

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): 6 th Balzac Guides	Today's Date (mm/dd/yy): 09/20/24
Unit meeting/Activity/event/camp: Museum sleepover	Date(s) of activity (mm/dd/yy): 10/11/24
At the activity, attach to your emergency response information:	
<input checked="" type="checkbox"/> A list of participants with emergency contacts x <input 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: Meg River 403-555-5555		Our 911 civic address is: 1122- 3 rd Ave. Delacour
Home Contact Person: Jim Field 403-666-6666		
GGC Provincial emergency contact: Bev Burton 780-935-5510		
Facility/Site Contact: Rocko's Wall Climbing: 403-444-4444		
Poison Control: 1-844-764-7669 or 1-844 POISON-X		
Public Health Unit: 811		
Suicide Crisis Line: 988		
Child Protective Services: any-girlprotection@girlguides.ca		
		*Always let emergency services hang up first.

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 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>Lead Guider: Jo Field</p> <p>Alternate Guider: Amy Forest</p> <p>Health forms and rosters are located: in first aid kit</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> Implement a buddy system at the start of the activity</p>	<p>Person is noticed missing</p> <p><input type="checkbox"/> Ask for the last place and time anyone has seen the missing person</p> <p>Search</p> <p><input type="checkbox"/> All girls stay together. If possible, have Beth stay with them.</p> <p><input type="checkbox"/> Amy will search all recently visited locations.</p> <p><input type="checkbox"/> Jo will tell TPSP staff and they will continue search.</p> <p>Report (after all locations have been searched or 15 mins passed)</p> <p><u>For missing girl:</u></p> <p><input type="checkbox"/> Call caregivers, emergency contact or pick-up person to let them know person is missing.</p> <p><input type="checkbox"/> Ask if person was picked up without informing Guider</p> <p><u>For missing adult:</u></p> <p><input type="checkbox"/> Call emergency contact to let them know person is missing.</p> <p><input type="checkbox"/> Ask if they have heard from the person.</p> <p>Call Emergency Services This will be done by TPSP staff according to their emergency procedures</p> <p>Jo will complete and submit the INS.01.</p>

Evacuation	Response Steps (edit for your unit and location)
<p>Lead Guider: Jo Field</p> <p>Alternate Guider: Amy Hill</p> <p>Description of gathering location (muster point) at this activity: chosen by TPSP</p>	<p>In all situations, follow the directions of TPSP.</p> <p>Amy will call parents for pickup if activity cannot continue</p> <p>TPSP will go over emergency procedures with the group when we arrive</p> <p>Jo will complete and submit INS.01</p>

unit/activity specific needs (required)	

Unwanted Visitor	Response Steps (edit for your unit and location)
<p>Lead Guider: Jo Field</p> <p>Alternate Guider: Amy Forest</p>	<p><u>Human:</u> Inform the TPSP staff and they will follow their emergency plan for this problem .</p>
Unit/activity specific needs (required)	

Medical Emergency	Response Steps (edit for your unit and location)
<p>First Aider(s): Amy Forest</p> <p>Guider responsible for group management: Beth Hill</p> <p>The first aid kit location: with first aider</p> <p>Known medical concerns to be aware of: none</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> Health forms are reviewed, and caregivers are asked to update them regularly.</p>	<p><input type="checkbox"/> Amy will attend to the person.</p> <p><input type="checkbox"/> TPSP staff will call 911.</p> <p><input type="checkbox"/> Beth Hill will move the rest of the group away from the scene.</p> <p><input type="checkbox"/> TPSP staff will go to the entrance to direct EMS to the location of the incident.</p> <p><input type="checkbox"/> Amy will communicate the information on the H.1 to paramedics. * Amy 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.</p> <p><input type="checkbox"/> Jo will confirm with the paramedics which hospital the person will be transported to.</p> <p><input type="checkbox"/> Jo will contact the caregiver(s) to inform them of incident and provide the hospital name and location. If Amy accompanied the person to the hospital, and they have a cell phone, provide the cell phone number to the caregiver (with permission).</p> <p><input type="checkbox"/> Once the situation is stable enough, contact the Provincial Emergency Contact to inform them of the incident.</p> <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 (of via email/phone if girl leaves meeting on their own). Jo will complete and submit the INS.01</p>
<p>Unit/activity specific needs (required)</p>	

Girl not picked up	Response Steps (edit for your unit and location)
<p>Lead Guider: Jo Field</p> <p>Alternate Guider: Amy Forest</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> At drop-off confirm pick-up time and location</p>	<p>If a girl member has not been picked up 10 minutes after scheduled pick-up time:</p> <p><input type="checkbox"/> Contact primary caregiver. If no answer, leave a message with a return phone number.</p> <p><input type="checkbox"/> Continue through all phone numbers listed on the H.1, and all phone numbers listed on the roster.</p> <p><input type="checkbox"/> If possible, also send text messages, and emails to all known contacts.</p> <p><input type="checkbox"/> Ask the girl if they know of any other phone numbers and try those.</p> <p><input type="checkbox"/> If the girl has not been picked up after 30 (time), and no contact with any listed person can be made, Jo will take girls home with her and continue phoning. 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.</p>

Unit/activity specific needs (required)

Communicable Illness	Response Steps (edit for your unit and location)
<p>Lead Guider: Jo Field</p> <p>Alternate Guider: Amy Forest</p> <p>Risk management strategies:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All members are reminded to stay home if unwell <input type="checkbox"/> The first aid kit contains hand sanitizer and PPE. 	<p>If a girl begins to exhibit symptoms of a communicable illness:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Caregivers will be immediately contacted to pick up. <input type="checkbox"/> Girl 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"> <input type="checkbox"/> If possible have them leave immediately. <input type="checkbox"/> 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 caregivers for pick-up. <p>Guider will leave once ratio can be maintained.</p>
Unit/activity specific needs (required)	

Behavioural Concerns	Response Steps (edit for your unit and location)
<p>Lead Guider: Jo Field</p> <p>Alternate Guider: Amy Forest</p> <p>Members with support strategies already in place: none</p>	<p><u>Mental Health:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Guider will speak with the girl and determine severity. If the girl is not in imminent danger, Guider will notify caregivers <p><u>Behavioural:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Guider consults other Supervisors to determine if the girl needs to be picked up, or can remain at the current activity with modifications or support <input type="checkbox"/> 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)	

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."