# This is a Fillable Word form. The text boxes will expand as you type. If you would like to print the form and complete by hand, please use the PDF form, which has larger text boxes.

# 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.

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| --- | --- |
| Unit: GUIDER TO FILL OUT | Today’s Date: GUIDER TO FILL OUT |
| Unit meeting/ Activity/event/camp: Girl Jam 2024 | Date(s) of activity: May 24 - 25, 2024 |
| At the activity, attach to your emergency response information:  *Each unit guider will have this information.* | |
| X A list of participants X 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

**NOTE:**

Please note, either Responsible Guider or a Co-Guider could fill the role of

Unit Guider #1 and Unit Guider #2. The roles have been designated as such, as the roles cannot be assigned until the situation occurs.

Example of a specific comment … However, in the case of drowning, due to Guider XXXX’s experience as a lifeguard it is defined for that situation. In all other situations, either Guider can fill either Role.

*Please note that either Unit Guider #1 or Unit Guider #2 or in some cases another guider may be the unit designated First Aider. This was determined when the GirlJam registration form was filled out as Ontario Council verified the status of the First Aid.*

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| **Emergency Procedures for this activity** |
| **Missing Person** – **Pick-up and/or Drop off Locations on route.**  (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.)  **Waiting for flight (in the check-in area of airport) at original destination:**  ☐ Check in with Unit Guider #1  ☐ Parent to wait until the unit has gone through security before leaving.  ☐ Unit Guider #1 to verify that everyone has gone through security and is waiting on the other side.  **Waiting for flight (in the check-in area of airport) at departing destination:**  ☐ Everyone to wait with their buddies and enter the security line together.  ☐ Unit Guider #1 to verify that everyone has gone through security and is waiting on the other side.  **Waiting for flight (in airport):**  ☐ All participants will have a buddy and a buddy system is in place for regular (every 30 minutes) check-ins.  ☐ All participants will know the departure time, airline company, flight number and gate number.  **Boarding and Deboarding the plane:**  ☐ Unit Guider #1 will be at the front of the group boarding the plane with Guider #2 at the back of the group.  ☐ Unit Guider #1 to verify that everyone has boarded and deboarded the plane.  ☐ Once off the plane the buddy system will be used until the bus is boarded (this will be at the location provided by the travel agent and communicated to the guiders).  **When you first think a girl is missing:**  ☐ Stop the activity- whatever they are doing now at that time. Ask everyone to remain still and not to move.  ☐ Unit Guider #1 take attendance/do a buddy check  ☐ Ask for the last place and time anyone has seen the missing person  **Search:**  ☐ All other youth stay together in the current space. If possible, have one Unit Guider stay with them.  ☐ Other Unit Guider(s) search all recently visited locations.  ☐ Use clear, calm voices to call the youth’s name. Make it clear the youth is not in trouble.    First search spaces familiar to the missing person. List areas in your activity space:  ☐ Washrooms (outside area) ☐ Outside areas  ☐ Seats and aisles on the airplane and/or bus (depending on the situation)    **Search high risk locations:**  ☐ Roads, sidewalks, parking lots, train tracks  ☐ Nearby water: pools, ponds, streams, culverts  ☐ Ask other units, (if any are on the same flight) community groups, or bystanders to be aware of any suspicious activity, or if they noticed any unaccompanied youth around.    **Report** (after all locations have been searched or 15 mins passed):  ☐ Call transportation hub lead  ☐ Ask other guider(s) from other units (if any are travelling on the same flight and/or bus), if youth was picked up without telling Guider  ☐ Call caregivers, emergency contact or pick-up person to let them know youth is missing.    **Emergency Services** (after 20 mins passed):  ☐ After caregivers have been notified, child remains missing and 20 minutes have passed since the start of the search, call emergency services to notify them of a missing child.  ☐ Use the child’s H.1 to tell emergency services if there are any medical or behavioural concerns  ☐ Keep searching until Emergency Services arrive  ☐ Follow the ‘Communication during a Crisis’ protocol at the end of this document |
| **Evacuation** (e.g. reasons to evacuate, meeting place; who will support group? etc.)  *Airport:*  ☐ The airport staff will determine a meeting space at the location if an evacuation must occur.  ☐ All participants will stay with the unit guiders using the buddy system.  ☐ Once outside, unit guiders will take attendance.  ☐ Contact transportation hub lead for next steps  *On Bus:*  ☐ Unit Guider #1 will determine a meeting space at the location if an evacuation must occur.  ☐ We will let all youth know to meet there in the case of an emergency.  **Fire:**  *Airport/Airplane:*  ☐ Youth will be instructed to calmly exit the airplane/airport via the emergency exits.  ☐ Guider #1 and Guider #2 will be at the front and back of the group to make sure that all youth have exited  ☐ Once outside, unit guiders will take attendance.  ☐ Contact transportation hub lead for next steps  *Bus:*  ☐ Youth will be instructed to calmly exit the bus via the emergency exits.  ☐ Unit Guiders will be at the front and back of the group to make sure that all youth have exited  ☐ Once outside, all unit guiders will take attendance  ☐ Call 911 if they have not yet been notified of the fire  ☐ Contact transportation hub lead for next steps  **Flooding**:  *Airport:*  ☐ Unit Guiders will move all youth as per the direction of the airport employee which will be areas of higher ground.  ☐ Take attendance to ensure everyone is accounted for  ☐ Contact transportation hub lead for next steps  *Bus:*  ☐ Unit Guiders will move all youth to higher areas of ground, after exiting the bus if it is safe to do so  ☐ Take attendance ensuring everyone is accounted for  ☐ Contact transportation hub lead for next steps    **Gas leak**:  *Airport:*  ☐ If a gas leak is suspected, immediately remove all youth from the area, and seek fresh air  ☐ Unit Guider will take attendance to confirm everyone has been accounted for  ☐ Do not re-enter the airport or area until given all clear from emergency and/or airport authorities  ☐ Contact transportation hub lead for next steps  *Bus:*  ☐ If a gas leak is suspected, immediately remove all youth from the bus, and seek fresh air  ☐ Move away from the bus  ☐ Unit Guider will take attendance to confirm everyone has exited the bus  ☐ Call (Bus driver is able, if not then Unit Guider #1) the fire department to report potential gas leak  ☐ Do not re-enter the bus until given all clear from authorities  ☐ Contact transportation hub lead for next steps |
| **Unwanted visitor** (person, animal) (e.g. note safe place, who will lock doors: etc.)  **Human**:  *At the airport:*  ☐ If the unit Guider immediately notices that a youth does not feel comfortable, they will remove the youth from the situation immediately, move to a secured location (different area of the airport), contact airport authorities and contact the transportation hub lead.  ☐ If the unit Guider immediately does not feel comfortable, they will remove the youth from the situation immediately, move to a secured location (different area of the airport), contact airport authorities and contact the transportation hub lead.  ☐ Guider(s) should remove themselves from a dangerous intruder as well, and not engage until emergency services (i.e. Police, airport authority, fire etc.) personnel arrive.  **Animal**:  *This might occur while waiting for the bus to arrive at the airport.*  ☐ Guider will remove all youth from the general area, getting everyone safely away from the animal. |
| **Serious injury or medical emergency** (e.g. who will call 911? who will support others? who will guide EMS to location?)  **Upon onset of a serious injury or medical emergency:**  *Airport:*  ☐ Unit first aider will attend to the person.  ☐ Second Guider (who is not the first aider) will call 911 and let the airport staff know.  ☐ Once 911 has been called the Unit Guider (whom is not the first aider) will move the rest of the group away from the scene.  *Bus:*  ☐ Unit first aider will attend to the person.  ☐ The unit Guider will call 911.  ☐ The second unit Guider (whom is not the first aider) will move the rest of the group away from the scene.    **Directions for EMS:**  *At the airport:*  ☐ Unit Guider (who is not the first aider) and/or airport employee will direct the EMS to the location of the incident once EMS has arrived on the scene.  ☐ The Unit Guider (who is not the unit first aider) and/or airport employee will notify EMS on the exact location of where they are.  *Bus:*  ☐ Unit Guider (who is not the first aider) will direct the EMS to the location of the incident once EMS has arrived on the scene.  ☐ Unit Guider (who is not the first aider) will work with the bus driver on the exact location on route of where they are.  **Contacting caregiver or emergency contact**  ☐ Once the patient is stable enough, the Unit Guider #1 secures the H.1 for the victim, and contacts caregiver, or other emergency contact.  ☐ The H.1 should remain attached to the member be given to paramedics unless paramedics say otherwise.  ☐ If guiders are not traveling with the member, the guider must ask what hospital the member is being taken to. |
| **Child not picked up** (e.g. use contact info on health form, what number to leave if no answer, who will look after them):  ☐ If youth has not been picked up 10 minutes after scheduled pick-up time Unit Guider #1 will contact primary caregiver. If no answer, leave a message with a return phone number.  ☐ Unit Guider #1 will continue through all phone numbers listed on the H.1, and all phone numbers listed on the roster.  ☐ If possible, Unit Guider #1 will also send text messages, and emails to all known contacts.  ☐ Next, Unit Guider #1 will ask the youth if they know of any other phone numbers and try those.  ☐ If the youth has not been picked up after 20 minutes, and no contact with any listed person can be made, Unit Guider #1 should use the non-emergency police line to contact authorities. *If contact to police has been made, guider will need to inform the event ACL (phone number is on the SG.4).*  ☐ If caregiver is reachable, but will be delayed, ask for permission from the caregiver for the youth to go home with another youth |
| **Suspected/confirmed communicable disease** (for example, COVID-19, flu, gastroenteritis, etc.) (e.g. where will you isolate the person? When/how will guardians/emergency contact be contacted?)  **If a girl begins to exhibit symptoms of a communicable illness:**  *At the airport:*  ☐ Caregivers will be immediately contacted to determine if there might be a reason (motion sickness, fear of flights)  ☐ Other participants will be asked to keep their distance and wash their hands. *If masks are available, all participants can choose to put a mask on.*  ☐ Illness: use hand sanitizer and/or water and soap to wash hands.  ☐ Unit guider #1 will work with PC to determine next steps due to the flight involvement.  *On the airplane:*  ☐ Caregiver will be immediately contacted once the plane has landed and the usage of cell phones is allowed.  ☐ Other participants will be asked to keep their distance and wash their hands. *If masks are available, all participants can choose to put a mask on.*  ☐ Illness: use hand sanitizer and/or water and soap to wash hands.  ☐ Once landed, Unit guider #1 will work with PC to determine next steps.  *On the bus:*  ☐ The guider would contact the transportation hub lead.  The Transportation Hub Lead will work with the Risk Hub led to determine next steps.  This can include however is not limited to sending another guider to wait with the member, calling someone to pick-up the member and having the bus wait there and calling EMS (pending the signs and symptoms).  ☐ Other participants will be asked to keep their distance and wash their hands. *If masks are available, all participants can choose to put a mask on.*  ☐ Illness: use hand sanitizer and/or water and soap to wash hands.  **If an adult begins to exhibit symptoms of a communicable illness:**  *At the airport:*  ☐ Other participants will be asked to keep their distance and wash their hands. *If masks are available, all participants can choose to put a mask on*  ☐ Illness: use hand sanitizer and/or water and soap to wash hands.  ☐ Unaffected Guider will work with PC to determine next steps.  *On the airplane:*  ☐ Other participants will be asked to keep their distance and wash their hands. *If masks are available, all participants can choose to put a mask on*  ☐ Illness: use hand sanitizer and/or water and soap to wash hands.  ☐ Once landed, unaffected guider will work with PC to determine next steps.  *On the bus:*  ☐ The guider would contact the transportation hub lead.  The Transportation Hub Lead will work with the Risk Hub led to determine next steps.  This can include however is not limited to sending another guider to wait with the member, calling someone to pick-up the member and having the bus wait there and calling EMS (pending the signs and symptoms).  ☐ Other participants will be asked to keep their distance and wash their hands. *If masks are available, all participants can choose to put a mask on.*  ☐ Illness: use hand sanitizer and/or water and soap to wash hands. |
| Other Emergency Planning Situations For example, roadside emergencies (bus/car breakdown or accident), water related emergencies, steps for providing assistance to participants who have a disability based on their needs and discussions with the individual or her caregivers.  NOTE: If this is a unit guider identified in the outline is exhibiting the behviour roles may have to be adjusted based on the situation.  **Serious Behaviour Issue (youth or adult):**  ☐ Unit Guiders will discuss the procedures for disciplinary action.  ☐ This conversation may include youth/participants for input. Unit Guider #1 to conduct a private conversation with the individual to discuss the situation and to review the Code of Conduct and to determine the events and facts that lead up to the situation and any information that is relevant to the situation/circumstances.  ☐ Unit Guiders will support the individual’s needs and determine how to assist this individual.  Unit Guider #1 will be responsible for ensuring that the individual is aware of the expectations of the event and the expectations around positive behaviour.  ☐ If the behaviour is repeated, or continues, Unit Guider #1 will determine the next steps including contact of the HCP, provincial emergency contact and caregivers. If it is necessary for an adult member or youth member to return home, Unit Guider #1 will consult with the PC and ACL.    **Lost Funds, Personal Belongs:**  ☐ Unit Guider #1 and the participant will complete a thorough search of the location for the missing item.  ☐ Local authorities will be notified and potential documentation completed.  ☐ Unit Guider #1 will assist the participant in making notifications home as required.  ☐ All found items will be returned to the owners (at their expense) if ownership can be identified.  ☐ Unclaimed items will be donated to a local charity following the event.  **Items Confiscated:**  ☐ Items will be gathered and secured by the unit Guider team.  ☐ Caregivers will be notified of confiscated items.  ☐ Depending on the item, it will be returned upon departure or disposed of safely in accordance with health and safety regulations. An incident report will be completed for any confiscated items.  **Personal Belongings Stolen from Secure Space (Therefore Stolen by Someone on the Event):** ☐ Unit Guider #1 to gather relevant data (item description, last known location etc.).  ☐ Unit Guider #2 to continue supervision of the group.  ☐ Guiders conduct searches of the last known area and if necessary, ask participants to “check” personal bags, space etc.  ☐ Completion of incident report as per GGC policy and if necessary, police report to be filed locally. If an item is in the possession of an event participant, please refer to procedure for behaviour issue as above.  **Participants Using/Abusing Alcohol, Medicine, Drugs:** *Please refer to procedure for behaviour issue as above.* Of primary concern is the health and well-being of the individual. Please refer to the procedure for medical emergencies as above.  **Sexual Misconduct of Member on Event:** Please refer to procedure for behaviour issue as above. ☐ Unit Guider #1 will be primary contact for the individual who has been accused of misconduct.  ☐ Said individual will be provided with privacy and dignity while review of the situation is ongoing.  ☐ Unit Guider #2 will be primary contact for the individual who has reported the situation/been impacted by the misconduct.  ☐ Individuals will not be left unsupervised at any time.  ☐ Police/local authorities will be contacted as necessary.  ☐ Contact with HCP, ACL or PC will be followed up by Unit Guider #1.  **Sexual Assault, Harassment of Event Participant by Third Party:**  ☐ UnitGuider #1 will remain with the identified victim and will follow the procedure for medical emergency/trauma as required.  ☐ Unit Guider #2 will remain with the group and continue the itinerary as able. Unit Guider #2 will contact HCP, ACL, PC, local authorities, and families as needed.  ☐ Unit Guider #2 will contact emergency services and local authorities as required and needed.  **Bullying of Event Participants by Other Participants:** Unit Guider #1 will remain with the identified ☐ Unit Guider #1 will remain with the identified victim and will follow the procedure for medical emergency/trauma as required.  ☐ Unit Guider #2 will remain with the group and continue the itinerary as able.  ☐ Unit Guider 2 will contact HCP, ACL, PC, local authorities, and families as needed.  **Chronic Disrespect of Guiders, Other Participants, Self or Property:** *Please refer to procedure for behaviour issue as above.*  **(Attempted) Suicide/Depression of Participants:**  ☐ Unit Guider #1 will remain with the individual and Unit Guider #2 will remain with the rest of the group.  ☐ Unit Guider #2 will be responsible for gathering information and disseminating information, as needed. This may include the HCP, ACL, and the Provincial emergency contact. Any changes to the itinerary will be made in consultation with the transportation hub lead.  ☐ Unit Guider #1 will remain with the individual, while Unit Guider #2 and other guiders on the Go Train will continue to travel.  ☐ An Alternate Guider will be contacted, upon consultation with the ACL and the PC, if it is determined that Unit Guider #1 cannot continue with on route.  ☐Upon discovery of a serious issue, Unit Guider #1 will contact emergency services and provide any immediate first aid, with the assistant of the Go Train employee.  ☐Unit Guider #2 will remove any other participants to a safe and secure location, where she will continue to supervise.  **Natural Disaster (eg. Mudslide, Flood, Hurricane, Water/Food Emergency, Quarantine) Act of Violence/Terrorism (eg. Bombing, Shooting, Robbery):** *Refer to procedure for medical emergency and evacuation.*  ☐ Unit Guider #1 (with possible consultation with Go Train employee) will make determination of treatment, action to be taken and process to follow based on local, government or medical protocols and in consultation with the transportation hub lead.  ☐Transportation and Risk Hub leads will make determination if alternate routes, or a revised itinerary are necessary.  ☐ Risk hub lead will communicate all changes to participants, families, HCP, ACL, and PC.  ☐ ACL, PC will communicate any changes with participants and families.  **Vehicular Accident (eg. Train Derailment, Bus Crash, Air Travel):** *Follow procedure for medical emergency and evacuation as required. All unit Guiders will remain with the group for supervision purposes.*  ☐ Unit Guider #1 will be the primary contact for HCP, ACL, PC etc.  **Early Departure/Pick up of Youth Members:**  *Please note that this arrangement would have to be already pre-approved by the Ontario Council Travel Coordinator.*  ☐ Youth will be remaining with her family at point of departure when the rest of the group travels home. Their guardian is expected to meet us at the airport at least 2.5 hours before departure.  ☐ If they do not arrive, Unit Guider #1 will text or call caregivers.  ☐ If Unit Guider #1 is unable to reach caregivers or caregivers do not arrive at the airport before the group must entry security, the youth will return home with the group at the cost of the caregivers.  **Lost ID (all members aged 16 or older must have valid government issued ID):**  ☐ Unit Guider #1 to retrace route with participant to look for missing ID.  ☐ Unit Guider #2 to continue with the rest of the group and planned itinerary.  ☐ Unit Guider #1 to notify local authorities (police, security, facility staff, etc.).  ☐ Unit Guider #1 to contact participants home contact to determine if another piece of ID can be overnighted to the event.  ☐ Risk Hub lead will be notified.  **Walking to and from the Event:**  *To the event:*  ☐ The group will walk in a buddy system from the bus drop off to the check-in location.  ☐ There will be a unit Guider at the front of the group and a Unit Guider at the back of the group.  *From the event:*  ☐The group will walk in a buddy system from the exit of the event to the bus pick-up location.  ☐ There will be a unit Guider at the front of the group and a Unit Guider at the back of the group. |

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| Resource | Contact Number(s) | | Specific instructions for communicating:  **All unit guiders travelling via plane will be provided the transportation hub leads cell phone number. This will be on the initial documents that are provided.** |
| EMS ambulance | 911 | Other: |
| Fire | Other: |
| Police | Other: |
| Commissioner or ACL: 289-237-3865 | | |
| Home Contact Person: GUIDER TO INPUT TO THE CONTRACT THAT WAS PROVIDED DURING REGISTRATION | | |
| Provincial emergency contact for GGC: 416-926-2350 | | |
| Facility/Site Contact: 289-237-3865 | | |
| Poison Control: 1-844-764-7669 | | |
| Public Health Unit: 416-338-7600 | | |
| Non-Emergency Police: GUIDER TO INPUT BASED ON THEIR LOCATION | | |
| : | | |
| : | | |

\* GGC emergency contact numbers can be found in Safe Guide or on your provincial council website.

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| Making an Emergency Call | | |
| **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 |
| Before making the call for help, make sure you have the following information: | | |
| Location… | Our 911 civic address/emergency locator #: (or nearest civic address) is: | |
| The location of the group is (nearest landmark): | |
| Lat/Long or UTM coordinates: (as applicable for wilderness situation) | |
| Resources Requested… | We need assistance from (EMS/fire/police/rescue/other).  List specific needs: | |
| Situation… | Description of Problem:  Number of people injured, missing or needing help:  Condition of victim(s): | |
| Our plan… | We have taken the following actions:  We are planning to do the following: | |
| My contact info is… | My name is . I am with a Girl Guide group. My phone number is (phone/cell): | |

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| Call made to: ☐ 911 ☐ Other: | |
| Time of call: | Call made by: |
| Person spoken to: | |

# Serious Incident Management

A **serious incident**is defined as an incident that may require urgent response or outside support and may or may not impact the ability of GGC to operate. There are two types of serious incidents 1) an **emergency**and 2) a **crisis**.

An **emergency** is a serious incident that falls within the scope of the organization’s resources to respond to. It does not threaten GGC’s ability to operate. **Emergencies** can involve any of the following:

* A situation which requires assistance from authorities (fire, police, ambulance, etc.)
* Participants who are emotionally and/or psychologically distressed
* Behaviour that severely impacts other people
* Serious illness or injury (threat to life of limb)

A **crisis** is an event that is, or has the potential to be, a turning point in the organization. A crisis may overwhelm the organization’s available staff and resources and impact its ability to operate.

Examples of crisis may include:

* A fatality during a GGC activity or at a GGC-owned or operated site
* A m~~u~~ltiple injury or illness incident during GGC activity or at GGC-owned or operated site
* Any incident which would have future negligence and/or criminal repercussions.
* Any significant vehicle incident
* A missing girl or adult (who is not located after preliminary search as outlined in Safe Guide)
* An active shooter
* A natural disaster such as a flood, forest fire, earthquake, ice storm, etc.

# Communications Plan Guidelines

A Communications Plan is the written set of instructions to follow for contacting emergency agencies, GGC authorities and caregivers in the event of a serious incident and is incorporated into your Emergency and Crisis Response Plan (SG.4). The plan covers a number of functions that need to occur to smoothly manage serious incident communications.

## Communication during an Emergency

For most emergency situations, the communications pattern in and emergency 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).

## Communication during a Crisis

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:

1. The Responsible Guider or Substitute Group Leader contacts:
   * EMS and/or other local authorities, when necessary
   * Ask for assistance from EMS in contacting caregivers of injured member.
   * Group members (to provide reassurance)
   * Home Contact Person (if applicable to your activity)
2. Notify the Provincial Commissioner. Check your provincial office or website for the emergency contact number. Or ask your District Commissioner/ACL to help you reach her.
3. Provide the Provincial Commissioner with details of the incident. Use the script with the Emergency and Crisis Response Plan (SG.4) as a guide. She will inform and follow up with the appropriate national contacts.
4. Do not talk to the media.
5. Notify all participants that they must not use cell phones or send electronic messages to friends and family.
6. The appropriate person to contact the parent(s)/guardian(s) and others as necessary will depend on specific circumstances and will be determined at the national level.
7. 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.”