

**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.)	<p>Guiders search immediate area. If not found, notify the TPSP and provide them with a description of the missing person name, age, appearance, height, hair colour, clothing, medical conditions, as well as anything significant that stands out and may aid in recognition.</p> <p>Ensure all other participants are accounted for and supervised. Assist the TPSP in carrying out their missing person procedure.</p>
Evacuation (e.g. reasons to evacuate, meeting place; who will support group? etc.)	<p>TimberTop Emergency Meeting Location: Registration building beside the parking lot, this is where you go first when you arrive and it's where everyone gets harnessed. There are signs that point to how to exit the climbing.</p> <p>In the event of an evacuation, e.g. lightning approaching our area, TimberTop guides immediately help customers to the quickest and then do a complete sweep of the park to ensure everyone has exited.</p> <p>Ensure girls and Guiders know where it is. Make sure that one Guider will supervise the group while others help with site search. Do a head count and reassure participants.</p>
Intruder (person, animal) (e.g. note safe place; who will lock doors: etc.)	<p>Inform TPSP and follow their instructions for moving girls to a safe space. Guiders do a head count and keep girls reassured and quiet. Lock doors and windows.</p>
Traumatic/medical emergency (e.g. who will call 911? who will support others? who will guide EMS to location?)	<p>If there is a first aider with the group, she will attend to the injured person. One Guider will notify TPSP to contact EMS. Guiders will remove girls from the area and remain with them to reassure and, if appropriate, continue program away from the trauma.</p>

<p>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)</p>	<p>Guider to call parent/guardian to check on when they will arrive. Guider can ask permissions to have child go with another parent/guardian</p> <p>If no answer, Guider will arrange for the girl to travel with a screened volunteer and leave a message for parent/guardian at all contact numbers.</p> <p>If possible, continue calling while travelling.</p>
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**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)		Specific instructions for communicating:
EMS ambulance	911	Other:	
Fire		Other:	
Police		Other:	
Commissioner or ACL	Beth Campbell 506-333-5291		
Home Contact Person			
Provincial emergency contact for GGC			
Facility/Site	(506) 657-6060		
Poison Control			

**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: 730 Dominion Park Rd, Saint John, NB E2M 4Y8
	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."