a minor or someone served by one of our projects. Refrain from posting copyrighted material without prior clearance.
- **CLUB CONFLICTS AND ETHICAL CONCERNS:** Non-crisis concerns that can be resolved by private discussion at the club level should be dealt in a cooperative, problem-solving manner mediated by the Club President, keeping in mind the Four-Way Test. District 7230 has formed an Ethics and Conflict-Resolution Committee to help mediate disputes referred by clubs and prepare a District 7230 Ethics Policy.

Planning for Crises

- **PLANS:** Have your own club plans in place. Keep those plans simple. In a crisis, no one has time to read a sixty page document.
- **CONTACTS:** Have your crisis contact resources pre-arranged and in your phone. As a back-up, prepare printed contact information sheets. Don't depend solely upon the Internet or cellular service.

THE DISTRICT 7230 CRISIS MANAGEMENT TEAM

Team Members

- **STANDING:** District Governor (Chair), District Governor Elect, District Governor Nominee, District Governor Nominee Designee, Vice Governor, Deputy Governors, District Counsel, Assistant Governor – Youth Services, Youth Protection Officer, and Ethics & Dispute Resolution Committee Chair.
- **AS NEEDED:** Immediate Past District Governor, plus other relevant Officers and Committee Chairs.

Responsibilities

Planning

- Meet and review this plan at least annually.
- Conduct table exercises as appropriate.
- Provide district-wide training annually.

Crisis Management

- Respond to all reports within a maximum of 24-hours.
- Respond to Level III Crises (defined below) within the hour.
- Coordinate crisis response and communications.
- Arrange needed services to those impacted, if possible.
- Debrief those involved after the crisis abates.
- Respond to requests from the media, law enforcement, and Rotary International staff.

EXAMPLES OF CRISIS SITUATIONS

- Any potentially criminal activity in connection with Rotary activities, particularly those involving those under 18-years-of-age (“Youth Protection”).
- Financial or other legal wrongdoing in connection with Rotary activities.
- Non-compliance with legal and Rotary International policies including but not limited to Youth Protection, discriminatory conduct, integrity, etc.
- Any other action or inaction in connection with Rotary that foreseeably might result in injury to persons, financial/property damage, civil liability/financial harm,

data breach/identity theft, or otherwise damage Rotary, its membership, and public image.

WHAT DO IN A CRISIS SITUATION

- Take a deep breath.
- Seek immediate assistance from first responders if there is an eminent threat to personal/public safety or property. Render whatever assistance you can **safely**. If possible, enlist support from those nearby with professional training (MD's, nurses, paramedics, firefighters, etc.).
- If criminal activity is suspected:
 - Immediately contact law enforcement.
 - DO NOT disturb evidence, make accusations, or question witnesses.
 - Wait for the police.
 - NEVER cover-up or provide an alibi.
- Inform District 7230, which has the resources and the legal responsibility within Rotary.
- Refer all media inquiries to the District Governor. DO NOT POST ON SOCIAL MEDIA.

GENERAL REPORTING GUIDELINES

If in doubt, report.

Types of Incidents & Reporting Requirements

	REPORT WITHIN	REPORT TO	REACH OUT TO ELECTS, IF UNABLE TO REACH PRESIDENT OR GOVERNOR
LEVEL I (Minor) – Only one or two people directly impacted. No immediate risk of death, serious injury, or major property damage. First responders, police, and/or media are not involved. Youth are not involved. Has not hit social media. Situation isolated or contained for the present.	24 Hours	Member ▼ Club President ▼ District Governor	Optional

<p>LEVEL II (Serious) – Multiple people are impacted. Involves death, serious injury, or major property damage. First responders, police, and/or media are involved. There are negative social media posts requiring immediate attention. Youth are involved. Situation stable but at risk of impacting entire community or district.</p>	<p>One hour</p> <p>Report Youth Protection Incidents w/in 72 Hours</p>	<p>Member</p> <p>▼</p> <p>Club President</p> <p>▼</p> <p>District Governor</p> <p>▼</p> <p>RI Youth Protection (If Youth Involved)</p>	<p>Yes</p>
<p>LEVEL III (Major) – A Level II situation that has not stabilized and remains ongoing.</p>	<p>Immediately (after contacting emergency services, if needed)</p> <p>Report Youth Protection Incidents w/in 72 Hours</p>	<p>Member</p> <p>▼</p> <p>Club President</p> <p>▼</p> <p>District Governor</p> <p>▼</p> <p>RI Youth Protection (If Youth Involved)</p>	<p>Yes</p>

AFTER THE CRISIS ABATES

- Initial reporters should follow up as quickly as possible with the reporting form that is part of this package. When filling out the reporting form, try to determine and report all important facts as quickly, completely, and accurately as possible. Send to your club president or president-elect as available.
- Club Presidents/Presidents Elects should review reports and be available for follow-up as needed by District leadership.
- Engage prompt professional assistance as needed, such as accounting, legal, psychological intervention, and media relations. Leverage internal Rotary resources and coordinate with the District Governor.
- Retain in confidence all related e-mail messages, video evidence, and reports.
- Crises tend to be factually unique, so be flexible and don't jump to conclusions without careful fact investigation. If it appears that this may be a criminal situation, get legal advice through the District and do not discuss nor question anyone.

RELATED DOCUMENTS

- Rotary Media Crisis Guidelines
- Rotary International Youth Protection Guide
- Rotary Youth Protection Incident Report
- Rotary District 7230 Incident Reporting Form