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: | **Outdoor Experience- John Island** | 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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| **Situation** | **Procedure to follow** |
| Missing Person (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.) | JIC Staff shall understand the specific methods for searching for a missing person, the primary search and land search, and be familiar with the land search procedures. Conduct a quick, 10 minute or less, search of the person’s last known location, washrooms, cabin and other familiar places while calling the person’s name to let them know you’re searching. If Primary Search is not successful, inform the Director or Assistant Director who will sound the Emergency Signal. An organized search party requiring all available Staff to search for the missing person following pattern outlined on the search card. If you hear a whistle, stop and listen to determine the location of where the whistle blast is coming from, move to where the whistle blast is coming from as you continuously blow your whistle. If you hear an air horn and/or continuous ringing bell, return quickly to the Dining Hall and hand in your search card; await further instructions. If you find the missing person, approach the missing person as a pair, using good judgment, initiate a response; reassurance, first-aid, keep your distance, begin to perform appropriate first aid. Continuously sound your whistle. Have the first staff to respond to this whistle go and inform the Director/Assistant Director of your location and the status of the missing person. If the search exceed 30 minutes in length emergency services will be contacted.  Notify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the missing person. From there, assist the staff (if requested) in carrying out missing person procedure. If person has not been located, \_\_\_\_\_\_\_\_\_\_\_\_\_ will contact the police and, with an update from police, will contact parents. |
| Evacuation (e.g. reasons to evacuate, meeting place; who will support group? etc.) | Fire - meet at the dining hall, do a buddy-check/head-count, contact EMS and JIC staff (if the dining hall is unsafe everyone will meet at the ball field).  Severe Weather - Weather will be monitored throughout the weekend, and if a severe storm is forecast \_\_\_\_\_\_\_\_\_\_\_will contact parents and end camp early to get everyone home before the storm.  In the event that evacuation of facility, portion of facility or buildings within facility becomes necessary, everyone will report to the dining hall - if the dining hall is unsafe everyone will meet at the ball field. Arrangements will be made with necessary transportation agencies to pick up children and staff at the Walkhouse Bay docks. \_\_\_\_\_\_\_\_\_\_\_\_ will do a headcount at the location and if someone is missing, will check sites/buildings and waterfront if safe to do so. JIC will transport cabin groups across channel, assuring that one counsellor is with all groups of children and that all children are accounted for. Once everyone is on the mainland and accounted for, buses will be boarded and everyone will be transported to Sudbury, ON. If evacuation required, \_\_\_\_\_\_\_\_\_\_\_\_\_ will contact the Home Contact person and let them know they are evacuating and will be at the parking area. Follow the Communications Plan Guidelines. If evacuation is unnecessary \_\_\_\_\_\_\_\_\_\_\_\_ will provide the all-clear signal or activate the system of communication for safe return. Adults will reassure girls and attend to their needs.  In the event where an occurrence is in progress or activity that you suspect is criminal do not approach or attempt to apprehend the person(s) involved. In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. All threats will be treated as real in order to protect lives and property, and the premises shall be evacuated immediately.  Persons with Disabilities: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ has the responsibility to facilitate the alerting and safe evacuation and sheltering of persons with disabilities during an emergency. These individuals may require assistance. This information must be included on your Emergency Response Plan. Never separate a disabled person from their service animal or assistive device. |
| Intruder (person, animal) (e.g. note safe place; who will lock doors: etc.) | Person or persons who are threatening: Move girls to a safe place indoors and ask them to keep quiet. \_\_\_\_\_\_\_\_\_\_\_\_ will lock doors and windows and conduct a headcount. If safe to do so, \_\_\_\_\_\_\_\_\_\_\_\_\_\_ and 1 designate to approach the intruder and ask intentions. Note identifying features and threatening actions if present. If the person has a legitimate reason to be at camp bring them to the office where the assistant director or general manager can respond to them. If warranted, \_\_\_\_\_\_\_\_\_\_\_\_ will contact the police and report the situation. If the staff member feel unsafe/threatened they are to radio all staff and all staff are to gather any/all children in their area and take them into the nearest building, barricading the doors and covering/staying out of sight of all windows. Follow Communications Plan Guidelines.  Animal (bear): sing, whistle, speak and slowly back away from the animal. Stay together as a group. Do not run. If possible seek shelter indoors or in cars until threat has passed. Remain calm. |
| Traumatic/medical emergency (e.g. who will call 911? who will support others? who will guide EMS to location?) | The most qualified first aid trained Guider/staff member or Wellness Manager will attend to the injured person. Other Guiders will remove girls from the area and remain with them to continue program away from the trauma; managing the safety of the group. \_\_\_\_\_\_\_\_\_\_\_\_\_ or Camp General Manager will call EMS if required. Ensure all gates, access points and routes to emergency location are unlocked and clear for Emergency Service. Assist Emergency Services as necessary.  Meet an ambulance with camp beginning the transportation process towards the nearest hospital or arrange for a helicopter evacuation. This will depend on the severity/urgency of the incident, availability of resources, and intended location of transportation, as some medical services are not available at every hospital in rural northern Ontario. If JIC will begin transporting the injured person using JIC quads/boat/vehicle to reach the intended ambulance meeting location, the Wellness Manager and Assistant Director/General Manager will be responsible for the transportation of the injured person. The Assistant Director/General Manager that remains at camp will contact the injured persons emergency contact and arrange for transfer of care if necessary. If JIC will transport the injured person to the ball field (46.133057, -82.546881) and await the helicopters arrival.  If possible, Primary Registrant of the injured girl will accompany the injured person to the hospital (if a girl then accompany, if an adult consider supervision ratio for remaining girls). \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will contact the family, if the person is going to the hospital or can't continue the event. Follow the Communications Plan Guidelines. Complete INS.01. |
| Parent does not arrive to pick-up a child (e.g. use contact info on health form, what number to leave if no answer; who will look after her) | Prior to camp let parents know your procedure. Call parent/guardian and ask permission to have child go with another parent/guardian. If no answer in 15 minutes, arrange for her to travel with a screened volunteer. Guiders to use their best judgement. Leave a message for parents at all contact numbers of the arrangement. If possible, continue calling during travel. |

## 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.

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| **Bus/Car Breakdown:** Guiders to maintain contact with one another, and with staff at the Facility regarding any breakdown or delay to arrival.  **Electricity and Power Outage:** Monitor any storms/power outages using the Hydro One Storm Centre website at www.hydroone.com/stormcenter3/.  If you experience any extended power outages at camp, please call 1-800-434-1235 to report. |

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| Resource | **Contact Number(s)** | |  | Specific instructions for communicating:  Follow the Safe Guide Emergency Response Guidelines.  Specific instructions for communicating:  Follow Safe Guide Communication Plan Guidelines.  Contact Provincial Emergency Contact at 1-877-323-4545 ext. 2350 if it is an Emergency in accordance with the Safe Guide. In a crisis:  • Do not talk to the media.  • Do not use cell phones or send electronic messages to friends and family.  Contact the Facility/Site resource should there be issues with the plumbing, heat, hydro, water or physical plant; including but not limited to inability to secure the camp (lock the site, broken doors/windows), access the camp, trees are down posing immediate danger, or animal intruder. |
| EMS ambulance | 911 | Other: 1-800-461-4850 |
| Fire | Other: Eliot Lake Fire, 705-848-3232 |
| Police | Other:1-800-310-1122 |
| Commissioner or ACL |  | |
| Home Contact Person |  | |
| Provincial emergency contact for GGC | 1-877-323-4545 ext 2350 (or press 8) | |
| Facility/Site | 705-285-5111 | |
| Poison Control | 1-800-268-9017 | |
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## Making an Emergency call

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| **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** | |
| **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:  YMCA John Island Camp  General Delivery  Spanish, ON P0P 2A0 Canada |
| The location of the group is (nearest landmark): |
| Lat/Long or UTM coordinates: (as applicable for wilderness situation)  46°07'45.2"N 82°32'40.8"W |
| 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) |

**Call made to:**

🞏 911 🞏 Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time of call: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Call made by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Person spoken to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Communications Plan Guidelines**

A Communications Plan is the written set of instructions to follow for contacting emergency agencies, GGC authorities and parents in the event of a crisis situation and is incorporated into your Emergency Response Plan (SG.4). The plan covers a number of functions that need to occur to smoothly manage emergency communications. For most situations, the communications pattern 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)

1. Home Contact Person (where applicable) or Responsible Guider makes initial contact with parent(s)/guardian(s) to provide current status report and next steps.
2. 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.
3. Once the situation is over the Responsible Guider notifies GGC Authorities as per the Incident Reporting guidelines in Safe Guide (Form: Ins.01).

**Crisis Management**

A crisis is an incident or situation that may potentially cause or has caused harm to an individual or group. It is also a situation that may have negative public or internal implications for Girl Guides of Canada. Examples of a crisis are:

* Death of a Member
* Serious injury
* Sexual misconduct or impropriety in the relationship between a volunteer or staff or child’s parent
* Abuse or negligence of a child
* Misuse of Guiding funds
* Criminal charges against a Member
* Charges of discrimination or violation of human rights

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:

* Ask for assistance from EMS in contacting parents/guardians.
* 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.
* Provide the Provincial Commissioner with details of the incident. Use the script with the Emergency Response Plan (SG.4) as a guide. She will inform and follow up with the appropriate national contacts.
* Do not talk to the media.
* Notify all participants that they must not use cell phones or send electronic messages to friends and family.
* 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.”