# 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

|  |  |
| --- | --- |
| Unit: Provincial Camping Committee | Today’s Date: 8/30/2022 |
| Unit meeting/ Activity/event/camp: Quest 2022 Movie Madness | Date(s) of activity: Sept 30 – Oct 2, 2022 |
| 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.

|  |
| --- |
| Emergency Procedures for this activity |
| **Missing Person** (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.)  INITIAL CHECK: Immediately advise Security and RG. RG &/or Security to check with the girl's team/project partner(s)/Guider or if an adult is missing, with second Guider, other Guiders. Determine time and place where person was last seen, get description of girl. Also refer to H1 form with image, if required. RG or designate will contact Contact Guider if not already aware. Security team initiates search of obvious places (toilets, first aid station, paths, tent site, buildings, project sites) nearby. Walkie talkies and cell phones will be used to coordinate and communicate. Once person found, debrief with appropriate Guiders and if girl, also her team or project partners.  2. SEARCH TEAMS: If not found after initial search, RG & Security Team Lead to temporarily halt Quest (if Saturday) and keep girls at project sites or move to HQ building or tent sites based on situation, and mobilize search teams to search the following areas and question other girls/Guiders along the way:  - second sweep of the facility (incl. inside tents/buildings, project sites, trails, inside cars) and surrounding area  - the areas beside the river and forested areas, daytime camper area (beyond security stop)  - If girls are sent to HQ or tent area, several leaders will stay with the larger group, other leader(s) will work with search teams.  3. REGROUP/COMMUNICATE: Continue communicating by walkie talkies/cell phones, but after 30 minutes the teams will meet back at HQ to share information in person. Once person located, Security to communicate across camp that person is found (and re-start Quest if required). If missing person still not located, RG to contact PC or her designate and take direction from her as to who will contact parents/ guardians and the RCMP. If PC not available after 5 minutes, RG will contact authorities and Unit Guider will call parents/guardians with RG |
| **Evacuation** (e.g. reasons to evacuate, meeting place; who will support group? etc.)  Fire or severe weather may require evacuation.  1. EMERGENCY CALL: In case of fire, RG or designate to call 911.  2. REGROUP: In case of fire, RG to coordinate core crew to advise teams/projects and core crew to all return to HQ building and form into their teams/units (alternate locations: Security post separating overnight from daytime camping area, another ad-hoc location based on situation). In case of severe weather, RG will have everyone gather (as units or project teams) within the HQ building or the washroom building (without gear). It will be tight but do-able.  3. COUNT: RG or alternate will ask Unit Guiders to count their girls and adults, ensure that everyone is present and if someone is not, report right away to RG. Project coordinator will check all project people are accounted for. RG will confirm Core Crew is present.  4: COMMUNICATE: Core crew, Security and First Aid will work with RG and assistant RG to communicate to all the participants what the situation is and the decision that has been made. Unit Guider will contact parents for pick up if this is necessary and RG will contact home contact to let them know what is happening and decision that has been made. Where required, Home Contact person can help with calls for pick up. RG or designate will contact PC to let her know that camp is being evacuated.  5: EVACUATE: Evacuation can take place near buildings in case of weather, and depending on where fire is, in case of fire, closer to (if not at the) park exit. In case of quick evacuation all gear will be left behind for pick up when safe to do so. RG will call Home Contact person to assist in calling parents if required. |
| **Unwanted visitor** (person, animal) (e.g. note safe place; who will lock doors: etc.)  Inform RG & Security Team Lead.  1. ANIMAL SIGHTING: While very unlikely, if large or dangerous animal (e.g. problem bear), proceed to #3 & #4, below. RG to call animal services or police if animal does not move on.  2: HUMAN INTRUDER: Likely to occur in a public park, as there will likely be dog walkers during the day. Security to request that person stay within daytime section of park (where girls are not present). If person chooses to go into area where there are girls, a security person will follow them until they leave that area. If this occurs at night, Security Team Lead & RG to greet person and find out why they are onsite; and if reason not valid, ask them to leave. If person refuses to leave or becomes threatening, RG or designate will call 911, noting physical features and threatening actions of the intruder.  3. LOCKDOWN: If required, Security team will lead adults in ushering girls into HQ and washroom buildings and make sure all adults and girls are present. Staff will communicate from building to building by cell phones and/or walkie talkies. Lock all doors and windows, keep girls quiet and out of sight as much as possible. Everyone will remain inside until RCMP arrive onsite (or in case of dangerous animal, it moves on or animal control arrives onsite). In case we need to leave the site as a group we will follow a modified evacuation process to ensure everyone's safety. RG to call Home Contact person to assist if complete evacuation is required.  4. ENSURE SAFE ENVIRONMENT: In case of animal, before releasing girls, Core Crew to sweep the area to ensure animal is truly gone, keeping perimeter watch in case it returns. If necessary, modify project or tent locations where needed, and ensure adequate protective food storage, etc. (whatever attracted animal in first place) |
| **Serious injury or medical emergency** (e.g. who will call 911? who will support others? who will guide EMS to location?)  LOCAL FIRST AID: Core Crew First Aider to begin treatment, and send someone to call 911 if required. Also send someone to notify RG, who will advise Unit Guiders if they are not aware.  2. DIRECT & COMMUNICATE AT CAMP: Security staff to get and keep girls/ guiders off the road, and RG to coordinate core crew members to meet and direct first responders to the emergency. Other members of Core Crew to assist with the girl's team, project partners or fellow Guiders and communicate with Guiders who are looking for information. They will encourage everyone to continue with their day or evening and assure all that the situation is under control. Guiders will take care of group needs.  3. COMMUNICATE OUTSIDE CAMP: If it is a girl patient, Unit Guider to call parents/guardians. If adult patient, RG to call emergency contact. RG to also notify home contact and PC.  4. TRANSPORTATION: Unit Guider or Core Crew member will stay with patient if transported by ambulance.  5. ADDITIONAL ACTIONS: RG to determine the best course of action for the remainder of the group, possibly with assistance of PC if required. There will be access to heated building and hot drinks at all times if needed at the direction of the First Aiders. A well stocked first aid kit will be on hand at all time for the first aiders to access. |
| **Child not picked up** (e.g. use contact info on health form, what number to leave if no answer; who will look after them)  If a parent does not pick up a girl, the Unit Guider responsible for the youth member will contact parent/ guardian to make alternate arrangements to pick up the girl member. The emergency contact listed will be called if parent not available. |
| **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?)  Any person suspected of a communicable illness, will be required to immedicately mask and be isolated from the group. Team and Project Guiders of the person who has presented with any symptoms to known commuicable illness including but not limited to COVID-19. RG, or First Aider or designate will contact parents/guardian if a girl to arrange for girl to be picked up from camp. Arrangements with the youth's Guider will be made for packing personal gear. While waiting youth will be placed in a separate area/tent if required until they are able to be picked up. Close contacts will be identified if required and Provincial Health and GGC protocols will be followed for reporting.  In the event of Core Crew or Guider, arrangements will be made for personal gear to be packed up and if travel arrangements are required. |
| 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.  For small animal encounters (skunk, porcupine, coyote, etc) - Follow Medical Emergency procedures as required; Preventative measures are important and we will discuss this at the Team and project meeting on Friday night. The girls and Guiders will be instructed to leave the animal alone and walk away. Let Security know about the encounter and also where it happened. Keep food properly packed away.  There is a river waterfront, but at no time will anyone be near the waterfront. Once again this will be discussed at the Team/project meeting.  Any special needs are advised to Registrar or First Aider upon registration, and are passed along to the RG / Core Crew. Accommodations are made (e.g. use of special equipment), and in some cases safety needs to be periodically checked (e.g. equipment use limited to appropriate girl, proper safety gear in place). In case of emergency, RG, Security and First Aider will be aware of accommodations and will ensure girl or adult accommodation is considered.  In case of unusually wet weather, for girls that are soaked, wet gear will be hung in the washrooms. Girls will go to HQ building to get warm and dry out. If the Guider feels that they need to leave site, parents will be called to pick up girls and equipment. The RG and First Aider will work with the Guiders and girls to ensure their safety. |

|  |  |  |  |
| --- | --- | --- | --- |
| Resource | Contact Number(s) | | Specific instructions for communicating: |
| EMS ambulance | 911 | Other: |
| Fire | Other: |
| Police | Other: |
| Commissioner or ACL: Debbie Mellish or Cindy O’Hearn | | |
| Home Contact Person: Stephanie MacArthur – 902-956-0143 | | |
| Provincial emergency contact for GGC: Debbie Mellish - 902-814-3459 or Cindy O’Hearn – 902-414-4748 or Mary Louise Johnson – 902-691-0679 | | |
| Facility/Site Contact: Brenda Harvey – 902-956-0142 | | |
| Poison Control: | | |
| Public Health Unit: | | |
| Dept. Natural Resources: | | |
| : | | |
| : | | |

\* GGC emergency contact numbers can be found in Safe Guide or on your provincial council website.

|  |  |  |
| --- | --- | --- |
| 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): | |

|  |  |
| --- | --- |
| 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 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 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 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.”