Rotary Youth Exchange District 5060 Management Procedures for Crises and COVID-19

The health, safety and security of our volunteers and program participants is our highest priority. As such, this document has been developed to serve as an important procedural resource to assist District 5060 volunteers and participants respond effectively when a crisis occurs in order to minimize risk and help ensure the safety of all, to the greatest extent possible.

This document includes two sections: Section 1 covers Crisis Management Procedures and Section 2 provides COVID-19 Management procedures.

Section 1:

Crisis Management Procedures

A crisis involving Youth Exchange may involve international students hosted in D5060, or D5060 students hosted in international partner Districts. The crisis may involve an individual student or a group of students within a region.

Preparation and Crisis Management

Development

This crisis management plan includes a consideration of the local risks. External agencies listed within the [External Agency Review](#) section have been invited to review and provide feedback.

Training

District 5060 provides training related to crisis management for its Youth Exchange students and volunteers at the annual Inbound Orientation and/or once per year through in person or webinar delivery. Certain circumstances may arise that lead to additional training.

Planned and Unplanned Simulations

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

A crisis simulation shall not be conducted during an active crisis or immediately following a resolved crisis. A crisis simulation shall not be conducted during a scheduled conference, training event, planned group travel, or other event 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 this plan.

District 5060 RYE Crisis Management Team

The following people may be assigned to the crisis management team for D5060. Members of this team must be made known to all program volunteers.

- D5060 RYE Crisis Management Officer (CMO) (District RYE Chair)

- D5060 Vice Chair or Past Chair

- District Governor Nominee (individual in the DG line responsible for Youth Services)

- Assistant Responsible Officer (ARO)

- Other volunteers, as assigned by Rotary and/or Dept of State

- District Youth Mental Health volunteer

In the absence of the CMO, the Vice Chair or Past Chair shall be responsible for leading the Crisis Management Team or assigning a delegate to lead the Team. In the absence of both then a team member will be appointed in charge.

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

Procedures proposed in this Crisis Management Plan incorporate Rotary International's "Guidelines for Youth Exchange Emergencies", and are included in the Appendices to this document.

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

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

Initial Response for Accidents & Physical 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 Guidance for Initial Response

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

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

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

Doing something without a plan may later cause problems. You may need to activate your Club Crisis Management Team. MAKE NOTES of the time, date, student involved and details regarding what happened. In your notes answer the questions of who, what, where, when, how etc. The few minutes you take now will help everyone from this point forward. Call for help from the CMO to assist you in your plan.

Level 1 (Minor Injury/Accident) -- Initial Response

The emergency (or perceived emergency) does not currently present a significant health or safety risk and does not appear to require medical intervention and involves only one or two people. If more than two people are affected by a minor injury/accident, follow the response protocol for Level 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 CMO, who will notify Rotary International within 72 hours of the injury/accident

Level 2 (Serious Injury/Accident) -- Initial Response

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

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident
2. Immediately contact emergency medical services
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if 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, CMO and in the absence of a CMO contact the Vice Chair/Past Chair.
6. If the person(s) are required to be transported to a hospital or emergency medical facility, designate an adult volunteer to meet them at the health care facility 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 as directed by the District Governor
9. The CMO will report the injury/accident to Rotary International within 72 hours of the injury/accident

Level 3 (Critical Injury/Accident) -- Initial Response

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

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident
2. Immediately contact emergency medical services
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if 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 CMO and in the absence of a CMO contact the Vice Chair/Past Chair.

6. Designate an adult volunteer to meet them at the health care facility, 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 as directed by the District Governor
9. Report the injury/accident to the CMO who will notify Rotary International within 72 hours of the injury/accident

Level 1 Physical Health Emergency Initial Response – Monitor

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

The CMO or delegate shall:

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 federal, state, provincial and local government agencies for further guidance.

Level 2 Physical Health Emergency Initial Response – Plan

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

The CMO or delegate shall:

1. Activates Crisis Management Team to monitor developments, prepare for and plan for next level of severity
2. Prepare formal communication to individuals who express concerns about the developments, as well as 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
4. Identify the criteria that would require program participants to self-isolate, quarantine, seek medical treatment, or be repatriated

5. Develop a specific plan based on the criteria identified should the emergency spread to or directly impact your region, including students and volunteers, and communicate this plan to all. The plan should include specific dates that actions will be taken if the situation does not improve or worsens

6. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available

Level 3 - Physical Health Emergency Initial Response – Act

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

The CMO or delegate:

1. Implement actions steps identified 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

Crisis Communication for Youth Exchange

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

Crisis Communication Procedure - Single Student in D5060

This guideline addresses an emergency involving an individual student or a group of the District's inbound students (or outbound / rebound students).

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

1. Name of local Rotarian to be contacted in this specific emergency and necessary contact information.
2. Host Club name.
3. Name of student or students involved.
4. Home country of student or students involved.
5. If possible, Sponsor District Number (exchange partner).
6. As much detail as possible involving the crisis.

The CMO will:

1. Immediately contact **all members** of the District Crisis Management Team and pass on the crisis information.
2. As necessitated by the nature of the crisis, request team members to contact or research information relative to the crisis, using the "Guidelines for Youth Exchange Emergencies" (Appendix A) as a baseline.
3. Continue to keep all members of the District Crisis Management team informed and advised of the crisis status.
4. The CMO shall notify the Sponsor District exchange partner and shall determine if notice should be given to the respective Embassy/Consulate for the student and who shall notify the Embassy/Consulate.

Upon notification of the crisis:

1. The CMO or designate shall be responsible for contacting and advising Rotary International of crisis nature and status. The CMO or designate shall be responsible for keeping Rotary International updated throughout the course of the crisis.

2. The CMO or designate shall notify all other members of the D5060 Youth Exchange Committee and Club YEOs not affected by the crisis and keep them updated throughout the crisis.
3. The CMO or designate will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

Crisis Communication Procedure - Multiple Students in D5060

This guideline addresses an emergency involving a group of Inbound students from one or more Districts (or outbound / rebound students).

In the event of a serious event involving multiple Inbound students, the Rotarian in charge of the event shall contact the D5060 RYE CMO immediately and provide the following detail as a minimum:

1. Name of local Rotarian to be contacted regarding this specific emergency and necessary contact information.
2. Clubs involved in the event.
3. Name of students involved.
4. Home countries of students involved.
5. If possible, Sponsor District Numbers (exchange partners).
6. As much detail as possible involving the crisis.

The CMO will:

1. Immediately contact all members of the District Crisis Management Team and pass along the crisis information.
2. As necessitated by the nature of the crisis, request team members to contact or research information relative to the crisis, using the "Guidelines for Youth Exchange Emergencies" (Appendix A) as a baseline.
3. Continue to keep all members of the District Crisis Management team informed and advised of the crisis status.
4. The CMO shall notify the Sponsor District exchange partner(s) and shall determine if notice should be given to the respective Embassy/Consulate for the student and who shall notify the Embassy/Consulate.

5. The CMO or designate shall be responsible for contacting and advising Rotary International of crisis nature and status. The CMO or designate shall be responsible for keeping Rotary International updated throughout the course of the crisis.

6. The CMO or designate shall notify all other members of the D5060 Youth Exchange Committee or Club YEOs not affected by the crisis and keep them updated throughout the crisis.
7. The CMO or designate will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

Outbound Crisis Communication Procedure - Single Student Outbound

This guideline addresses an emergency involving a D5060 student hosted by a partner District during their exchange year.

If the D5060 Youth Exchange Committee is notified of the death, serious injury, serious illness, or other problem involving a D5060 Outbound Student, the person who receives the information shall contact the CMO immediately and provide the following details as a minimum:

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

The CMO will:

1. Immediately contact all members of the District Crisis Management Team and pass along the crisis information.
2. As necessitated by the nature of the crisis, request team members to contact or research information relative to the crisis, using the "Guidelines for Youth Exchange Emergencies" (Appendix A) as a baseline.
3. Continue to keep all members of the District Crisis Management team informed and advised of the crisis status.
4. Will continue to keep in contact with the Exchange Partner for the region where the crisis is occurring and work through the Exchange Partner until the crisis is resolved.
5. The CMO shall with the Host District exchange partner determine if notice should be given to the respective Embassy/Consulate for the student and who shall notify the Embassy/Consulate.

Upon notification of the crisis:

1. The CMO or designate shall be responsible for contacting and advising Rotary International of the crisis nature and status. The CMO or designate shall be responsible for keeping Rotary International updated throughout the course of the crisis.

2. The CMO or designate shall notify all RYE Committee Members not affected by the crisis and keep them updated throughout the crisis.
3. The CMO or designate will be responsible for notifying the District Governor and for keeping him/her updated throughout the crisis.

Outbound Crisis Communication Procedure - Region or Country Crisis

This guideline addresses an emergency involving a D5060 student hosted by an overseas District experiencing a regional or country crisis.

In the event a crisis develops in a region or country where a D5060 student is hosted the Outbound Chair or YEO responsible for the country/student shall contact the CMO immediately and provide the following details as a minimum:

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

The CMO will:

1. Immediately contact all members of the District Crisis Management Team and pass along the crisis information.
2. As necessitated by the nature of the crisis, request team members to contact or research information relative to the crisis, using the "Guidelines for Youth Exchange Emergencies" (Appendix A) as a baseline.
3. Continue to keep all members of the District Crisis Management team informed and advised of the crisis status.
4. Will continue to keep in contact with the Exchange Partner for the region where the crisis is occurring and work through the Exchange Partner to resolve the crisis.
5. The CMO shall work with the Host District exchange partner to determine if notice should be given to the respective Embassy/Consulate for the students and who shall notify the Embassy/Consulate.

Upon notification of the crisis:

1. The CMO or designate shall be responsible for contacting and advising Rotary International of crisis nature and status as needed. The expectation is that the Host Exchange Partner will notify Rotary International of the crisis.
2. The CMO or designate shall notify all D5060 RYE Committee Members not affected by the crisis and keep them updated throughout the crisis.

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

Assigning Tasks in an Organized Fashion by the D5060 RYE Crisis Management Officer (CMO)

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

Speaking to the Media. The **District Governor or designate** will be the spokesperson for the media. Please refer the media to the District Governor or designate and inform the District Governor or designate of the media inquiry with contact information. Personal phone numbers of Rotary representatives will not be given out to the media without their consent.

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

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

Reporting. Following the initial response to the incident, the CMO with the help of the Youth Exchange Committee or Youth Exchange Committee/Club Crisis Management Team (p. 16) and the District Crisis Management Team will write a report of the incident for submission to the District Governor.

Crisis Resolution and Debrief

Moving a Crisis from a Higher to a Lower Level and Declaring a Crisis Resolved

The District Governor, in collaboration with the CMO, shall be responsible for determining when a crisis has moved from a higher to a lower level and declaring a crisis resolved according to the following:

- 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.
- 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 training. A copy of the debriefing questionnaire (Appendix B) shall be included with any formal records and the District Governor shall be responsible for ensuring that any actions recommended as a result of the debriefing are implemented.

Updating the Crisis Management Plan and Emergency Training

It is important to review the crisis management plan regularly. The plan shall be updated as follows: Annually prior to the start of the new Rotary year by the District Chair. 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.

Important Considerations

Supporting Young People During a Crisis

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

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

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

Administrative Protocols Reporting

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

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

Insurance and Expenses

Insurance: The district maintains liability insurance which can include coverage for bodily injury and/or property damage incurred in an emergency/crisis. Review the policy coverage/limits for additional information and policy reporting guidelines. All insurance-related questions or requests to submit a claim should be discussed with the District 5060 Rotary Youth Exchange Insurance Coordinator or submitted directly to CISI Bolduc.

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

Media Crisis Guidelines

In the event of a media inquiry, request for comment, interview, or other details related to a crisis, the designated media spokesperson shall be the district governor, unless otherwise noted. All volunteers should be instructed as part of their crisis training to not respond to or otherwise comment on a crisis and rather refer all inquiries to the designated spokesperson, District Governor. All volunteers should refrain from commenting on or otherwise sharing published content involving a crisis and refer the content to the designated spokesperson. Personal phone numbers of Rotary representatives will not be given out to the media without their consent.

Host Club Preparedness

The Club Youth Exchange Committee serves as the Crisis Management Committee should the need arise. You may identify other people to serve on your Crisis Management Committee as needed. Each Committee Member should be given a printed copy of the District Manual section on Crisis Management and all should be aware of the District Policies on Crisis Management. Suggested Club Crisis Management Team members are as follows: Club YEO or designate, Club YE Committee, Club Counselor, Club President, and Host Parents. Some or all the above may be appropriate for your Committee.

Although they are rare, unfortunate situations do occasionally arise during Youth Exchange activities. Preparation for any possibility is an essential part of a Youth Exchange program. How the exchange student's family and the media perceive that emergency was handled will have a direct impact on the program.

Section 2: COVID-19 Management Procedures

This section includes unique considerations for the COVID-19 pandemic. Procedures from section 6.01 should continue to be followed; the following are additional considerations and requirements for those situations related to COVID-19.

In June 2020, the Rotary International Board of Directors met to provide guidance and stipulations to districts who choose to participate in Rotary Youth Exchange during the COVID-19 pandemic. These procedures are intended to ensure compliance with these stipulations.

District 5060 RYE Health & Safety Team

As an extension of the District 5060 RYE Crisis Management Team for District 5060, the Health & Safety Team is established.

Assign an individual to serve as the District RYE Health & Safety Officer. This may be the same person serving as the RYE Crisis Management Officer.   The following people may be assigned to the HS Team.

- D5060 RYE Health & Safety Officer (HSO) (District RYE Chair/CMO)

- D5060 Past Chair or Vice Chair

- D5060 Assistant Responsible Officer

- D5060 Inbound Coordinators

- D5060 Outbound Chair & Country Coordinators

- D5060 District Youth Services Chair (District Governor Nominee)

- District Youth Mental Health Counsellor

- Other volunteers, as assigned

In the absence of the HSO, the D5060 Vice Chair/Past Chair shall be responsible for leading the Health & Safety Team. In the absence of both then RYE District Youth Services Chair (District Governor Nominee) will be appointed in charge.

Unless otherwise noted, the HSO will be the point person for contact when COVID-19 related topics and issues arise.

Procedures proposed in this Crisis Management Plan incorporate Rotary International's "Guidelines for Youth Exchange Emergencies", and are included in Appendix A.

Collaborate with a Local Health Authority to Develop Plan

This crisis management plan must be reviewed and/or developed in consultation with a local health authority. Make sure to document this collaboration and review and include it within the revision history at the end of the chapter.

Monitor COVID-19 Developments

The D5060 RYE Health & Safety Team tracks and reports developments that affect the living conditions, health, and safety of Inbound students in D5060, as well as Outbound students.

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

1. At least once every two weeks, the Club Youth Exchange Officers reviews updates from the following organizations to determine changes in travel restrictions, quarantine and isolation requirements, health protocols, border closing:
   a. US Department of State [Travel Advisories](#)
   b. Canadian Federal Government Travel Advisories
   c. Centers for Disease Control (CDC) (British Columbia and Washington) [updates for Coronavirus](#)
   d. State and Provincial Coronavirus website
   e. Local health district / authority website
   f. Any other local public health agencies where Inbound students are placed.
   g. School District websites where each Inbound student is placed
   h. City/County websites where each Inbound student is placed
2. At least once every two weeks, HSO or delegate will review with Club YEOs the living situations for each Inbound student to:

a. 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

b. Inquire about host family dynamics; for example student behaviour or concern about the amount of time spent at home if school is not in session

c. Inquire about any changes in the community or at school which might elevate risk factors for virus exposure

3. If the HSO identifies changes that impact students, host families, or volunteers, this information is reported to the D5060 RYE Health & Safety Team

Communicate with Exchange Partners

The Outbound Chair identifies a point of contact within each of our active exchange partner districts for the purpose of communicating COVID-19 developments.

At least once per month, the Outbound Chair, Country Officer or a designate, performs the following tasks:

1. Communicates status with exchange partners to provide information on the living situations of Inbound students within D5060.
2. Requests updates from the partner district related to D5060 students who are on exchange.
3. Provides a report to D5060 RYE HSO on the status of each of our D5060 Outbound students.

Monitor Visa and Insurance Status for Inbounds and Outbounds

If travel plans are disrupted and Outbound and Inbound students must stay longer in their host country, Visa and Insurance can 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 ARO (Assistant Responsible Officer) and the HSO, in partnership with the Outbound Chair, will identify timeframes for monitoring this; 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.

On a bi-weekly basis, the HSO will send a report to the District Governor with the following information:

- Changes in guidance from national, state, provincial and local government and health authorities.
- Living situation status for each Inbound student living in D5060
- Living situation status for each Outbound student living overseas

Additionally, as frequently as needed, the HSO will communicate to the entire D5060 RYE Health and Safety Team any significant developments that might warrant immediate action and/or a crisis management response, or a change in plans for the D5060 RYE program.

In situations where monitoring results in crisis management, make sure to utilize crisis management procedures and communication protocols that include all affected parties.

TIP: Establish the methods for communication and consider more than one method; for example, you can send email, plus text messaging through WhatsApp. This requires that you gather all contact information in advance and make sure it is kept current for all parties. In D5060 this shall be updated in the YEAH database.

If a Student Contracts COVID-19, Escalate to Crisis Management Procedure

When a student contracts COVID-19, escalate to the Crisis Management procedure. Make sure to inform Rotary International, as well as all parties included on the Student Data and Emergency Contact Form (can be incorporated into the YEAH database).

Additional Situations Requiring Immediate Action

The following situations require immediate action from the District RYE Health & Safety Team.

Student is exposed to someone who has COVID-19

This situation must be reported within 24 hours to the District RYE HSO. The HSO, or a designate must perform the following tasks.

1. Communicate quarantine and isolation expectations with the Student and Host Family, in consultation with the National, State, Provincial and Local guidelines and mandates.
2. Work closely with the Host Family to make sure they have the resources to support this situation.
3. Report initial status to District RYE Health & Safety Team, and to Natural Parents and Sponsor District Chair.
4. Monitor Student and Host Family status daily for 15 days and weekly thereafter provided that this report may be incorporated into the YEAH database.
5. Report status and status changes to District RYE Health & Safety Team and Natural Parents.

Someone living in the Host Family household contracts COVID-19

This situation must be reported within 24 hours to the District RYE HSO. The HSO, or a designate must perform the following tasks.

1. Encourage the Host Family to enforce an isolation protocol for this member of the household, as described in guidelines and mandates from National, State, Provincial and Local government and public health authorities.
2. Work closely with the Host Family to make sure they have the resources to support this situation.
3. Discuss the possibility of moving Student to the Backup Host Family.
4. Report initial status to District RYE Health & Safety Team, Natural Parents and Sponsor District Chair.
5. Monitor Student and Host Family status daily for 15 days and weekly thereafter provided that this report may be incorporated into the YEAH database.
6. Report status and status changes to District RYE Health & Safety Team, Natural Parents and Sponsor District Chair.

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

This situation must be reported within 24 hours or as soon as practical to the District RYE HSO. The HSO, or a designate must perform the following tasks.

1. Encourage the Host Family to enforce testing and quarantine protocols for this member of the household, as described in guidelines and mandates from National, State, Provincial and Local government and health authorities.
2. Report initial status to District RYE Health & Safety Team, Natural Parents and Sponsor District Chair.

3. Monitor Student and Host Family status daily for 15 days and weekly thereafter provided this can be incorporated into the YEAH database.
4. Report status and status changes to District RYE Health & Safety Team, Natural Parents and Sponsor District Chair.

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

This situation must be reported within 24 hours to the District RYE HSO. The HSO, or a designate must perform the following tasks.

1. Encourage the Host Family to comply with guidance and mandates from National, State, Provincial and Local government and public health authorities.
2. Evaluate whether this impacts any of the Student's plans for upcoming travel or activities and support them as they mitigate any issues
3. Work closely with the Host Family to make sure they have the resources to support the changing situation.
4. Report initial status to District RYE Health & Safety Team, and to Natural Parents and Sponsor District Chair.
5. Monitor Student and Host Family status daily for 15 days and weekly thereafter provided this report can be incorporated into the YEAH database.
6. Report status and status changes to District RYE Health & Safety Team and Natural Parents and Sponsor District Chair.

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

A hybrid model may be adopted by school districts where students are on-line some of the time and in class some of the time. This is done to comply with social distancing requirements in classrooms. If a school moves solely to on-line classes, the situation must be reported within 24 hours to the District RYE HSO. The HSO, or a designate must perform the following tasks.

1. Evaluate whether this impacts any of the Student's plans for upcoming travel or activities and support them as they mitigate any issues
2. Work closely with the Host Family to make sure they have the resources to support the changing situation.
3. Report initial status to District RYE Health & Safety Team, and to Natural Parents and Sponsor District Chair.
4. Discuss the possibility of moving Student to the Backup Host Family.
5. Discuss the possibility of terminating the exchange early.

6. Monitor Student and Host Family status on a bi-weekly basis during this time provided this report can be incorporated into the YEAH database.
7. Report status and status changes to District RYE Health & Safety Team and Natural Parents and Sponsor District Chair.

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 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 follows 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 has a trained and vetted Host Family and Backup Host Family who can 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

The decision to terminate an exchange due to COVID-19 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

Reasoning for termination due to COVID-19 may include, but is not limited to the following:

- Growing infection rates place higher risk on Student and Volunteer within the Host Community
- The Host Club is unable to maintain an active roster of trained and vetted volunteers, including YEO, Counselor, Host Family, and Backup Host Family
- Health 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, provincial 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

Ultimately, the Sponsor District Chair, Sponsor Country Coordinator, or the Natural Parents are responsible for arranging and paying for the Student's air travel to and from the Host District.

District 5060 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 5060 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.

1. Each Host Club YEO and Host District Inbound Coordinator or Country Coordinator must monitor the status of return flights for Students in their care.
2. Status and changes to these return flights must be communicated with the District RYE ARO and the District RYE Chair.
3. 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.
4. 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.

5. Make sure to confirm arrival at destination, and share this information with all parties on the Student Data and Emergency Contact Form (or in the YEAH).

Financial Responsibility for Cancellations and Terminations of an Exchange

When Students sign up for optional tours and trips through independent travel organizations, District 5060 highly recommends that they learn about cancellation policies prior to paying any fees.

Students are responsible for arranging refunds from independent travel organizations. District 5060 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 5060, the cost for repatriation is the responsibility of the Natural Parents, which may or may not be part of the fee paid to District 5060.

Refunds for fees paid to Rotary District 5060 are subject to the financial terms of the district program. For example, District 5060 Outbound Students should refer to their financial agreement for refund policies.

Host Club Preparedness

Host Clubs must remain vigilant in monitoring developments within their community and with their host families' homes. During the pandemic, it is paramount that the 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 must be always available. 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.

Updates to the Student Data and Emergency Contact Form (can be incorporated into the YEAH database) must be made immediately and communicated within 48 hours to the District RYE HSO, the ARO, and to Rotary International.

External Agency Review

Rotary International Board of Directors requires that "the crisis management plan must be reviewed and/or developed in consultation with a local health authority" as well as other external agencies. The following external agencies contributed to, reviewed, or provided information that contributed to this Crisis Management Plan.

Date of review(s)	Local Health Authority and Contact Person	Notes
	Interior Health Authority – Chief Medical Health Officer	Letter (via email) will be sent with plan attached and opportunity for comment and review
	All School Districts within boundaries of D5060	See above.

Document Change History

The following modifications have been made to this Crisis Management and COVID-19 Management Procedures document.

Change Date	Change Summary	Contact Person
12/Aug/2020	Adapted from D5080 and D5400 templates; integrated suggestions from reviewers in WESSEX.	Mike Markley
23/Oct/2020	Implemented suggestions from draft reviewers; included sections recommended by Rotary International staff through their CMP resources	Mike Markley
February 10, 2021	Reviewed by Carter Fjeld, Patty Garrett and Martha Kennedy and D5060 adaptations made.	Martha Kennedy, Rotary Youth Exchange District Chair
August 2021	Reviewed by D5060 District Governor Chain	Richard DeRock District Governor

Appendices for Crisis Management Plan

Appendix A Guidelines for RYE Emergencies from RI

Although they are rare, unfortunate emergency situations do occasionally arise during Youth Exchange activities. Preparation for any possibility is an essential part of a Youth Exchange program. How the exchange student's family and the media perceive that the emergency was handled will have a direct impact on the program. The following guidelines outline how to prepare in advance for a possible emergency, the individuals to contact should an emergency occur, and the steps to follow during an emergency.

Tips for emergency preparedness

- The club counselor/YEO or host family member should ensure they have available a copy of the student's passport, DS-2019, and a copy of return flight data readily available always. Store these items in a safe place so that they can be accessed 24 hours a day if necessary.
- The district chairperson should ensure they have copies of the return flight data and all documents relative to the student's passport should the student be traveling or in case the student's documents are not accessible through the club counselor.
- The club Youth Exchange Officer (YEO) should obtain consent from the student's parents or legal guardians to reissue a student's passport in the case it is lost, stolen, or inaccessible at time of departure.
- The club YEO should verify with the sponsoring exchange partner or biological family the student's itinerary and know who will meet the student at the airport upon arrival.
- The sponsoring club should outline who (e.g., club, district, student's parents, a combination of sources) will pay for the student to return to finish the exchange after being evacuated in the case of political or civil unrest.
- The Rotarian counselor/YEO and current host family should know details regarding all of the exchange student's travel plans and should ascertain that these travel plans have been approved by the natural parents/legal guardians of the exchange student, especially if the exchange student is traveling to another city or country during the exchange. (See district YEP Independent Travel procedures pertaining to Inbound Students.)
- The exchange student's parents should issue a written authorization letter (or powers of attorney) naming the host Rotarian counselor, host families, and another Rotarian of the host/receiving club (preferably the host club president), any of whom is to act for the parent in the event of injury or death. This is very important because most government departments and local authorities require it. Some districts have the parents/legal guardians sign several parental consent forms separate from the application form to ensure that each host family and counselor has a copy of the form.

The letter mentioned above should also authorize the incurring of:

- Expenses of authorized persons (Rotarian counselor and/or host parent) to act on behalf of parent (transportation and hotel charges for travel to place of accident, etc.), to be reimbursed from the insurance policy. The handling of expenses is important as not every host club can afford to incur such immediate expenses. The ability of the club or district to handle immediate costs can prevent a tragic situation from becoming worse and increasing the agony and anguish of the student's parents. The host Rotarian is committed to treat the exchange student as though he/she is his or her own child and will do everything a natural parent would do.

  However, if a host Rotarian has to spend a substantial amount of money for immediate needs, other Rotarians may be discouraged from becoming host parents and counselors in the future.

  It is therefore recommended that either the host Rotary club or the host Rotary district establish an emergency fund to cover immediate expenses in the event of a tragedy. The insurance money received will reimburse this fund. Many hosting districts require the students to have an emergency fund to assist in the event of an emergency.

When a tragic event occurs, things need to be done quickly. Tasks should be assigned to the various members of the club/district emergency committee. The following people need to be informed immediately:

- Parents/Legal guardians. (In case of death, obtain clear instruction concerning burial, cremation or return of the body. Also ask about memorial service. Consideration must be given to the religion of the deceased.)
- Host family, club counselor, and district Youth Exchange chairpersons.
- Host district governor and the governor of the sponsoring district.
- Host Rotary club, for assistance and guidance.*
- Insurance company (and remember to follow up).
- Embassy Officer, to obtain his/her advice.

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

- Ascertain that the deceased is the exchange student.
- Contact all of the above individuals.
- Check with local police for local regulations and obtain a copy of the police report. Reclaim the deceased's possessions, especially the passport.
- Check with the local hospital and mortuary for the claiming of the body and regarding an autopsy. Obtain the death certificate.

- Contact a local undertaker and embalmer. Ensure that the embalmer possesses an internationally recognized practice license so that the embalmed body may cross national borders. (This is to prevent the spread of disease.) Obtain the embalmer's certificate. Order a suitable casket and arrange transportation to exchange student's home country, or arrange for burial or cremation, according to the parents' wishes.
- Obtain the "sealing certificate." For the casket to cross national borders, the inside must be metal-lined and sealed. Sealing must be officially witnessed, to prevent smuggling. In order for a sealed casket to leave the country, an export permit is required. For the sealed casket to enter the exchange student's home country, an import permit is required. An established undertaker should be able to deal with these matters. The embassy can assist in obtaining the two permits.
- Appoint a reputable air-transport agent to airlift the casket to the exchange student's home country. This 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.
- Hold a memorial service for the exchange student. Remember to write a complete report to your district governor. Send copies to Rotary International and to the exchange student's home district and Rotary club.

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

Appendix B - Debriefing Questionnaire

This questionnaire should be customized according to your 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 Check-list

☐ Yes ☐ No   1. Were the crisis type and level appropriately identified?

☐ Yes ☐ No   2. Was the crisis level appropriately escalated/deescalated?

☐ 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: Example: 1. At first we thought the crisis was only a Level 1, but after reviewing it again we determined it was actually a Level 2.

_____

_____

_____

_____

_____

_____

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: Example: The crisis definitions for each type of crisis will be updated with more detail to make it easier to identify the type and level of each crisis.

_____

_____

_____

_____

_____

☐ Yes ☐ No   2. Is any emergency training required?

If yes, describe what updates are required and include details in Section 3: Example: The Core CMT will conduct a 30-minute virtual meeting with the entire Crisis Response Team after the crisis definitions and levels are updated to make sure everyone is updated.

_____

_____

_____

_____

_____

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

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

Appendix C - Exchange Agreement / COVID-19 Addendum

I have read and understand the Crisis Management and COVID-19 Procedures and agree to fulfill the roles and responsibilities assigned to me.

Student Name _____Signature _____ Date_____

Natural Parent #1 _____ Signature _____Date_____

Natural Parent #2 _____ Signature _____Date_____

Host Parent #1 _____ Signature _____Date_____

Host Parent #2 _____ Signature _____Date_____

Backup Host Parent #1 _____ Signature _____Date_____

Backup Host Parent #2 _____ Signature _____Date_____

Sponsor District Chair_____ Signature _____Date_____

Host District Chair_____ Signature _____Date_____

Host District CMO_____ Signature _____Date_____

Host District HSO_____ Signature _____Date_____

Appendix D - Student Data and Emergency Contact Form

The following information must be available to the District RYE Committee.

In case the program database (YEAH) does not capture this information already, make sure this is captured and made available to the members of the Crisis Team and the Health & Safety Team.

Work with the ARO or others to gather this information in a consumable format, or use this form to collect the information.

Any modifications to this information must be reported to the District RYE Committee and to Rotary International within 48 hours.

Student Name:
Student Gender:
Student Age:
Sponsor District and Country:
Expected Date of Arrival:
Expected Date of Departure:

Student Email:
Student Cell Phone:
Student WhatsApp Number:

Health Insurance:
Policy Details:
Policy Term Dates:

Assistant Responsible Officer (ARO) Name:
ARO Email:
ARO Cell Phone:

Host High School Name:
Host High School Address:
Host High School Web Address:
Host High School Telephone:

Natural Parents' Names:

Natural Family Address:

Natural Parents Primary Email:

Natural Parents Secondary Email:

Natural Parents Primary Cell:

Natural Parents Secondary Cell:

Natural Family Home Telephone:

Natural Parents Primary WhatsApp:

Natural Parents Secondary WhatsApp:

Current Host Parents' Names:

Expected Hosting Dates:

Current Host Family Address:

Current Host Parents Primary Email:

Current Host Parents Secondary Email:

Current Host Parents Primary Cell:

Current Host Parents Secondary Cell:

Current Host Family Home Telephone:

Current Host Parents Primary WhatsApp:

Current Host Parents Secondary WhatsApp:

A Backup Family must always be available and ready to receive the student on short notice.

Backup Host Parents' Names:

Host Family Address:

Backup Host Parents Primary Email:

Backup Host Parents Secondary Email:

Backup Host Parents Primary Cell:

Backup Host Parents Secondary Cell:

Backup Host Family Home Telephone:

Backup Host Parents Primary WhatsApp:

Backup Host Parents Secondary WhatsApp:

Host Club YEO Name:

Host Club YEO Address:

Host Club YEO Primary Email:

Host Club YEO Primary Cell:

Host Club YEO Home Telephone:

Host Club YEO WhatsApp:

Host Club Counselor Name:

Host Club Counselor Address:

Host Club Counselor Primary Email:

Host Club Counselor Primary Cell:

Host Club Counselor Home Telephone:

Host Club Counselor WhatsApp:

Host Club President Name:

Host Club President Address:

Host Club President Primary Email:

Host Club President Primary Cell:

Host Club President Home Telephone:

Host Club President WhatsApp:

Host District Inbound Coordinator Name:

Host District Inbound Coordinator Address:

Host District Inbound Coordinator Primary Email:

Host District Inbound Coordinator Primary Cell:

Host District Inbound Coordinator Home Telephone:

Host District Inbound Coordinator WhatsApp:

Host District RYE Chair Name:

Host District RYE Chair Address:

Host District RYE Chair Primary Email:

Host District RYE Chair Primary Cell:

Host District RYE Chair Home Telephone:

Host District RYE Chair WhatsApp:

Host District Governor Name:

Host District Governor Address:

Host District Governor Primary Email:

Host District Governor Primary Cell:

Host District Governor Home Telephone:

Host District Governor WhatsApp:

Sponsor District Point of Contact Name and Title:

Sponsor District Point of Contact Address:

Sponsor District Point of Contact Email:

Sponsor District Point of Contact Primary Cell:

Sponsor District Point of Contact WhatsApp:

Sponsor District RYE Chair Name:

Sponsor District RYE Chair Address:

Sponsor District RYE Chair Primary Email:

Sponsor District RYE Chair Primary Cell:

Sponsor District RYE Chair Home Telephone:

Sponsor District RYE Chair WhatsApp:

Sponsor District Governor Name:

Sponsor District Governor Address:

Sponsor District Governor Primary Email:

Sponsor District Governor Primary Cell:

Sponsor District Governor Home Telephone:

Sponsor District Governor WhatsApp:

Urgent Care Medical Facility (near Current Host Family) name:

Urgent Care Medical Facility (near Current Host Family) address:

Urgent Care Medical Facility (near Current Host Family) telephone:

Host Community's Police non-emergency telephone:

Emergency telephone number: 911

Suicide Prevention Contact:

Rape Crisis Hotline:

Appendix E - COVID-19 Risk Reduction Strategies

Include discussion of the below risk reduction strategies during Host Family Orientation and at Inbound Student Orientation.

Know how it spreads

- The best way to prevent illness is to avoid being exposed to this virus.
- The virus is thought to spread mainly from person-to-person.
- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.
- Close personal contact such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands

    https://www.healthlinkbc.ca/hlbc/files/documents/healthfeature/coronavirus_disease_covid-19.pdf

Everyone should wash their hands often

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- It's especially important to wash:
    - Before eating or preparing food
    - Before touching your face
    - After using the restroom
    - After leaving a public place
    - After blowing your nose, coughing, or sneezing
    - After handling your mask
    - After changing a diaper
    - After caring for someone sick
    - After touching animals or pets

- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact (< 6 feet of separation for more than 15 minutes)

- Inside the home: Avoid close contact with people who are sick.
- If possible, maintain 6 feet between the person who is sick and other household members.
- Outside your home: Put 6 feet of distance between yourself and people who don't live in your household.
  - Remember that some people without symptoms may be able to spread virus.
  - Stay at least 6 feet (about 2 arms' length) from other people.
  - Keeping distance from others is especially important for people who are at higher risk of getting very sick.

Cover your mouth and nose with a mask when around others

- You could spread COVID-19 to others even if you do not feel sick.
- The mask is meant to protect other people in case you are infected.
- Everyone should wear a mask in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain.
- Do NOT use a mask meant for a healthcare worker. Currently, surgical masks and N95 respirators are critical supplies that should be reserved for healthcare workers and other first responders.
- Continue to keep about 6 feet between yourself and others. The mask is not a substitute for social distancing.

Cover coughs and sneezes

- Always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow and do not spit.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
- Then, use a household disinfectant. Most common EPA-registered household disinfectants will work.

Monitor Your Health Daily

- Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.
- Especially important if you are running essential errands, going into the office or workplace, and in settings where it may be difficult to keep a physical distance of 6 feet.
- Take your temperature if symptoms develop.
  Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
- Follow CDC guidance if symptoms develop.

Additional Resources

- Handwashing: http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/hand-washing
- Physical Distancing: http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/physical-distancing
- Masks: http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/masks#:~:text=Medical%2Fsurgical%20masks%20should%20be,cloth%20masks%20may%20be%20used
- What to do if you have Symptoms: http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms