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: | **Lake St. George Field Centre** | 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.) | The purpose of the Missing Child Procedure is to ensure that all necessary steps are taken in the event that a child cannot be accounted for.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ will do a Buddy Check. Obtain a description of the missing person - name, age, appearance, height, hair colour, clothing, medical conditions, as well as anything significant that stands out and may aid in recognition. Determine the time and place the person was last seen. Inform Lake St. George staff of the missing person and proceed following their direction. If missing person cannot be found quickly, with an update from police \_\_\_\_\_\_\_\_\_\_\_\_\_\_ will contact parents. |
| Evacuation (e.g. reasons to evacuate, meeting place; who will support group? etc.) | In the event that evacuation of facility, portion of facility or buildings within facility becomes necessary, group will report to the designated assembly/evacuation point (most likely, the parking lot). Should the primary assembly/evacuation point be within a hazardous area, personnel will then report to the secondary assembly/evacuation point. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will do a headcount at the location and if someone is missing, she will check sites/buildings and waterfront if safe to do so.  If evacuation is required, \_\_\_\_\_\_\_\_\_\_ will contact the Home Contact person and let them know they are evacuating and will be at the emergency location. Follow the **Communications Plan Guidelines**.  If evacuation is unnecessary, Lake St. George staff 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, occurring on TRCA property, notify Lake St. George staff. Staff will call 911 and notify the Emergency Response Coordinator (ERC). 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.  Record as much information as possible. |
| 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. Notify staff. \_\_\_\_\_\_\_\_\_\_\_\_ 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 warranted, \_\_\_\_\_\_\_\_\_\_\_\_ will contact the police and report the situation. 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?) | Any first aid trained Guider 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. \_\_\_\_\_\_\_\_\_\_\_ will notify TPSP to call EMS if required.  If possible, \_\_\_\_\_\_\_ 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.  In the event of an emergency medical situation, notify Lake St. George staff and call 911. Inform dispatcher the nature of emergency and exact location. If certified, administer First Aid and follow standard First Aid procedures. |
| 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.  **Severe weather:** Monitor any storms/power outages using the Hydro One Storm Centre website at www.hydroone.com/stormcenter3/.  **Mental Health Emergency (girl or adult)**  If person is harming herself or others, contact 911 and parents/emergency contact (give first aid if required)  Provide a quiet, safe place away from the group for the girl/adult and keep one adult with her to help keep her calm, provide assistance as needed/requested.  Find out if she has experienced this before, and if so what she needs to recover quicker (if she has a written emergency plan, refer to it and respect what has been written)  If she is unable to respond effectively or attempts to recover don't work, call emergency contact for more info on what to do (early pick-up or hospital etc). |

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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:905-883-5444 |
| Fire | Other:905-883-5444 |
| Police | Other: 1-866-8POLICE (76-5423) |
| Commissioner or ACL |  | |
| Home Contact Person |  | |
| Provincial emergency contact for GGC | 1-877-323-4545 ext 2350 (or press 8) | |
| Facility/Site | 416-667-6295 | |
| 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:  950 Bethesda Side Rd  Richmond Hill, ON L4E 3G2 Canada |
| The location of the group is (nearest landmark): |
| 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) |

**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.”