

This is a Fillable Word form. Add or remove details relevant to your location. The text boxes will expand as you type. If you would like to print the form and complete it by hand, please use the PDF form, which has larger text boxes.

Instructions:

- Have on hand at all activities
- Share this plan with all supervisors before meetings or the activity
- When any situation mentioned in the SG.4 occurs, an Incident Report (INS.01) is completed.
- For Pathfinder and Ranger activities with only one Guider present, always review the SG.4 with your unit, and inform them of where a copy will be throughout the activity.

Unit(s):	Today's Date (mm/dd/yy):
Unit meeting/Activity/event/camp:	Date(s) of activity (mm/dd/yy):
At the activity, attach to your emergency response information:	
<input type="checkbox"/> A list of participants with emergency contacts <input type="checkbox"/> Schedule of activities or itinerary	

Resource	Non-emergency numbers	Specific instructions for communicating:
EMS ambulance	EMS: 450-226-3232 Town Hall	We are a group of (number of people.)
Fire	Fire: 450-226-3232 Town Hall	
Police	Police: (450) 227-6848	
Commissioner or ACL:		Our 911 civic address is: Our 911 civic address/emergency locator #: (or nearest civic address) is: 240 rue Bouchette, Morin Heights. J0R 1H0, the cross road is Chemin du Belisle. Our phone number is 450-226-9707 (land line) or cell. The location of the group is (nearest landmark): Gate 3. Someone will be waiting at the main entrance to the camp to guide emergency services in. *Always let emergency services hang up first.
Home Contact Person:		
GGC Provincial emergency contact: 1 844 266 5695		
Facility/Site Contact: 514-605-6008		
Poison Control: 1-800-463-5060		
Public Health Unit: Info Sante 811		
Suicide Crisis Line: 988		
Child Protective Services:		
Hydro Quebec Power outage contact: 1-800-790-2424		
Hydro Quebec Power outage map https://pannes.hydroquebec.com/poweroutages/ :		
Site-Specific evacuation areas:		
Gate 3 at the camp entrance and Rue Lac Bouchette (240 rue Lac Bouchette) is the meet location for emergency services. Staver is the emergency shelter for all campers. In the case		

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of Stavert not being useable, there is an emergency shelter key hanging in Stavert at the back kitchen door and front door to parking lot for the Food Building (White building up the hill from the lodge) as a back up emergency shelter.

Instructions for completing this form

- All sections on the first page of this form must be completed.
- All sections in “red” text below must be completed, including completing the “Unit/activity specific needs (required)” box.
- All the information in the “Response Steps (edit for your unit and location)” boxes may be edited to best suit your activity or unit.
- Text boxes will expand to fit more text.

Missing Person	Response Steps (edit for your unit and location)
<p>Lead Guider:</p> <p>Alternate Guider:</p> <p>Health forms and rosters are located:</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> Implement a buddy system at the start of the activity</p> <p><input type="checkbox"/> (insert name) will do a buddy call every <input type="text"/> minutes.</p> <p><input type="checkbox"/></p>	<ul style="list-style-type: none"> • All campers will be called to marquee/Stavert Hall or closest meeting location and attendance will be taken. • When was missing person last seen by any of the campers and where? _____ will search immediate area for 5 minutes. _____ will remain with campers. • If the missing camper is not found in the immediate search within 5 minutes, the Responsible Guider _____ will be notified and arrangements will be made to extend the search. • If after 15 minutes the camper is still not located, 911 will be called as well as provincial emergency contact. (see info on Page 1)
<p>Unit/activity specific needs (required)</p>	

Evacuation	Response Steps (edit for your unit and location)
<p>Lead Guider:</p> <p>Alternate Guider:</p> <p>Description of gathering location (muster point) at this activity: Food Building</p>	<p><u>Evacuation of Stavert Lodge:</u></p> <ul style="list-style-type: none"> • _____ will make themselves visible to the campers and the campers will line up with their buddy at the safest door of Stavert. • The Responsible Guider _____ will contact the appropriate authorities, 911 if serious (using directions on Page

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<p>is the white building up the hill from the Stavert Lodge.</p> <p>People who may need extra support while evacuating:</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> We will run a practice evacuation at the start of the activity, so all girls know where to meet.</p>	<p>1) and delegate someone to meet the emergency services at Gate 3 entrance. Then the responsible Guider will call the Provincial Emergency Contact.</p> <ul style="list-style-type: none"> • _____ will take an immediate head count. • Depending on reason for the evacuation the campers will be led to the safest and nearest area; Stavert Parking or the Emergency shelter (Food Building) to wait for further instruction by _____ (Responsible Guider). • _____ (Responsible Guider) will do a sweep of the area to make sure all girls are in safety. <p><u>Forest Fire:</u></p> <p><input type="checkbox"/> Campers will be instructed to move to gathering location (safest muster point)</p> <p><input type="checkbox"/> Guider will take attendance</p> <p><input type="checkbox"/> Call 911 if they have not yet been notified</p> <p>Geographically specific evacuations (add/delete/edit as relevant to your location)</p> <p><u>Tornado:</u></p> <p><input type="checkbox"/> Guider will move all campers to Stavert Lodge, center bunk room if necessary.</p> <p><input type="checkbox"/> Guider will take attendance</p> <p><input type="checkbox"/> All members stay in the basement until given the all-clear from authorities or the storm has passed</p> <p><u>Tsunami:</u></p> <p><input type="checkbox"/> All members will move as quickly as possible to the highest possible location:</p> <p><input type="checkbox"/> Guider will take attendance</p> <p><input type="checkbox"/> Remain at that location until emergency personnel have advised it is safe to move/return</p> <p><u>Earthquake:</u></p> <p>Use Duck, Cover, Hold within the immediate area underneath solid protection (tables in shelters/cabins, beds) or in small groups hug tree trunks until shaking has stopped for several minutes</p>
<p>Unit/activity specific needs (required)</p>	

Unwanted Visitor	Response Steps (edit for your unit and location)
<p>Lead Guider:</p> <p>Alternate Guider:</p> <p>The secure room at our location is:</p> <p>Likely animals to encounter at this location:</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> No food will be allowed in tents</p> <p><input type="checkbox"/></p>	<p><u>Human:</u></p> <ul style="list-style-type: none"> • _____ will calmly approach the person, explaining this is private property. • If the person is non-compliant, _____ will notify the Responsible Guider. • The girls will assemble in Stavert or to the nearest safe spot. _____ will do a count to make sure all campers are present. • If able a designated person and the Responsible Guider will approach the intruder. _____ will request back up and delegate a call to 911 (using directions on Page 1) if necessary. If emergency services is contacted, the Responsible Guider will notify the Provincial Emergency Contact. <p><u>Animal:</u></p> <ul style="list-style-type: none"> • Guider will remove all campers from the general area to safety inside Stavert Lodge or Food Building. • For animals that pose no threat, the Responsible Guider or delegated leader will try to convince the animal to move on. • Guider will then contact the property to inform them. If the animal poses a threat to the unit, ask to contact animal control. • If there is no area to safely continue with the activity, contact caregivers to pick up girls.
<p>Unit/activity specific needs (required)</p>	

Medical Emergency	Response Steps (edit for your unit and location)
<p>First Aider(s):</p> <p>Guider responsible for group management:</p> <p>The first aid kit location:</p> <p>Known medical concerns to be aware of:</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> Health forms are reviewed, and caregivers are asked to update them regularly.</p>	<ul style="list-style-type: none"> Closest Guider who has the highest level of first aid will immediately assess the situation and begin first aid/CPR. _____, as First Aider, will assess the situation and decide on course of action. She will consult the person's health form, if necessary. If necessary _____ will call 911 (using directions on page 1). _____ will then head to Gate 3 entrance to meet the emergency response vehicles and guide them to the site and assist as directed. During this time, _____ will remove the other campers from the situation, to another area of Stavert or away from the outdoor location to a safe area, conduct a head count and keep them calm. The health form should be given to paramedics and sent with the camper unless paramedics say otherwise. _____ may accompany the person with EMS if it does not compromise the safety of the group <u>and</u> at least one First Aider remains with the group. The Responsible Guider _____ will confirm with the paramedics which hospital the person will be transported to. _____ will contact the caregiver(s) to inform them of incident and provide the hospital name and location. If a Supervisor accompanied the person to the hospital, and they have a cell phone, provide the cell phone number to the caregiver (with permission). Once the situation is stable enough _____, will contact the Provincial Emergency Contact to inform them of the incident. At the discretion of the Responsible Guider (or Provincial Council delegate), the activity may continue if there are sufficient Supervisors to stay in ratio. In this case all caregivers must be informed of the incident at pick-up.
<p>Unit/activity specific needs (required)</p>	

Girl not picked up	Response Steps (edit for your unit and location)
<p>Lead Guider:</p> <p>Alternate Guider:</p>	<ul style="list-style-type: none"> _____ will try and contact the guardian with the information on the SG2 form. If there is no response messages will be left with an explanation and return contact number.

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<p>Risk management strategies:</p> <p><input type="checkbox"/> At drop-off confirm pick-up time and location</p>	<ul style="list-style-type: none"> • If no guardian is reached they will move on to the numbers on the H1, once again leaving the same message if no one is reached. • If the camper has not been picked up after (time), and no contact with any listed person can be made, Guiders should use the non-emergency police line to contact authorities. This is a last resort. • If caregiver is reachable, but will be delayed, ask for permission from the guardian for the camper to go home with another camp member.
<p>Unit/activity specific needs (required)</p>	

Communicable Illness	Response Steps (edit for your unit and location)
<p>Lead Guider:</p> <p>Alternate Guider:</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> All members are reminded to stay home if unwell</p> <p><input type="checkbox"/> The first aid kit contains hand sanitizer, gloves and masks.</p>	<p>If a camper begins to exhibit symptoms of a communicable illness:</p> <ul style="list-style-type: none"> • Caregivers will be immediately contacted to pick up. • Camper will be asked to keep their distance, wash their hands, and wait for pick-up. <p>If an adult begins to exhibit symptoms of a communicable illness:</p> <ul style="list-style-type: none"> • If possible have them leave immediately. • If ratio cannot be maintained, and the Guider feels well enough to stay, they will keep distanced and masked (if possible) and begin to contact a back up leader or caregivers for pick-up. • Guider will leave once ratio can be maintained.
<p>Unit/activity specific needs (required)</p>	

Behavioural Concerns	Response Steps (edit for your unit and location)
<p>Lead Guider:</p> <p>Alternate Guider:</p> <p>Members with support strategies already in place:</p>	<p><u>Mental Health:</u></p> <ul style="list-style-type: none"> • Guider will speak with the camper and determine severity. If the camper is not in imminent danger, Guider will notify caregivers • If it is a crisis situation, Guider will call the Suicide Crisis Line or 911 is necessary. <p><u>Behavioural:</u></p> <ul style="list-style-type: none"> • Guider consults other Supervisors to determine if the camper needs to be picked up, or can remain at the current activity with modifications or support. • Guider will inform caregivers, and work with them on a strategy for future activities. <p>If the code of conduct has been broken, Guider will seek further support from their AC/DC or ACL.</p>

Unit/activity specific needs (required)

Other:	Response Steps (edit for your unit and location)
Lead Guider:	<u>Bus or Car Breakdown/Accident</u>
Alternate Guider:	Follow the driver's instructions. When evacuating the bus, ensure all campers are a safe distance from the road and perform a head count.
Risk management strategies:	_____ to provide any necessary first aid. Other Guiders to reassure the girls and keep everyone calm. Inform the Provincial Emergency Contact and Home Contact person.

Other:	Response Steps (edit for your unit and location)
Lead Guider:	
Alternate Guider:	
Risk management strategies:	

Other:	Response Steps (edit for your unit and location)
Lead Guider:	
Alternate Guider:	
Risk management strategies:	

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:
 - a. EMS and/or other local authorities, when necessary
 - b. Group members (to provide reassurance)
 - c. Home Contact Person (if applicable to your activity)
2. Home Contact Person (where applicable) or Responsible Guider makes initial contact with caregiver(s)/parent(s)/guardian(s) to provide status report and next steps.
3. Notify the Provincial Commissioner or Provincial Council Emergency Contact. Check your provincial office or website for the emergency contact number. Or ask your District Commissioner/ACL to help you reach them.

4. Provide the Provincial Commissioner or Provincial Council Emergency Contact 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.
5. After dealing with immediate needs, Responsible Guider or Substitute Group Leader may contact caregiver(s)/parent(s)/guardian(s) personally to discuss further details, answer questions and problem solve where applicable.
6. Do not talk to the media.
7. Notify all participants that they must not use cell phones or send electronic messages to friends and family.
8. 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."