# 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: Ontario Council GirlJam 2024 Event | Today’s Date: April 2024 |
| 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.

This SG.4 will be provided to all guiders before the event (for their own records) and posted in the crew area at the event.

**NOTE:**

* This SG.4 is for the large event only (it will capture both days of the event, although not all units will be sleeping over at the event).
* This SG.4 will be provided to all guiders before the event (for their own records) and posted in the crew area at the event.
* All incidents will be reported on an incident report at the site and be kept with the event paperwork.
* There is a full contingency plan in place should there be rain (as part of the program is outside). Kit lists provided do include outdoor appropriate wear. There are steps that will be taken and communicated to all units should there be:
  + Thunderstorm/very bad windy weather with a forecast of greater then 50% of precipitation
  + Greater then 50% chance rain/scattered showers without a chance of thunderstorms/very bad windy weather.
  + Should the weather change on the day of the event (thunderstorms and/or scattered showers)

*Food:*

* All dietary requirements were collected at the time of registration. Based on the information provided by the food vendor all meals have food labelling (regular, vegan, vegetarian, Halal). Anyone with a severe food allergy will have their food identified with their name on the label. All Kosher meals are being prepared by an outside vendor in a kosher kitchen and will be delivered following food safety regulations to the main vendor who will not remove any packaging to ensure all food remains kosher.
* Menu items have been reviewed by a registered dietician on the food hubs team.
* All units will be given tickets to pick up their unit food to ensure they receive what is based on their unit needs.
* All meals have been prepared by a professional catering service and will follow all health and food safety measures relating to the production and service of food at the event. No food will be cooked/prepared on the event site. It will be prepared in the main kitchen following all safety practices.

*Transportation:*

* All transportation needs and concerns have been noted on the specific SG.4 that was developed for the mode of transportation.

*General Information:*

* There is a professional cleaning company on-site for the duration of the event.
* There is a designated “quiet area’ (near the paramedic station) that is available for participants if sensory overload occurs. Anyone is this area must be accompanied by a unit guider. If there is only one guider for the unit, someone from the Risk Crew will stay with the member. The Unit Guider will ask security to contact the risk hub lead who will work with the Risk Crew to ensure the safety of the member. The quiet area is also located near the paramedics, should paramedic services be needed.

*Health Concerns:*

* All units will have a designated first aider. This will be known to all members in the unit.
* All security guards will have standard first aid (it was a requirement of the contract).
* Risk Hub Lead and Sub Hub members have standard first aid.
* On-site paramedics service will be at the event for the full duration.
* Any medical issues have been noted on the registration form and is kept with staff to be referred to if needed. Guiders have the option to add additional information on the name tags.
* All participants were asked to ensure their health forms are up-to-date and that a colour recent picture is attached.
* Any first aid events will be triaged with the unit guider assisting at first, then the security team and if needed the on-site paramedics.
* There is an AED onsite that is checked monthly and will be available if needed.

*Security*

* The security company (WestEgg) has been provided a copy of the SG.4 and was part of the development of the plan. This company provides security services for various types of events at the Exhibition Place and is very familiar with the lay-out. Security guards will be wearing a uniform and will be readily recognizable.
* Security guards will be on-site during the full event.
  + Females will be covering the overnight portion of the event.
  + Security will be walking around the event for the duration.
* Risk Hub Lead and security guards will have radios at all times.
* There are five (5) additional risk sub-hub and crew members that will at the site.
* The buddy system for all units will be in place for the duration of the event.
* All volunteers will be identified with a shirt.
* All units at the event will have at least one guider with them at all times.
* All unlocked entry locations will have security guards verifying ID.
  + Lanyards will be worn by all participants:
    - Blue is for members of Girl Guides of Canada.
      * Unit Guiders will be asked to write on the name tag (members name, unit name and number and any other information they feel is needed)
    - Red is for members of Girl Guides of Canada with no photo image request.
      * Unit Guiders will be asked to write on the name tag (members name, unit name and number and any other information they feel is needed)
    - Black is for vendors at the event.
      * These will only have first name and company.
* For outside area, there will be fencing around the area with security guards walking the perimeter. Road access to the event will be closed, unless needed for an emergency vehicle needs to enter, at which time the security team will be on-site directing traffic.

*Floor Plan*

* The floor plan (Queen Elizabeth Centre, Better Living Centre, Enercare and Centennial Square) will be provided once approved and finalized. This will be included in the guider information package and signage is posted at the event. Some areas that will be highlighted are: location of the main first aid station, lost child area, emergency exit and muster points.

*Friday Night (overnight):*

* + There will be designated assigned areas for units to sleep. There is consideration given to sleeping times (bedtimes) with all branches.
  + Fire code has been consulted to ensure safety of everyone.
  + There will be a “lead crew member” to each of the areas that will be able to assist guiders in the zones with any questions and/or concerns.
  + There will be designated changing areas for all participants that respect privacy.
* In the morning all items will be packed up (there will be no access to them during the event) and there will be security around the stored items. Items will be stored based on the transportation timing with signage.

*Program Activities:*

* All activities provided at the event are green level with all health and safety considerations taken into

consideration.

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| Emergency Procedures for this activity |
| **Missing Person** – **At the Event.**  (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.)  *All guiders will be asked to ensure their youth members know the unit they belong to along with the guiders real name (not wise owl etc.). There will also be limited ID information on the name tags to assist with youth and units.*  **When you first think a youth is missing:**  ☐ Stop the activity- whatever they are doing at that time. Keep everyone still and ask everyone to remain in the same place.  ☐ All unit guiders take attendance/do a buddy check at the station/location/activity.  ☐ Unit Guider #1 of the potential missing youth take attendance/do a buddy check to further validate the potential missing person  ☐ Ask for the last place/station and time anyone has seen the missing person.  ☐ Have someone contact a security guard and/or the risk hub led to start the process if the person is missing. This includes locking down all exits and entrances, radio communication of what the member looks like and retracing the steps of the unit.  **Search Immediate Area:**  ☐ All other youth stay together in the current space. If possible, have one Unit Guider (of the potential missing person) stay with them. If this is not possible, ask another guider from a unit to stay with the members of that unit.  ☐ Other Unit Guider(s) of the potential missing member search all recently visited locations. At this time the security team will be aware of the potential missing member and will already be on alert as noted above.  ☐ Security guards and/or risk hub members will assist with the searching of the immediate area.  ☐ 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 and inside area)  ☐ Outside areas that are secured as part of the event.  ☐ Aisles between stations/activities.  **Search high risk locations:**  ☐ Roads, sidewalks, parking lots  ☐ Nearby water: pools, ponds, streams, culverts  ☐ Ask other units, other people at the event (station activity) 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 20 mins passed):  ☐ Ask other guider(s) from other units if youth was picked up, joined another activity and/or unit without telling their Guider  ☐ Work with Provincial Commissioner and Risk Hub lead to contact caregivers, emergency contact or pick-up person to let them know youth is missing.    **Emergency Services** (after 30 mins passed):  ☐ After caregivers have been notified, youth remain missing and 30 minutes have passed since the start of the search, call emergency services to notify them of a missing youth. The security team will call emergency services (Toronto Police). The local police department is less then 1.5km away from the event.  ☐ Use the youth’s H.1 to tell emergency services (security team, police, fire) 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.  **If a participant is found without a group:**  ☐ Check the identification on the youth member to determine what unit they belong to.  ☐ Ask the youth if they can see their Unit Guider in the area. If they can see their Unit Guider, have another Unit Guider bring the youth to their unit.  ☐ If the youth cannot see their Unit Guider in the area, contact security, hub lead and/or staff and have the youth brought to the ‘lost child’ area.  ☐ The risk hub led will be notified of this and will work with the youth and staff to find the unit in which they belong to.  ☐ Once the unit has been located, the risk hub led and/or staff will bring the youth to their unit. |
| **Evacuation** (e.g. reasons to evacuate, meeting place; who will support group? etc.):  ☐ There are large muster point(s) that is located on the main maps. These are dependent on where the unit is at the event. *There are three locations at the CNE that GirlJam will be in (Better Living Centre, Queen Elizbeth and Centennial Square)*  ☐ All participants will move to the muster point based on the location where they are having the activity.  ☐ Once outside, unit guiders will take attendance/do a buddy check.  ☐ If someone is missing from a unit, the Unit Guider #1 will inform the head security of that area.  ☐ All participants will stay with the unit guiders using the buddy system until further direction is given by the venue and/or Girl Guides of Canada.  **Fire:**  *Local fire department is less then 1km away from the site.*  ☐ Participants will use the emergency exits of the location where they are at (all have been identified on the map and signage is provided in the buildings).  ☐ Unit Guider #1 and Unit Guider #2 will be at the front and back of the group to make sure that all youth have exited. If only one guider is present, the unit guider will be at the back of the group allowing them to see the youth in front.  ☐ Once outside, unit guiders will take attendance/do a buddy check.  ☐ If someone is missing from a unit, the Unit Guider #1 will inform the head security of that area.  ☐ All participants will stay with the unit guiders using the buddy system until further direction is given by the venue and/or Girl Guides of Canada.  **Flooding**:  ☐ Participants will use the emergency exits of the location where they are at (all have been identified on the map and signage is provided in the buildings).  ☐ Unit Guider #1 and Unit Guider #2 will be at the front and back of the group to make sure that all youth have exited. If only one guider is present, the unit guider will be at the back of the group allowing them to see the youth in front.  ☐ Once outside, unit guiders will take attendance/do a buddy check.  ☐ If someone is missing from a unit, the Unit Guider #1 will inform the head security of that area.  ☐ All participants will stay with the unit guiders using the buddy system until further direction is given by the venue and/or Girl Guides of Canada.    **Gas leak**:  ☐ If a gas leak is suspected, immediately remove all youth from the area, and seek fresh air.  ☐ Guider who noticed the smell will contact security to know (e.g. there is a smell of rotten eggs, or an alarm is going off) about the potential gas leak.  ☐ Unit Guider #1 will take attendance to confirm everyone has exited the area.  ☐ Security will work on evacuating the area via the emergency exits.  ☐ Unit Guider #1 and Unit Guider #2 will be at the front and back of the group to make sure that all youth have exited. If only one guider is present, the unit guider will be at the back of the group allowing them to see the youth in front.  ☐ Once outside, unit guiders will take attendance/do a buddy check.  ☐ If someone is missing from a unit, the Unit Guider #1 will inform the head security of that area.  ☐ All participants will stay with the unit guiders using the buddy system until further direction is given by the venue and/or Girl Guides of Canada. |
| **Unwanted visitor** (person, animal) (e.g. note safe place, who will lock doors: etc.)  **Human**:  ☐ Member(s) should remove themselves from a dangerous intruder as well, and not engage until emergency services (i.e. Police, security etc.) personal arrive. The unit guider will stay calm and let other unit guiders in the area know their concern.  ☐ Guider will contact security letting them know of the situation.  **Animal**:  ☐ Guider will remove all youth from the general area, getting everyone safely to another location. The unit guider will stay calm and let other unit guiders in the area know their concern.  ☐ Guider will contact security letting them know of the situation. |
| **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:**  Any first aid events will be triaged with the unit guider assisting at first, then the security team and if needed the on-site paramedics.  ☐ Unit first aider will attend to the person.  ☐ Second Unit Guider (whomever is not the first aider) will find security and let them know of the situation. If there is only one guider with this unit, the unit first aider will ask another unit guider to find security and inform them of the situation.  ☐ Security will contact the on-site paramedics to attend to the situation.  ☐ Any Unit Guiders at that location will move the rest of the group away from the scene.  ☐ Once removed Unit Guiders will take attendance via the buddy system.  **Directions for EMS:**  ☐ Security will provide directions to the on-site paramedics of where the location is of the serious injury or medical emergency.    **Contacting caregiver or emergency contact:**  ☐ Once the patient is stable enough, the unit first aider secures the H.1 for the patient and works with the Provincial Commissioner and Risk Hub lead to contact caregiver and/or emergency contact.  ☐ The H.1 should remain attached to the member unless paramedics say otherwise.  ☐ The Risk Hub Lead and/or Provincial Commissioner and/or Unit Guider will travel with the participant if going to the hospital. The member going to the hospital will ensure they know which hospital the participant is being taken to.  ☐ The accompanying adult (if it is not the Unit Guider) will keep the Unit Guider and caregivers up to date with the patients status. |
| **Youth not picked up** (e.g. use contact info on health form, what number to leave if no answer, who will look after them):  *This will only be used if the youth was being picked up from the event as per the arrangement with the unit and Ontario Council.*  ☐ If youth has not been picked up 10 minutes after scheduled pick-up time Unit Guider #1 of the participant will contact primary caregiver. If no answer, leave a message with a return phone number.  ☐ Unit Guider #1 of the participant will continue through all phone numbers listed on the H.1, and all phone numbers listed on the roster.  ☐ If possible, Unit Guider #1 of the participant will also send text messages, and emails to all known contacts.  ☐ Next, Unit Guider #1 of the participant 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 of the participant should use the non-emergency police line to contact authorities. *If contact to police has been made, guider will need to inform their 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 any participant begins to exhibit symptoms of a communicable illness while at the event:**  ☐ Participant will be removed from the group, security will be called, and the participant will be taken to the main first aid room to be assessed by the on-site paramedics. *If ratios for the unit need to be maintained (a unit guider is exhibiting symptoms) then a member of the risk crew will stay with the unit to ensure ratios are covered.*  ☐ All participants will follow the direction of the paramedics on the next steps to be taken, based on their assessment.  ☐ Other participants will be asked to keep their distance and wash their hands. *Masks will be available and all participants can choose to put a mask on.*  ☐ Use hand sanitizer and/or water and soap to wash hands. |
| Other Emergency Planning Situations For example, 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 who is exhibiting the behviour, roles may have to be adjusted based on the situation. If Unit Guider’s are identified in the steps, it is assumed that it is the Unit Guider of the participant dealing with the situation.  **Serious Behaviour Issue (youth or adult):**  ***Code of Conduct and expectations of behviour at the event will be reviewed prior to attending.***  ☐ 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 Commissioner and caregivers. If it is necessary for an adult member or youth member to return home, Unit Guider #1 will consult with the Provincial Commissioner.    **Lost Funds, Personal Belongs:**  ☐ Unit Guider #1 and the participant will complete a thorough search of the location for the missing item.  ☐ Local authorities (on-site security) will be notified, the lost and found area will be checked, and potential documentation completed.  ☐ Unit Guider #1 will assist the participant in making notifications to 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.  **Found Items, Personal Belongs:**  ☐ Any items found; the Unit Guider that is aware of the item will ask units in the immediate area if this item belongs to anyone.  ☐ If no one claims the item, the Unit Guider that has the item will bring it to the main lost and found area which will be identified on the floor plan given to each unit.  **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.) and report it to the on-site security group and risk hub lead.  ☐ 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. If only one guider is present, the risk hub lead will be the primary contact for the individual who has reported the situation/been impacted by the misconduct.  ☐ Individuals will not be left unsupervised at any time.  ☐ On-site security company and risk hub lead will be notified.  ☐ Police/local authorities will be contacted as necessary.  ☐ Contact with HCP, event ACL or Provincial Commissioner 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. Security will be notified to have paramedics attend to the identified victim.  ☐ Unit Guider #2 will remain with the group and continue the activity. If only one guider is present, the unit guider will ask another unit if their youth can join with them for a period of time.  ☐ Unit Guider #2 will contact Provincial Commissioner, risk hub led, local authorities, and families as needed. If only one guider is present, the unit guider will ask a guider from another unit to contact Provincial Commissioner, risk hub lead. The Provincial Commissioner will contact the local authorities and families as needed.  ☐ Unit Guider #2 will work with Provincial Commissioner and on-site security to 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 victim and will follow the procedure for medical emergency/trauma as required.  ☐ Unit Guider #2 will remain with the group and continue the activity. If only one guider is present, the unit guider will ask another unit if their youth can join with them for a period of time.  ☐ Unit Guider #2 will work with Provincial Commissioner and on-site security to contact emergency services and local authorities as required and needed. If only one guider is present, the unit guider will ask a guider from another unit to contact Provincial Commissioner, risk hub lead. The Provincial Commissioner will contact the local authorities and families as needed.  **(Attempted) Suicide/Depression of Participants:**  ☐ Unit Guider #1 will remain with the individual, contact security who will contact the paramedics for assistance and Unit Guider #2 will remain with the rest of the group. If only one guider is present, the unit guider will ask a guider from another unit if their youth can join them for a period of time.  ☐ Unit Guider #2 will be responsible for gathering information and disseminating information, as needed. If only one guider is present, the unit guider will ask a guider from another unit to contact Provincial Commissioner, risk hub lead. This may include the HCP, and Provincial Commissioner. Any changes to the itinerary will be made in consultation with the transportation hub lead.  ☐ Unit Guider #1 will remain with the individual until paramedics arrive and will follow direction given by paramedics.  ☐Upon discovery of a serious issue, Unit Guider #1 will alert on-site security and provide any immediate first aid, with the assistant of the any other first aiders.  ☐ Security will contact on-site paramedics to attend to the situation and provide medical support.  ☐Unit Guider #2 will remove any other participants to a safe and secure location away from the situation where they will continue to supervise at the event. If only one guider is present, the unit guider will ask another unit if their youth can join with them for a period of time.  **Chronic Disrespect of Guiders, Other Participants, Self or Property:** Please refer to procedure for behaviour issue as above.  **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.*  ☐ Provincial Commissioner Risk Hub lead and on-site security 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 Exhibition Place staff.  ☐ ACL, Provincial Commissioner will communicate any changes with participants and families. |

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| Resource | Contact Number(s) | | Specific instructions for communicating:  **Onsite security will have radios for direct contact with staff, Provincial Commissioner, risk hub lead and on-site paramedics.** |
| EMS ambulance | 911 | Other: |
| Fire | Other: |
| Police | Other: |
| Commissioner or ACL: 289-237-3865 | | |
| Home Contact Person: N/A | | |
| 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 Toronto Police Line: 416-808-2222 | | |
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\* 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.”