

**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:		Today's Date:	
Unit meeting/ Activity/event/camp:		Date(s) of activity:	

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.)	
Evacuation (e.g. reasons to evacuate, meeting place; who will support group? etc.)	
Intruder (person, animal) (e.g. note safe place; who will lock doors: etc.)	
Traumatic/medical emergency (e.g. who will call 911? who will support others? who will guide EMS to location?)	
Parent does not arrive to pick-up a child (e.g. use contact info on health form, what number to leave if no answer; who will look after her)	

**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.

Resource	Contact Number(s)	
EMS ambulance	911	Other:
Fire		Other:
Police		Other:
Commissioner or ACL		
Home Contact Person		
Provincial emergency contact for GGC		
Facility/Site		
Poison Control		

Specific instructions for communicating:

### 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

**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:
	The location of the group is (nearest landmark):
	Lat/Long or UTM coordinates: (as applicable for wilderness situation)
<b>Resources Requested...</b>	We need assistance from _____(EMS/fire/police/rescue/other). 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)

**Call made to:**

911    Other: \_\_\_\_\_

Time of call: \_\_\_\_\_                      Call made by: \_\_\_\_\_

Person spoken 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. Check your provincial office or website for the emergency contact number. Or ask your District Commissioner/ACL to help you reach her.
- Provide the Provincial Commissioner with details of the incident. Use the script with the Emergency Response Plan (SG.4) as a guide. She will inform and follow up with the appropriate national contacts.
- Do not talk to the media.
- Notify all participants that they must not use cell phones or send electronic messages to friends and family.
- 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.

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."