# 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

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| 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.

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| Emergency Procedures for this activity |
| **Missing Person** (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.)All girls will be called to marquee/Stavert Hall and attendance will be taken. When was missing person last seen by any of the girls and where? \_\_\_\_\_\_\_\_\_\_will search immediate area for 5 minutes. \_\_\_\_\_\_\_\_\_\_\_ will remain with girls. If the missing girl is not found in the immediate search within 5 minutes, the Site Manager or (RG)\_\_\_\_\_\_\_\_\_\_\_\_\_will be notified as well as other sites nearby to extend the search. If after 15 minutes the camper is still not located, 911 will be called as well as provincial emergency contact. |
| **Evacuation** (e.g. reasons to evacuate, meeting place; who will support group? etc.)All Leaders will make themselves visible to the girls and the girls will line up with their buddy at the site entrance or nearest safe door of site/Stavert. \_\_\_\_\_\_\_ will take an immediate head count. Depending on reason for the evacuation the girls will be led to the safest and nearest area (central parking lot or Stavert parking- please designate which is closest for you) to wait for further instruction by \_\_\_\_\_\_\_\_\_\_\_. \_\_\_\_\_\_\_\_\_\_\_ will do a sweep of the area to make sure all girls are in safety. If the evacuation is not camp wide, \_\_\_\_\_\_\_\_\_\_\_\_ will contact the Site Manager, and await further instructions. If necessary, the Site Manager or if no site manager is available, \_\_\_\_\_\_\_\_\_\_ will call 911 and delegate someone to notify all other occupied sites as needed.In the event of a severe storm, fire or other emergency necessitating the evacuation of the entire camp, \_\_\_\_\_\_\_\_\_\_\_\_ will communicate with the Site Manager or (RG)\_\_\_\_\_\_\_\_\_\_\_\_\_ and Emergency Contact Persons. \_\_\_\_\_\_\_\_\_\_\_\_ will then buddy up campers, perform head count and proceed, if able, to Stavert Lodge or the Main Parking lot, as instructed. All Guiders will check in with their responsible guiders, perform a second and third head count, and await further instructions. Site Manager or (RG)­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will:• Contact the appropriate authorities (9-1-1 if serious threat to safety) and explain the situation:• Girl Guide officials and all parents/guardians• Provincial Emergency Contact: Provincial Council Member 438-622-8485• Provincial Property Committee: Susan Welsh 514 605-6008If you reach an answering machine, leave a detailed message with your name and contact number and the name of the next person you are calling. |
| **Unwanted visitor** (person, animal) (e.g. note safe place; who will lock doors: etc.) \_\_\_\_\_\_\_\_\_\_\_ will calmly approach the person, explaining this is private property. If the person is non-compliant, \_\_\_\_\_\_\_\_\_\_will notify the Site Manager if one is present. The girls will assemble in the tent area if the threat is blocking the road out. For Stavert, use the porch. If the road has open access the girls will assemble in the nearest safe spot. \_\_\_\_\_\_\_\_\_\_ will do a count to make sure all girls are present. If necessary\_\_\_\_\_\_\_\_\_\_\_\_ will take the girls to\_\_\_\_\_\_ (Stavert or Central Parking). If able a designated person and the Site Manager will approach the intruder. If there is no Site Manager available \_\_\_\_\_\_\_\_\_\_\_\_will approach the intruder. \_\_\_\_\_\_\_\_\_\_\_\_ will request back up and delegate a call to 911 if necessary  |
| **Serious injury or medical emergency** (e.g. who will call 911? who will support others? who will guide EMS to location?)Closest Guider 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. \_\_\_\_\_\_\_\_\_\_\_ will remove the other girls from the situation, either to the marquee or the tent area, (another room in Stavert), conduct a head count and keep them calm. If necessary\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_will call 911 using directions on page 3 and will notify the Site Manager if one is available. The Site Manager will head to site to see if they can assist. The Site Manager or the \_\_\_\_\_\_\_\_\_\_ will then head to the appropriate spot to meet the emergency response vehicles and guide them to the site and assist as directed. \_\_\_\_\_\_\_\_\_\_\_ will accompany the girl if she needs to be transported off site, taking with them the H.1 health form. The Site Manager or (RG)\_\_\_\_\_\_\_\_\_\_\_\_\_ with notify GGC and the parents.All waterfront emergency situations will be handled by Waterfront Staff, when applicable. |
| **Child not picked up** (e.g. use contact info on health form, what number to leave if no answer; who will look after them)The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 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. 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. After ½ to an hour (depending on the circumstances), \_\_\_\_\_\_\_\_\_\_\_\_ will leave a message at the contact number that she is taking the camper home and leave a message where she can be reached. |
| If we have suspected case of COVID 19, \_\_\_\_\_\_\_\_\_\_ will take the camper intoisolation at the nearest appropriate place. All persons in contact with the individual or individual's items will wear a mask and gloves. \_\_\_\_\_\_\_\_\_\_contact with the suspected camper will make sure they are wearing full PPE. \_\_\_\_\_\_\_\_\_\_\_will contact the guardian of the camper and ask that they come immediately to pick the camper up. Until that time the camper |
| 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.If Bus breakdown Follow the driver’s instructions. If necessary to evacuate the bus, ensure all girls are a safe distance from the road and perform a head count. If not, all Guiders are with the group, call the others to inform them of the situation. Inform Provincial Emergency contact and HCP.Bus or Car AccidentFollow the driver’s instructions. When evacuating the bus, ensure all girls are a safe distance from the road and perform a head count.\_\_\_\_\_\_\_\_\_\_\_\_\_to provide any necessary first aid. Other Guiders to reassure the girls and keep everyone calm. Inform the Provincial Emergency Contact and HCP.Site-Specific evacuation areas:Cree and Algonquin: main parking lot Gates 1 and 2Stavert, Iroquois, Montagnais and Huron and buildings: crossroads by food building or Stavert parking lotMicMac and Chippewa: Mohawk driveway, crossroads by food building or Stavert parking lotFor severe weather: Stavert is open to all sites |

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| Resource | Contact Number(s) | Specific instructions for communicating:This is a camp with 3 entrances off chemin du Lac Bouchette. Please go to the entrance specified. |
| EMS ambulance | 911 | Other:  |
| Fire | Other:  |
| Police | Other:  |
| Commissioner or ACL: Property Chair: Susan Welsh 514 605-6008. |
| Home Contact Person:  |
| Provincial emergency contact for GGC: 438-622-8485 |
| Facility/Site Contact:  |
| Poison Control: 1-800-463-5060 |
| Public Health Unit:  |
|  :  |
|  :  |
|  :  |

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

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| 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:240 rue Bouchette, Morin Heights. J0R 1H0, the cross road is Chemin du Belisle. Our phone number is 450-226-9707 (land line) and the cell is 514-566-3657 |
| The location of the group is (nearest landmark):For Algonquin and Cree please enter Camp Peaceful Waters by Gate 2 and head up the road in the parking lot. Someone will be waiting in the parking lot to direct you.For all other building and areas of Camp ~~Wa-Thik-Ane~~ Peaceful Waters please enter by Gate 3 and head into the camp. Someone will be waiting on the main road in at the three corners |
| 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):  |

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| 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.”