# 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 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 specific response plan details below.

**NOTE:**

**Unit Guider #1 -** is the main guider as per SG.1 and who was designated when registering with GirlJam

**Unit Guider #2 -** is the support guider as per SG.1 and who was designated when registering with GirlJam. *If there is no other unit guider with the unit (pathfinders and rangers) then the unit can ask another unit on the Go Train (if there is one) to assist if required OR will designate a member of the group to act in this role. Consideration should be given to a 3rd year member that the guiders believe can act in the manner required for emergencies. The plan should be reviewed with the youth to ensure they understand what is required of them.*

*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 Transportation to arrive:**  ☐ Check in with Unit Guider #1  ☐ Parent to wait until the unit has boarded the Go Trian before leaving.  ☐ Unit Guider #1 to verify everyone boarded the Go Train and is sitting with their assigned travel buddy (to be determined a head of time)  **When you first think a girl is missing:**  ☐ Stop the activity- whatever they are doing now at that time. Keep everyone in seats and ask everyone to remain seated.  ☐ Unit Guider #1 take attendance/do a buddy check  ☐ Ask for the last place and time anyone has seen the missing person  **Search Immediate Area:**  ☐ 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 transit  ☐ Other compartments of the train    **Search high risk locations:**  ☐ Roads, sidewalks, parking lots, train tracks  ☐ Nearby water: pools, ponds, streams, culverts  ☐ Ask other units, 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 Go Train), 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, youth remain missing and 20 minutes have passed since the start of the search, call emergency services to notify them of a missing youth.  ☐ Use the youth’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.):  ☐ The Go Train 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  **Fire:**  ☐ Youth will be instructed to calmly exit the Go Train 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  **Flooding**:  ☐ Unit Guiders will move all youth as per the direction of the Go Train employee  ☐ Take attendance to ensure everyone is accounted for  ☐ Contact transportation hub lead for next steps    **Gas leak**:  ☐ If a gas leak is suspected, immediately remove all youth from the Go Train, and seek fresh air  ☐ Move away from the Go Train  ☐ Unit Guider will take attendance to confirm everyone has exited the Go Train  ☐ Do not re-enter the Go Train 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**:  *On the Platform:*  ☐ On the platform, awaiting the Go Train, the Unit Guider #1 will move the group away from the situation and alert Go Train Authorities.  *On the Go Train:*  ☐ On the Go Train, the Unit Guider #1 will move the group away from the situation (into another compartment) and alert Go Train Authorities.  ☐ Guider(s) should remove themselves from a dangerous intruder as well, and not engage until emergency services (i.e. Police, Go Train employee, fire etc.) personal arrive.  **Animal**:  ☐ Guider will remove all youth from the general area, getting everyone safely on the Go Train. |
| **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:**  ☐ Unit first aider will attend to the person.  ☐ Second Unit Guider (whomever is not the first aider) will call 911 and let the Go Train Authorities know.  ☐ Once 911 has been called second Unit Guider (whomever is not the first aider) will move the rest of the group away from the scene.    **Directions for EMS:**  ☐ Second Unit Guider (whomever is not the first aider) and/or Go Train employee will direct the EMS to the location of the incident once EMS has arrived on the scene.  ☐ The Second Unit Guider (whomever is not the first aider) and/or Go Train employee will notify EMS on the exact location on route of where they are.    **Contacting caregiver or emergency contact:**  ☐ Once the patient is stable enough, the unit first aider 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. |
| **Youth 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 youth begins to exhibit symptoms of a communicable illness while on the Go Train:**  ☐ Caregivers will be immediately contacted to pick up at the next location on route. A unit guider (to be determined while on route) will stay with the member until picked up and then continue to the event.  ☐ Other participants will be asked to keep their distance and wash their hands. *If masks are available, all youth 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 while on the Go Train:**  ☐ If possible have them leave immediately by calling a contact to be picked up at the next location on the Go Train. The transportation Hub lead will be contact to determine next steps while working with the risk hub lead if there is only one guider remaining or a youth is in that position.  ☐ 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):**  ***Code of Conduct and expectations of behviour while travelling is reviewed prior to the event.***  ☐ 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 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.  **Walking to and from the Event:**  *To the event:*  ☐ The group will walk in a buddy system from the Go Train 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 Go Train 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:  **Emergency contact number for the Transportation Hub lead will be provided in the guider information package.** |
| 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 | | |
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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.”