

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): 1 st Airdrie Guides	Today's Date (mm/dd/yy): Sept 2, 2024
Unit meeting/Activity/event/camp: unit meetings	Date(s) of activity (mm/dd/yy): Wednesdays 6:30 – 8:30
At the activity, attach to your emergency response information:	
<input checked="" type="checkbox"/> A list of participants with emergency contacts x Schedule of activities or itinerary	

Resource	Non-emergency numbers	Specific instructions for communicating:
EMS ambulance	EMS:	We are a group of 37 (number of people.)
Fire	Fire:	
Police	Police:	
Commissioner or ACL: Emma Smith – 403-222-2222		Our 911 civic address is: 216 – 1 st Ave NE
Home Contact Person: Joe White– 403-666-6666		
GGC Provincial emergency contact: Bev Burton 780-935-5510		
Facility/Site Contact: 403-333-3333		
Poison Control: 1-844-764-7669		
Public Health Unit: 811		
Suicide Crisis Line: 988		
Child Protective Services: contact any-girlprotection@girlguides.ca		
		*Always let emergency services hang up first.

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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: Mary White</p> <p>Alternate Guider: Jane Black</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"/> Stop the activity and take attendance</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. Susan Gray will stay with them.</p> <p><input type="checkbox"/> Jane will search meeting building and check with music group upstairs.</p> <p><input type="checkbox"/> Use clear, calm voices to call the person’s name. Make it clear they are not in trouble.</p> <p>First search spaces familiar to the missing person. List areas at your activity location:</p> <p><input type="checkbox"/> Washrooms</p> <p><input type="checkbox"/> Building across parking lot</p> <p>Search high risk locations:</p> <p><input type="checkbox"/> Roads, sidewalks</p> <p><input type="checkbox"/> Utility and electrical closets</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"/> Mary will 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"/> Mary will 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 (after 20 mins since person was noticed missing)</p> <p><u>For missing girl:</u></p> <p><input type="checkbox"/> After caregiver has been notified, girl remains missing, and 20 minutes have passed since the start of the search, call emergency services to notify them of a missing girl.</p> <p><input type="checkbox"/> Use the girl’s H.1 to tell emergency services if there are any medical or behavioural concerns</p>

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	<input type="checkbox"/> Keep searching until Emergency Services arrive. <input type="checkbox"/> Ask music group upstairs, or bystanders if they are aware of any suspicious activity, or if they noticed any unaccompanied youth around. <u>For missing adult:</u> <input type="checkbox"/> Keep searching until Emergency Services arrive. <input type="checkbox"/> Ask music group upstairs, or bystanders if they are aware of any suspicious activity, or if they noticed any unaccompanied youth around. <input type="checkbox"/> Once the situation is stable enough, 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 (of via email/phone if girl leaves meeting on their own). Mary will complete and submit an INS.01
Unit/activity specific needs (required) none	

Evacuation	Response Steps (edit for your unit and location)
Lead Guider: Mary White Alternate Guider: Jane Black Description of gathering location (muster point) at this activity: across parking lot at the church building People who may need extra support while evacuating: none Risk management strategies: <input type="checkbox"/> We will run a practice evacuation at the start of the activity, so all girls know where to meet. <input type="checkbox"/>	In all situations, contact caregivers to pick-up girls if the activity cannot safely continue. <u>Structure Fire:</u> <input type="checkbox"/> Girls will be instructed to move to gathering location (muster point) <input type="checkbox"/> Mary will take attendance <input type="checkbox"/> Jane will call 911 if they have not yet been notified of the fire <u>Gas leak:</u> <input type="checkbox"/> Girls will be instructed to move to gathering location (muster point) <input type="checkbox"/> Mary will take attendance <input type="checkbox"/> Jane will call the fire department to report potential gas leak, and contact your building/facility contact to inform them <input type="checkbox"/> Do not re-enter the building until given the all-clear from authorities
Unit/activity specific needs (required) In all evacuation situations, Olivia & Susan will remain with the girls. Mary will contact Home Contact to call parents. Jane will bring health forms and first aid kit. Mary will complete & submit INS.01.	

Unwanted Visitor	Response Steps (edit for your unit and location)
<p>Lead Guider: Mary White</p> <p>Alternate Guider: Jane Black</p> <p>The secure room at our location is: washrooms</p> <p>Likely animals to encounter at this location: dog</p> <p>Risk management strategies:</p> <p><input type="checkbox"/> Doors will be locked after girls have arrived</p>	<p>Human:</p> <ul style="list-style-type: none"> <input type="checkbox"/> If comfortable, Mary will approach person and ask them to leave the area <input type="checkbox"/> Once they have left, lock the door behind them and inform music group upstairs of the situation <input type="checkbox"/> If the Guiders immediately do not feel comfortable, remove the girls from the situation through the back exit door and go to the church building across the parking lot. <p>Animal:</p> <ul style="list-style-type: none"> <input type="checkbox"/> For animals that pose no threat, try to remove animal outdoors <input type="checkbox"/> Shut door and stay inside.
<p>Unit/activity specific needs (required)</p> <p>none</p>	

Medical Emergency	Response Steps (edit for your unit and location)
<p>First Aider(s): Jane Black, Olivia Green</p> <p>Guider responsible for group management: Mary White</p> <p>The first aid kit location: our cupboard</p> <p>Known medical concerns to be aware of: on health forms</p> <p>Risk management strategies:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Health forms are reviewed, and caregivers are asked to update them regularly. 	<ul style="list-style-type: none"> <input type="checkbox"/> First supervisor on the scene will take charge and send someone to bring First Aider Jane to the scene <input type="checkbox"/> Olivia will call 911. <input type="checkbox"/> Susan will move the rest of the group away from the scene. <input type="checkbox"/> Mary will go to the entrance to direct EMS to the location of the incident. <input type="checkbox"/> Olivia will secure the health form for the victim, and contacts caregiver, or other emergency contact. <input type="checkbox"/> Information on H1 will be communicated to the paramedic. <input type="checkbox"/> Olivia will confirm with the paramedics which hospital the person will be transported to. <input type="checkbox"/> Olivia will contact the caregiver(s) to inform them of incident and provide the hospital name and location. If Jane accompanied the person to the hospital, Olivia will provide the cell phone number to the caregiver (with permission). <input type="checkbox"/> Once the situation is stable enough, Mary will contact the Provincial Emergency Contact to inform them of the incident and submit and INS.01. <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.</p>
<p>Unit/activity specific needs (required)</p> <p>Susan will keep girls occupied while other Guiders managed the situation</p>	

Girl not picked up	Response Steps (edit for your unit and location)
<p>Lead Guider: Mary White</p> <p>Alternate Guider: Jane Black</p> <p>Risk management strategies:</p> <ul style="list-style-type: none"> <input type="checkbox"/> At drop-off confirm pick-up time and location 	<p>If a girl member has not been picked up 15 minutes after scheduled pick-up time:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Jane will contact primary caregiver. If no answer, leave a message with a return phone number. <input type="checkbox"/> Continue through all phone numbers listed on the H.1, and all phone numbers listed on the roster. <input type="checkbox"/> If possible, also send text messages, and emails to all known contacts. <input type="checkbox"/> Ask the girl if they know of any other phone numbers and try those. <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. <p>If no contact can be made, contact will be made with the DC for further instructions.</p>

Unit/activity specific needs (required) INS.01 to be completed by Mary
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Communicable Illness	Response Steps (edit for your unit and location)
Lead Guider: Jane Black Alternate Guider: Olivia Green Risk management strategies: <input type="checkbox"/> All members are reminded to stay home if unwell <input type="checkbox"/> The first aid kit contains hand sanitizer and PPE.	If a girl begins to exhibit symptoms of a communicable illness: <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. If an adult begins to exhibit symptoms of a communicable illness: <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. Guider will leave once ratio can be maintained.
Unit/activity specific needs (required) INS.01 to be completed by Jane Black	

Behavioural Concerns	Response Steps (edit for your unit and location)
Lead Guider: Mary White Alternate Guider: Jane Black Members with support strategies already in place: none	Mental Health: <input type="checkbox"/> Guider will speak with the girl and determine severity. If the girl is not in imminent danger, Guider will notify parents Behavioural: <input type="checkbox"/> Mary will consult 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"/> Mary will inform caregivers, and work with them on a strategy for future activities If the code of conduct has been broken, Guider will seek further support from their AC/DC
Unit/activity specific needs (required) Mary will complete INS.01	

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."