

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: 1st Somewhere Sparks And Brownies	Today's Date: March 1/22
Unit meeting/ Activity/event/camp: Sleepover	Date(s) of activity: March 19-20/22

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>Who will do buddy check? Special search locations; timeframe for reporting etc.)</p> <ol style="list-style-type: none"> 1. Joanne Guider to organize buddy check-in immediately, inform other Guiders and question girls as to when and where the girl was last seen. 2. Joanne Guider to organize girls and adult to begin a systematic sweep of the hall starting from location where girl was last seen, checking any room that has an open door and areas that may pose threat. 3. If the girl is not found within 20 minutes, police are called. Ask police to contact the missing girl's parents. 4. Joanne Guider to contact District Commissioner.
Evacuation (e.g. reasons to evacuate, meeting place; who will support group? etc.)	<ol style="list-style-type: none"> 1. Upon arrival at Hall, Guiders will review with all members the fire exits, buddy system and instructions on exiting the building. 2. Identify that if evacuation is necessary. Remind girls to walk, not run, as they leave. Suzy Q Guider to pick up copy of the ERP (with participant list) and her cell phone on the way out. Joanne Guider to pull fire alarm and/or alert authorities as necessary. 3. Evacuate to the park opposite the Hall as you walk out the front door. Do a head count/buddy check using ERP and participant list. Do not re-enter building unless authorities advise it is safe. 4. Call 911 if authorities have not previously been alerted with fire station pull. 5. If unable to continue sleep over, Joanne Guider will call home contact and ask her to call parents to come and pick up girls as quickly as possible

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<p>Intruder (person, animal) (e.g. note safe place; who will lock doors: etc.)</p>	<p>Person</p> <ol style="list-style-type: none"> Guiders will gather girls in the kitchen area of the Hall. Guiders will question intruder as to reason for being there. If inappropriate, they will invite him/her to leave. If concerned for safety, Guiders will lock doors and call police immediately. Guiders reassure girls and instruct them not to leave the room unless accompanied by an adult. Notify parents of incident as they arrive to pick up girls. Meet to determine follow up process for security and communication to reassure parents for the future. If intruder has no reason to be there or the situation escalates and police are called, Joanne Guider to contact District Commissioner <p>Animal</p> <ol style="list-style-type: none"> Guider will gather girls away from the area the animal is in. Do not approach and surprise an animal, move away slowly and quietly Do not get close to their food source It's good to make noise all of the time so that you don't surprise any animals. Call an animal control to come remove the wild animal if it will not leave.
<p>Traumatic/medical emergency (e.g. who will call 911? who will support others? who will guide EMS to location?)</p>	<ol style="list-style-type: none"> First Aider (Suzy Q Guider) will stay with and look after patient while designating to get adult help if necessary. Joanne Guider will obtain first aid kit that is located in the kitchen. First Aider wears gloves and treats minor scrapes, bruises, cuts, etc. and documents on H4. Informs parents when they arrive. For injuries needing more attention (sprains, chipped tooth, illness, etc.) reassure child and call parents immediately to pick up their child and seek medical attention as needed. Document on H4. For serious or life-threatening emergency (unconsciousness, choking, severe bleeding), First Aider(Suzy Q Guider) will administer first aid/CPR and instruct someone to call 911. Joanne Guider to call parents to inform them of the situation and request pick up of girls. Joanne Guider will reassure other girls during any medical emergency. For serious incidents, RG to contact the District Commissioner.
<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 them)</p>	<p>Parent does not arrive to pick up child</p> <ol style="list-style-type: none"> Call parent/guardian and ask permission to have girl go with another parent. If no answer, leave message then call alternate/emergency contact on SG.2 form. Reassure the girl. If no answer, wait 15 minutes then call again.

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	<p>4. Call parent and alternate/emergency contact on Personal Health form and leave message with both advising on next steps.</p> <p>5. Call the police to query if there has been an accident. 6. If parent does not call or arrive by the time that the hall has been cleaned and Guiders are ready to leave, one of the Guiders will take the girl home with her.</p>
<p>Suspected or confirmed COVID-19 (e.g. where will you isolate the person? Use contact info on health form to contact guardian, who will provide care)</p>	<p>1. Joanne Guider will isolate Member from the group using social distancing.</p> <p>2. Calls will be made to parents if parents cannot be contacted call will be made to the emergency contacts on health form to secure someone to pick up the child.</p> <p>3. If unsuccessful child will remain with Joanne Guider.</p> <p>4. Joanne Guider to follow up with family on testing status prior to next meeting</p>

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.

Power Outage

1. When power outage occurs, gather the girls in the large room at the Centre and reassure them. Lantern will be in the kitchen.
2. Call the power outage (1-877-428-6004) to obtain information on anticipated outage time.
3. If outage time is determined to be too lengthy, contact Home Contact Person and coordinate phone calls to parents. Ask parents to come and pick up the girls
4. Instruct the girls to pack for home.

Unexpected Bad Weather

1. Guiders determine if conditions warrant the sleep over to close early.
2. If sleep over to be closed, call Home Contact Persons to contact parents to come and pick up the girls.
3. Begin preparations to go home.

Resource	Contact Number(s)		Specific instructions for communicating:
EMS ambulance	911	Other:	
Fire		Other:	
Police		Other:	
Commissioner or ACL	Your AC 902-???-????		
Home Contact Person	Guider Owl 902-???-????		
Provincial emergency contact for GGC	Debbie Mellish 902 814-3459 Cindy O'Hearn 902 414-4748		

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Facility/Site		
Poison Control	IWK Regional Poison Control 1-800-565-8161 (within NS and PEI only) (902) 470-8161 (Halifax or outside NS, PEI)	
Public Health Unit	811 OR Phone: (902) 798-2266	

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:

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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: <input type="checkbox"/> 911 <input type="checkbox"/> Other: _____	
Time of call: _____	Call made by: _____
Person spoken to: _____	

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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 multiple 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 parents/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 an 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)
1. Home Contact Person (where applicable) or Responsible Guider makes initial contact with parent(s)/guardian(s) to provide current status report and next steps.
2. 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.
3. Once the situation is over the Responsible Guider notifies GGC Authorities as per the Incident Reporting guidelines in Safe Guide (Form: INS.01).

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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 parents/guardians 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."

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