



Rotary
Finland - Estonia



Multidistrict
1385 – 1430
youth exchange

MULTIDISTRICT 1385-1430 CRISIS MANAGEMENT PLAN

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I. PURPOSE

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 Multidistrict 1385-1430 (herby referred to as the district) volunteers and participants respond effectively when a crisis occurs to minimize risk and help ensure the safety of all, to the greatest extent possible.

II. PREPARATION AND CRISIS PREVENTION

a. Development:

The district's crisis management plan includes a comprehensive assessment of the local risks, in collaboration with the following external agencies:

- The Finnish Institute for Health and Welfare (THL) Terveystieteiden tutkimuskeskus ja Hyvinvoinnin Laitos
- Social and Health Services

Guidelines from other authorities are also followed. Examples are:

- Coronavirus (COVID-19) (Fimea)
- Guidelines for border traffic (Finnish Border Guard)
- Information and advice on the coronavirus (Finnish Government)
- Preparedness for the novel coronavirus disease (Finnish Ministry of Social Affairs and Health)
- Preparing for coronavirus outbreak (Ministry of the Interior)
- Responsibilities of the authorities (Finnish Ministry of Social Affairs and Health)
- Travelling and coronavirus (Ministry for Foreign Affairs of Finland)
- Police and fire brigade

b. Training Schedule:

The district has implemented the following training schedule for all individuals involved in the program: Students shall receive in-person training at inbound orientation in beginning of exchange. This orientation is arranged by multidistrict organization.

District is arranging once per year in-person training for all IB-students during district camp.
District is arranging twice a year training session for volunteers.

c. Planned and Unplanned Simulations

To test 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.



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- A crisis simulation shall not be conducted during a scheduled conference, training event, planned group travel, or other event to avoid confusion.
- The district governor will confirm when the crisis simulation has ended.
- The Crisis Management Team will immediately conduct a debriefing session as outlined in Chapter VI.

III. CRISIS MANAGEMENT TEAM

Each district within MD1385-1430 has own Crisis Management Team (CMT). The district's CMT will constitute the following members and include the outlined responsibilities. In the event of a vacancy, temporary leave of absence, or incapacitation of any member of the Core or Additional CMT, the district governor shall designate a trained replacement.

Core Crisis Management Team:

District Governor: Responsible for overseeing all aspects of crisis response, convenes meetings, and delegates tasks as necessary. Represents the district and serves as the appointed spokesperson when answering media inquiries. Has ultimate decision-making authority when determining the level of a crisis (upon consultation with the CMT) and actions to take in response to a crisis according to the response protocols. A trained alternate should also be available in case the governor is impacted by the crisis or otherwise unable to perform their crisis management duties.

District Youth Exchange Chair: Assists with overseeing crisis response and serves as a consultant (when appropriate) or consults with local experts for guidance, when necessary, monitors developments of the situation, and coordinates communication within the district, and its clubs and with Multi District Chair who communicates with Rotary International.

District Youth Exchange Chair maintains a secure record of updated contact information and communication protocols. Ensures that all contact information – especially for young people and volunteers – is maintained and readily available so that in the event of an emergency all parties can be reached. Youth Exchange Administration Hub (YEAH) is kept up to date. Creates a chart to determine the flow of communication and considers developing a backup communications plan or even meeting points in the event telephone or cell service is unavailable, there is loss of power, or someone cannot be located.

District Youth Exchange Chair monitors health and safety developments within the district related to COVID-19 and similar diseases, such as travel restrictions and quarantine measures impacting both inbound and outbound students. District Youth Exchange Chair keeps Multidistrict Chair UpToDate.

Multi District Youth Exchange Chair or District Youth Exchange Chair prepares together with IB- and OB-student correspondents a procedure for repatriating students or ensuring their safety in the event quarantine measures or travel restrictions are implemented during an exchange.

District Youth Exchange Team Member 1: Serves as the main point-of-contact for students and families involved in Rotary Youth Exchange, coordinating communication with them. Responsible for ensuring all students are safe and accounted for in the event of a crisis. Responsible for reporting updates to all members of the CMT.

Other District Youth Exchange Team Members: Serves as back up team member.



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IV. CRISIS SITUATIONS & RESPONSE PROTOCOLS

Each section below outlines crisis situations by type and the appropriate protocols to be followed depending on the Level. The Core CMT and ultimately the district governor decides the level of a crisis and when to escalate or deescalate a crisis.

a. Accidents

Level I – Minor Injury/Accident:

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 II

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 needed
3. Continue to monitor the affected person(s) and contact emergency medical assistance if necessary (escalate to Level II)
4. Contact the parent/guardian within 24 hours of the injury/accident
5. Report the injury/accident to the District Youth Exchange Chair and Rotary International within 72 hours of the injury/accident

Level II – Serious Injury/Accident:

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 needed
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 and District Youth Exchange Chair
6. If the person(s) are required to be transported to a hospital or emergency medical facility, designate an adult volunteer 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 any media coverage and activate your media crisis response protocols
9. Report the injury/accident to the District Youth Exchange Chair and Rotary International within 72 hours of the injury/accident



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Level III – Critical Injury/Accident:

The emergency (or perceived emergency) presents a significant or critical health or safety risk and requires immediate medical intervention or lifesaving 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 needed
4. Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s)
5. As soon emergency medical services arrive, contact the parent/guardian and District Youth Protection Officer
6. 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
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 Exchange Chair and Rotary International within 72 hours of the injury/accident

Note: If required create additional levels or protocols depending on local circumstances.

b. Physical Health Emergencies

Level I – 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 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.
2. Continue to monitor developments, including any alerts and updates issued by national and local government agencies for further guidance.
3. Follow up and communicate health and safety developments related to COVID-19, such as travel restrictions and quarantine measures impacting both inbound and outbound students

Level II – 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 crisis 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 a proactive, informational communication to all stakeholders (volunteers, students and parents)
3. Identify the criteria that would require activities, such as in-person gatherings or travel to be postponed or cancelled



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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
7. Follow up and communicate health and safety developments related to COVID-19, such as travel restrictions and quarantine measures impacting both inbound and outbound students.

Level III – Act:

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

1. Implement actions steps identify in Level II 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. Issue refunds or notice of cancellation for all pre-paid or registered events, trips, or other program-related costs
6. Notify RI within 72 hours of any emergency medical treatment, hospitalization, or repatriation of program participants related to a health emergency
7. Continue to monitor and adapt procedures as situation develops
8. Follow up and communicate health and safety developments related to COVID-19, such as travel restrictions and quarantine measures impacting both inbound and outbound students

Note: If required create additional levels or response protocols according to local circumstances. For example, “Level III – Act” may include specific action steps per program, such as what to do in the event of quarantine measures or travel restrictions related to an infectious disease outbreak and what factors would require a decision to cancel in-person events like RYLAs or require all currently hosted Rotary Youth Exchange students to return to their home country if safe and possible to do so.

V. CRISIS RESOLUTION

a. De-escalating a Crisis and Declaring a Crisis Resolved:

The District Governor shall be responsible for deescalating a crisis (moving a crisis from a higher level to a lower level) and declaring a crisis resolved according to the following:

Deescalating a crisis: a crisis level will be moved from a higher level to a lower level, when appropriate, when all 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.



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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.

b. 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 because 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 (Appendix B) shall be included with any formal records and the district governor shall be responsible for ensuring that any actions recommended because of the debriefing are implemented.

Debriefings can be formal or informal but should always include a thorough and honest assessment of the crisis response so that improvements can be made.

c. 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 followed.

VI. OTHER IMPORANT CONSIDERATIONS

a. 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 District Youth Exchange Chair when additional support services are required

Service type	Provider	Telephone	Email
Doctor	Public Healthcare or private	Varies by location	Varies by location
Crisis management	Public healthcare	Varies by location	Varies by location
Mental health	Public healthcare or private	Varies by location	Varies by location

b. Administrative Protocols

Reporting:

All required reporting (multidistrict/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.

c. Insurance and 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 must be referred to multidistrict insurance contact person.

A student’s travel insurance provides medical, repatriation, and evacuation coverages.

Expenses:

The district clubs maintain an emergency fund if there are expenses incurred that require immediate payment to provide for the safety and well-being of youth, including expenses that may be later reimbursed by a liability insurance provider and those that may not be reimbursed.

d. 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 to not respond to or otherwise comment on a crisis and



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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.



APPENDIX A – DEBRIEFING QUESTIONNAIRE

This questionnaire should be customized according to local circumstances and include clear instructions, designate a responsible person, and indicate a realistic timeline for follow-up

Section 1 – Crisis Overview

Crisis Type:

Crisis Level:

Brief description:

Date(s) occurred:

Section 2 – Crisis Response Checklist

-
- Yes No 1. Was the crisis type and level appropriately identified?
 - Yes No 2. Was the crisis level appropriately escalated/de-escalated?
 - Yes No 3. Were the response protocols followed according to the crisis type/level?
 - Yes No 4. Were the notification protocols followed appropriately?
 - Yes No 5. Were the reporting requirements followed appropriately?
 - Yes No 6. If reporting required: Was a report submitted to RI within 72 hours?
 - Yes No 7. Was an insurance carrier notified?
 - Yes No 8. Was the crisis resolved appropriately?

If any answer is marked “No” describe below for all instances:



Section 3 – Crisis Management Plan Updates and Emergency Training

Yes No 1. Does the Crisis Management Plan need to be updated?

If yes, describe what updates are required and include details in Section 3:

Yes No 2. Is an emergency training required?

If yes, describe what updates are required and include details in Section 3:

Section 4 – Crisis Resolution Follow-up

Outline all follow-up steps required, the responsible person for each, and a timeline to complete the action steps:

Follow up	Responsible person	Timeline



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Section 5 – Acknowledgments

The underwritten acknowledge that they have participated in the crisis debriefing and agree to any follow-up actions described in Section 4.

Print name	Date
Print name	Date
Print name	Date
Print name	Date
Print name	Date
Print name	Date
Print name	Date
Print name	Date



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APPENDIX B – DISTRICT LEVEL CONTACT LIST AND CRISIS NOTIFICATION PROTOCOLS

This contact list should be updated annually or anytime a change is made in district leadership. This list should be distributed to everyone listed below and anyone who may need to contact those on this list in the event of an emergency (students, parents, host families, onsite medical personnel, etc.)

Rotary year 2022-2023

DISTRICT: 1430

Role	Name	Email	Telephone		
DG	Maire Huopalainen	maire@huopalainen.net	+358 40 5611612		
DGE	Raimo Hallman	raimo.hallman@gmail.com	+358 45 2712701		
DYEO Chair	Virve Eronen	virve.eronen.rye@gmail.com	+358 40 702 3329		
DYEO Team Member 1	Jari Rautio	jari.rotary@gmail.com	+358 40057 5162		
DYEO Team Member 2	Immi Rönkkö	immi.ronkko@gmail.com	+358 40 577 4461		
DYEO Team Member 3	Teemu Rissanen	teemu72@gmail.com	+358 41 315 0469		
MDYEO Chair	Antti Salminen	antti.rotary@gmail.com	+358 40 047 6600		
MDYEO Vice Chair	Paavo Rönkkö	ptronkko@gmail.com	+358 40 507 6974		