

This is a Fillable Word form. The text boxes will expand as you type. If you would like to print the form and complete by hand, please use the PDF form, which has larger text boxes.

**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

Unit:	Today's Date: 11/20/2023
Unit meeting/ Activity/event/camp: Calgary Area Thinking Day Fireworks	Date(s) of activity: February 24, 2024
At the activity, attach to your emergency response information: <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <input type="checkbox"/> A list of participants           <input type="checkbox"/> Schedule of activities or itinerary         </div>	

**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.

Emergency Procedures for this activity
<b>Missing Person</b> (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.) Bus: Buddy System should be used. Unit Guiders should do a head count and check in with the bus captain to let them know all girls are accounted for. Transit: Buddy System should be used. Unit Guiders should do a head count and check in along the way to know all girls are accounted for.
<b>Evacuation</b> (e.g. reasons to evacuate, meeting place; who will support group? etc.)
<b>Unwanted visitor</b> (person, animal) (e.g. note safe place; who will lock doors: etc.) Transit: Push the "Help" button located in the C Train station or on the C Train. Guiders stay between the visitor and the girls.
<b>Serious injury or medical emergency</b> (e.g. who will call 911? who will support others? who will guide EMS to location?) Bus: Bus will stop. First aid will be administered. Bus captain will be responsible for calling 911 if required. Other Guiders will be responsible for keeping other youth calm. If required youth's parents will be called by their unit Guider. Serious incidents get reported on an INS01 and sent as per directions on the form. <div style="text-align: right;">Transit:</div> Push the "Help" button on the train or in the station, depending on where you are. Call 911
<b>Child not picked up</b> (e.g. use contact info on health form, what number to leave if no answer; who will look after them) - Unit Guider calls parent/guardian to confirm arrival time and ask permission to have youth go with another parent if required. **2 Guiders should be present and listen when parent gives that permission.

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- If no answer, call emergency contacts on youth's H1 form
- If no answer, wait 10 minutes then call again.
- If still no answer, contact DC and review options

**Suspected/confirmed communicable disease** (for example, COVID-19, flu, gastroenteritis, etc.)  
(e.g. where will you isolate the person? When/how will guardians/emergency contact be contacted?)

### 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.

#### Car Accident

- Keep youth calm, manage safety of the group
- Unit First aider assesses youth, ensuring no one is injured
- Contact EMS if necessary and explain the situation using the communication plan on the SG.4
- Take care of the needs of the group
- If anyone needs transportation to hospital - Send GGC representative with the patient
  - Contact parents of the youth member
- Determine best course of action for the group
- Communicate with the rest of your group so they know the situation
- Wait for instruction from the bus company regarding replacement transportation

#### Mechanical problems with the bus

- Keep the youth calm
- Wait for instruction from the bus driver
- Communicate with the rest of your group so they know the situation

Resource	Contact Number(s)		Specific instructions for communicating:
EMS ambulance	911	Other:	
Fire		Other:	
Police		Other:	
Commissioner or ACL: Christie Courtland 403-283-8346			
Home Contact Person:			
Provincial emergency contact for GGC: Tracy Burton 780-935-5510			
Facility/Site Contact:			

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Poison Control: 1-800-332-1414    403-332-1414	
Public Health Unit:	
_____:	
_____:	

\* GGC emergency contact numbers can be found in Safe Guide or on your provincial council website.

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Making an Emergency Call	
<b>When making an emergency call</b> <ul style="list-style-type: none"> <li>Stay calm</li> <li>Review what you want to say before making the call</li> <li>Take a deep breath</li> <li>Speak slowly and clearly</li> <li>Follow the script as much as possible</li> <li>Don't hang up until told to</li> </ul>	
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:  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: <input type="checkbox"/> 911 <input type="checkbox"/> Other:	
Time of call:	Call made by:
Person spoken to:	

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## 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 and emergency 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).

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**Communication during a Crisis**

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:**

1. The Responsible Guider or Substitute Group Leader contacts:
  - EMS and/or other local authorities, when necessary
  - Ask for assistance from EMS in contacting parents/guardians of injured member
  - Group members (to provide reassurance)
  - Home Contact Person (if applicable to your activity)
2. 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.
3. Provide the Provincial Commissioner 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.
4. Do not talk to the media.
5. Notify all participants that they must not use cell phones or send electronic messages to friends and family.
6. 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.
7. 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."