



**Instructions:**

- Attach additional information as needed
- Have on hand at all activities
- Include with your submitted forms for activity assessment
- Ensure all supervisors are aware of the contents of this plan prior to the event

Unit:	55 <sup>th</sup> Calgary Guides	Today's Date:	Sept 1, 2016
Unit meeting/ Activity/event/camp:	Regular Unit Meetings	Date(s) of activity:	Wednesday Nights

At the activity, attach to your emergency response information:

- A list of participants  Schedule of activities or itinerary

**Emergency Planning Information**

The *Emergency Response Guidelines* (found in the Safe Guide appendix H) include general procedures for managing issues related to missing persons, intruders, evacuations, medical emergencies and parent/guardian late for pick-ups. Use these guidelines as you create your own specific response plan details below.

Situation	Procedure to follow
Missing Person (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.)	Girls will be asked when they last saw _____. Pat, Susan, will search building for missing girl. Sally will stay with rest of girls and start distraction activity. If missing longer than 15 minutes, Susan will contact 911. Note: Girls are expected to let Guiders know if they are going to the washroom. Use of buddy system will be used at all times.
Evacuation (e.g. reasons to evacuate, meeting place; who will support group? etc.)	All participants will gather in the parking lot (NW corner of property) and assemble in patrols. Guiders will take attendance all will wait further instructions. Sally will bring Health forms. Evacuation drills will take place in September, January and May.
Intruder (person, animal) (e.g. note safe place; who will lock doors: etc.)	All participants will gather in north east corner of the gym closest to the stage. Susan will ensure doors are secured. Cell phone will be used to contact building caretaker and police
Traumatic/medical emergency (e.g. who will call 911? who will support others? who will guide EMS to location?)	First supervisor on scene will take charge and send someone to bring first aider, - they will send someone to call 911 AND send someone to roadway to direct EMS -second supervisor on scene will direct all other participants to another location and start distraction game. Wherever possible casualty will be afforded privacy while waiting for EMS (e.g. blanket around them etc). Current first aid certs: Pat, Susan, Sally

**Other Emergency Planning Situations** (for example, bus/car breakdown or accident, parent does not arrive to pick up child, waterfront, steps for providing assistance to participants who have a disability based on their needs and discussions with the individual or her caregivers)

Minor medical needs will be addressed by Sally. This includes treatment, completing of appropriate forms and follow up where required. Sally is responsible for having first aid kit, forms and health forms  
If parents does not arrive to pick up child, phone calls will be made to parents. If parents cannot be contacted, call will be made to the two emergency contacts on health form to secure someone to pick up the child



Resource	Contact Number(s)	
EMS ambulance	911	
Fire		Other:
Police		Other:
Commissioner or ACL	Jody Anderson 403-567-8910	
Home Contact Person	n/a	
Provincial emergency contact for GGC	Beverly Simpson-Headonn 780-935-5510	
Facility/Site	Hillside School 403-559-9089	
Poison Control	911 or 403-944-1414	

Specific instructions for communicating:

**Before making the call for help, make sure you have the following information:**

<b>Location...</b>	Our 911 civic address/emergency locator #: (or nearest civic address) is: Hillside School 123 Main Street NE Calgary Alberta
	The location of the group is (nearest landmark): in the gymnasium ... entrance on west side of school
	Lat/Long or UTM coordinates: (as applicable for wilderness situation)
<b>Resources Requested...</b>	<b>We need assistance from _____ (EMS/fire/police/rescue/other).</b> List specific needs:
<b>Situation...</b>	Description of Problem:  Number of people injured, missing or needing help:  Condition of victim(s):
<b>Our plan...</b>	We have taken the following actions:  We are planning to do the following:
<b>My contact info is...</b>	My name is _____. I am with a Girl Guide group. My phone number is _____ (phone/cell )

- When making an emergency call**
- Stay calm
  - Review what you want to say before making the call
  - Take a deep breath
  - Speak slowly and clearly
  - Follow the script as much as possible
  - Don't hang up until told to



## Communications Plan Guidelines

A Communications Plan is the written set of instructions to follow for contacting emergency agencies, GGC authorities and parents in the event of a crisis situation and is incorporated into your Emergency Response Plan (SG.4). The plan covers a number of functions that need to occur to smoothly manage emergency communications. For most situations, the communications pattern would look something like this:

1. The Responsible Guider or Substitute Group Leader contacts:
  - EMS and/or other local authorities, when necessary
  - Group members (to provide reassurance)
  - Home Contact Person (if applicable to your activity)
2. Home Contact Person (where applicable) or Responsible Guider makes initial contact with parent(s)/guardian(s) to provide current status report and next steps.
3. After dealing with immediate needs, Responsible Guider or another group leader may contact parent(s)/guardian(s) personally to discuss further details, answer questions and problem solve where applicable.
4. Once the situation is over the Responsible Guider notifies GGC Authorities as per the Incident Reporting guidelines in Safe Guide (Form: Ins.01).

## Crisis Management

A crisis is an incident or situation that may potentially cause or has caused harm to an individual or group. It is also a situation that may have negative public or internal implications for Girl Guides of Canada. Examples of a crisis are:

- Death of a Member
- Serious injury
- Sexual misconduct or impropriety in the relationship between a volunteer or staff or child's parent
- Abuse or negligence of a child
- Misuse of Guiding funds
- Criminal charges against a Member
- Charges of discrimination or violation of human rights

The national office will manage the communication of a crisis with members, their families and media. Only those individuals authorized to do so will speak publicly or with the media on behalf of the organization.

What to do in a crisis situation:

- Ask for assistance from EMS in contacting parents/guardians.
- Notify the Provincial Commissioner. Your District Commissioner/ACL will be able to help you reach her. Or your provincial office or website may have an emergency contact number.
- Provide the Provincial Commissioner with details of the incident. Use the script with the Emergency Response Plan (SG.4) as a guide.
- Do not talk to the media.
- Notify all participants that they must not use cell phones or send electronic messages to friends and family.
- Contact the national office as quickly as possible once the immediate crisis is over. Your Commissioner can assist or follow your provincial communication plan. Provide details of the incident. Use the script with this Emergency Response Plan (SG.4) as a guide.

Any media inquiries received by GGC members must be referred immediately to the national office. An appropriate response to the media would be:

"I'm sorry, our policy is for all media inquiries to go through the national office. Please contact them and the appropriate person will respond to you as soon as they are available. The phone number is (416) 487-5281."