

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): 3 <sup>rd</sup> Grande Prairie Guides	Today's Date (mm/dd/yy): 09/16/24
Unit meeting/Activity/event/camp: Straight as an Arrow Camp	Date(s) of activity (mm/dd/yy): 10/25/24 - 10/27/24
At the activity, attach to your emergency response information:	
<input checked="" type="checkbox"/> A list of participants with emergency contacts <input checked="" type="checkbox"/> Schedule of activities or itinerary	

Resource	Non-emergency numbers	Specific instructions for communicating:
EMS ambulance	EMS:	We are a group of 23 (number of people.)
Fire	Fire:	
Police	Police:	
Commissioner or ACL: Janice White 780-978-4575		Our 911 civic address is: Camp Tamarack – 12698 Highway 40, Grande Prairie  *Always let emergency services hang up first.
Home Contact Person: Sam Branch (H)780-492-8879 (C) 780-998-6241		
GGC Provincial emergency contact: Bev Burton 780-935-5510		
Facility/Site Contact: (no landline) Sally Branch 780-129-3578		
Poison Control1- 844 POISON-X or 1-844-764-7669		
Public Health Unit: 811		
Suicide Crisis Line: 988		
Child Protective Services: Contact Tracy Burton for questions & support: any-girlprotection@girlguides.ca		

We protect and respect your privacy. Your personal information is used only for the purposes stated on or indicated by the form. For complete details, see our Privacy Statement at [www.girlguides.ca](http://www.girlguides.ca) or contact your provincial office or the national office for a copy.

## 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><b>Lead Guider:</b> Sally Branch</p> <p><b>Alternate Guider:</b> Betty Twiggs</p> <p><b>Health forms and rosters are located:</b> On the counter under the bulletin board by the kitchen door</p> <p><b>Risk management strategies:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Buddy system will be implemented at beginning of camp</li> <li><input type="checkbox"/> Pamela Tree will call for count off at each activity or location change.</li> <li><input type="checkbox"/> Pamela will call for count off every 20 minutes when outdoors</li> </ul>	<p>Person is noticed missing</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sally will stop the activity and take attendance and ask for the last place and time anyone has seen the missing person</li> </ul> <p>Search</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Pamela &amp; Pauline will keep all girls together in dining area.</li> <li><input type="checkbox"/> Other adults will search all recently visited locations, using clear, calm voices to call the person’s name. We will make it clear they are not in trouble.</li> </ul> <p>First search spaces familiar to the missing person.</p> <p><b>List areas at your activity location:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Susan to search upper level bunk rooms and washrooms</li> <li><input type="checkbox"/> Betty to search lower level bunk rooms and washrooms</li> <li><input type="checkbox"/> Sally to search den, coat room, and entry washrooms</li> </ul> <p>Search high risk locations:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> If not found indoors - Betty, Sally &amp; Susan will search campsite area, toward river and surrounding trails and report back to Sally</li> </ul> <p><b>Report</b> (after all locations have been searched or 15 mins passed)</p> <p><u>For missing girl:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sally will call caregivers, emergency contact or pick-up person to let them know person is missing.</li> <li><input type="checkbox"/> Ask if person was picked up without informing Guider</li> </ul> <p><u>For missing adult:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sally will call emergency contact to let them know person is missing.</li> <li><input type="checkbox"/> Ask if they have heard from the person.</li> </ul> <p><b>Call Emergency Services</b> (after 20 mins since person was noticed missing)</p> <p><u>For missing girl:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> After caregiver has been notified, girl remains missing, and 20 minutes have passed since the start of the search, Sally will call emergency services to notify them of a missing girl.</li> <li><input type="checkbox"/> Use the girl’s H.1 to tell emergency services if there are any medical or behavioural concerns</li> <li><input type="checkbox"/> Keep searching until Emergency Services arrive.</li> <li><input type="checkbox"/> Ask other units, community groups, or bystanders to be aware of any suspicious activity, or if they noticed any unaccompanied youth around.</li> </ul>

	<p><u>For missing adult:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Keep searching until Emergency Services arrive.</li> <li><input type="checkbox"/> Ask other units, community groups, or bystanders to be aware of any suspicious activity</li> <li><input type="checkbox"/> Once the situation is stable enough, contact the Provincial Emergency Contact to inform them of the incident.</li> <li><input type="checkbox"/> 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 (of via email/phone if girl leaves meeting on their own).</li> </ul> <p>Sally will complete and submit an INS.01</p>
<p><b>Unit/activity specific needs (required)</b></p> <p>Pamela &amp; Pauline will stay with girls and do calm activities while others search.</p>	

Evacuation	Response Steps (edit for your unit and location)
<p><b>Lead Guider:</b> Sally Branch</p> <p><b>Alternate Guider:</b> Betty Twiggs</p> <p><b>Description of gathering location (muster point) at this activity:</b> Muster point is entrance to the visitor centre at the end of the driveway</p> <p><b>People who may need extra support while evacuating:</b> Dolly Parson</p> <p><b>Risk management strategies:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> We will run a practice evacuation at the start of camp</li> <li><input type="checkbox"/> We will remind girls of evacuation plans at first breakfast to make sure they remember</li> </ul>	<p>In all situations, contact caregivers to pick-up girls if the activity cannot safely continue.</p> <ul style="list-style-type: none"> <li>- If evacuation from site is necessary, Betty will contact the DC &amp; Home Contact with details. Sally will complete and submit INS.01</li> </ul> <p><u>Structure Fire/ Forest Fire:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Girls will be instructed to move to gathering location (muster point)</li> <li><input type="checkbox"/> Susan will take attendance</li> <li><input type="checkbox"/> Pamela will call 911 if they have not yet been notified of the fire</li> </ul> <p><u>Flooding:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sally will move all girls to higher ground</li> <li><input type="checkbox"/> Susan will take attendance</li> <li><input type="checkbox"/> Inform facility of flood</li> </ul> <p><u>Gas leak:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sally will instruct girls to move to muster point</li> <li><input type="checkbox"/> Susan will take attendance</li> <li><input type="checkbox"/> Sally or designate will call the fire department to report potential gas leak, and contact facility to inform them</li> <li><input type="checkbox"/> Do not re-enter the building until given the all-clear from authorities</li> </ul>
<p><b>Unit/activity specific needs (required)</b></p> <ul style="list-style-type: none"> <li>- In all evacuation situations Pauline and Susan will stay with girls, Betty will contact Home Contact to call caregivers.</li> <li>- In all instances, Susan will bring the health forms &amp; First Aid kit</li> </ul>	

Unwanted Visitor	Response Steps (edit for your unit and location)
<p><b>Lead Guider:</b> Betty Twiggs</p> <p><b>Alternate Guider:</b> Sally Branch</p> <p><b>The secure room at our location is:</b> Upper Bunk Room</p> <p><b>Likely animals to encounter at this location:</b> skunk, coyote, moose, deer, black bear, beaver</p> <p><b>Risk management strategies:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> No food will be allowed in bunk rooms</li> <li><input type="checkbox"/> Leaders do frequent scans for wildlife when outdoors. Girls will make plenty of noise.</li> </ul>	<p><u>Human:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> If comfortable, Sally will approach the person and ask them to leave the area</li> <li><input type="checkbox"/> Once they have left, lock the door behind them</li> <li><input type="checkbox"/> If the Guiders immediately do not feel comfortable, remove the girls from the situation, move to the upper floor bunkrooms that have locking doors and call 911</li> </ul> <p><u>Animal:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Betty will remove all girls from the general area.</li> <li><input type="checkbox"/> For animals that pose no threat, try to remove the animal.</li> <li><input type="checkbox"/> Sally will contact the facility to inform them and ask them to remove animal if it has not yet been removed.</li> <li><input type="checkbox"/> If the animal poses a threat, contact animal control.</li> <li><input type="checkbox"/> If there is no area to safely continue with the activity, Sally will contact Home Contact to call caregivers to pick up girls.</li> <li><input type="checkbox"/> Sally will complete and submit an INS.01 as required</li> </ul>
<p><b>Unit/activity specific needs (required)</b></p> <p>If there are other campers on the site, girls will be made aware of how to share the space and be reminded to stay on our site when outdoors.</p>	

Medical Emergency	Response Steps (edit for your unit and location)
<p><b>First Aider(s):</b> Susan Woods</p> <p><b>Guider responsible for group management:</b> Betty Twiggs</p> <p><b>The first aid kit location:</b> Under the bulletin board on the counter</p> <p><b>Known medical concerns to be aware of:</b> asthma (1 girl), penicillin allergy (1 girl)</p> <p><b>Risk management strategies:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Health forms are reviewed before camp, written on menu planning and shopping lists</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> First supervisor on scene will take charge and send someone to bring First Aider Susan to the scene.</li> <li><input type="checkbox"/> Sally or nearest adult will call 911 as determined by Susan</li> <li><input type="checkbox"/> Betty &amp; Pauline will move the rest of the group away from the scene.</li> <li><input type="checkbox"/> Pamela will go to the entrance to direct EMS to the location of the incident.</li> <li><input type="checkbox"/> Information from the health form should be communicated to paramedics</li> <li><input type="checkbox"/> If allowed by paramedics, Pauline will accompany the person with EMS as Susan is our only First Aider and can't leave camp</li> <li><input type="checkbox"/> Sally/Susan will confirm with the paramedics which hospital the person will be transported to.</li> <li><input type="checkbox"/> Sally or Susan 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).</li> <li><input type="checkbox"/> Once the situation is stable enough, Sally will contact the Provincial Emergency Contact to inform her of the incident and complete &amp; submit an INS.01</li> </ul> <p>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>
<p><b>Unit/activity specific needs (required)</b></p> <p>Mary Jones is allergic to penicillin. Food allergies are listed in menu planning documents. Menu is planned around food allergies.</p>	

Girl not picked up	Response Steps (edit for your unit and location)
<p><b>Lead Guider:</b> Sally Branch</p> <p><b>Alternate Guider:</b> Pauline Pinecone</p> <p><b>Risk management strategies:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> At drop-off confirm pick-up time and location</li> </ul>	<p>If a girl member has not been picked up 15 minutes after scheduled pick-up time:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sally will contact primary caregiver. If no answer, leave a message with a return phone number.</li> <li><input type="checkbox"/> Continue through all phone numbers listed on the H.1, and all phone numbers listed on the roster.</li> <li><input type="checkbox"/> If possible, also send text messages, and emails to all known contacts.</li> <li><input type="checkbox"/> Ask the girl if they know of any other phone numbers and try those.</li> <li><input type="checkbox"/> If caregiver is reachable but will be delayed, ask for permission from the guardian for the girl member to go home with another girl member</li> </ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> If girl has not been picked up after 30 minutes arrange for them to travel with a screened volunteer avoiding one on one situations and include another girl or adult.</li> <li><input type="checkbox"/> If no contact can be made, contact your District/Area/Provincial Commissioner for further instructions. Contacting the authorities is a last resort and likely would be done at the direction of the Commissioner.</li> <li><input type="checkbox"/> Sally will complete &amp; submit an INS.01</li> </ul>
<b>Unit/activity specific needs (required)</b> Parents will be reminded to plan for pick up on Sunday. Parents will be reminded to update the permissions to pick up before camp.	

Communicable Illness	Response Steps (edit for your unit and location)
<b>Lead Guider:</b> Susan Woods  <b>Alternate Guider:</b> Betty Twiggs  <b>Risk management strategies:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> All members are reminded to stay home if unwell</li> <li><input type="checkbox"/> The first aid kit contains hand sanitizer and PPE.</li> </ul>	If a girl begins to exhibit symptoms of a communicable illness: <ul style="list-style-type: none"> <li><input type="checkbox"/> Caregivers will be immediately contacted to pick up.</li> <li><input type="checkbox"/> Girl will be asked to keep their distance, wear a mask, wash their hands, and wait for pick-up.</li> </ul> If an adult begins to exhibit symptoms of a communicable illness: <ul style="list-style-type: none"> <li><input type="checkbox"/> If possible have them leave immediately.</li> <li><input type="checkbox"/> If ratio <b>cannot</b> be maintained, and the Guider feels well enough to stay, they will keep distanced and masked (if possible) and Sally/Betty will ask Home Contact to call caregivers for pick-up to cancel camp.</li> <li><input type="checkbox"/> Guider will leave once ratio can be maintained</li> <li><input type="checkbox"/> Susan will complete and submit an INS.01</li> </ul>
<b>Unit/activity specific needs (required)</b> If a Guider feels unwell, guider will remain outdoors or in single bedroom until she can leave	

Behavioural Concerns	Response Steps (edit for your unit and location)
<b>Lead Guider:</b> Susan Woods  <b>Alternate Guider:</b> Sally Branch  <b>Members with support strategies already in place:</b> none	<b>Mental Health:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Susan will speak with the girl and determine severity. If the girl is not in imminent danger, Susan will notify caregivers</li> <li><input type="checkbox"/> If it is a crisis situation, Sally will call the Police or Suicide Crisis Line as determined for best support</li> </ul> <b>Behavioural:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sally will consult with other Supervisors to determine if the girl needs to be picked up, or can remain at the current activity with modifications or support</li> <li><input type="checkbox"/> Sally will inform caregivers, and work with them on a strategy for future activities</li> </ul> If the code of conduct has been broken, Sally will seek further support from AC/DC



Other: Archery	Response Steps (edit for your unit and location)
<b>Lead Guider:</b> Pauline Pinecone  <b>Alternate Guider:</b> Sally Branch  <b>Risk management strategies:</b> girls will be provided with specific instructions before start of activity	Archery Range is established on the GGC campsite and equipment has been inspected to ensure safety of activity <ul style="list-style-type: none"> <li>- All participants are required to follow instruction of the Rangemaster/Facilitator or will be removed from the activity</li> <li>- Pauline will give instructions to follow in case of an emergency</li> </ul>

Other: Bus	Response Steps (edit for your unit and location)
<b>Lead Guider:</b> Betty Twiggs  <b>Alternate Guider:</b> Pamela Tree  <b>Risk management strategies:</b> Take direction from bus driver	Should the bus breakdown the supervisors will take direction from the bus driver as to whether they disembark or stay on the bus. The bus driver will call for assistance. Guiders should call ahead to notify the 2 Guiders driving to the site of the bus situation. Pamela will assist the child with a mobility issue

## 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.”