# 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

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| Unit: <full unit name> | Today’s Date: <dd mmm yyyy> |
| Unit meeting/ Activity/Event: Island Rally 2024 | Date(s) of activity: 26 May 2024 |
| 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 guardian late for pick-ups. Use these guidelines as you create your own specific response plan details below.

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| Emergency Procedures for this activity |
| **Missing Person** (e.g., Who will do buddy check? Special search locations; timeframe for reporting etc.) See SG Appendix H on page 178  1. Responsible Guider (RG) to have buddy’s check immediately and question all youth about where the missing youth was last seen.  2. <RG> to have supervisors check the entire outdoor area, buildings including bathroom, then the surrounding area outside the immediate outdoor meeting location. <RG> to notify Island Rally Event Planner at 250-713-6184  3. <RG> to stay with the unit and reassure them and provide activities.  4. <RG> will advise Event Planner if search is unsuccessful.  5. If the youth is not found in 30 minutes, Event Planner will call the RCMP and contact youth’s caregivers.  6. Event Planner to call Provincial Commissioner. |
| **Evacuation** (e.g., reasons to evacuate, meeting place; who will support group? etc.)  Consider reasons you may need to evacuate – fire, severe weather, severe injury, wide-spread illness. Predetermine an all-clear signal or system for communicating when it is safe to return to the site. (Whistle, cell phone) See SG Appendix H on page 178  1. Event Planner will identify that evacuation is necessary (fire in building, power outage, inclement weather - wind, extreme rain/cold/heat). <RG> will gather the youth members and ask that they follow the other supervisors in an orderly manner to the meeting place. <RG> will take attendance with the assistance of all supervisors. <First Aider> will bring the health forms/ePACT and first aid kit. Reassure participants and attend to their needs. <RG> will provide further instruction.  2. <RG> to pick up copy of ERP (with participant list) and evacuate to pre-determined emergency meeting place. <RG> to a head-count/buddy check using ERP and participant list. Do not re-enter the site unless authorities advise it is safe. Monitor the situation for changing or threatening conditions.  4. We will leave the site if the area is deemed unsafe by emergency respondents.  5. Event Planner will determine whether the event can continue or is cancelled, cancel due to fire or severe weather or power outage for more than one hour. <RG> to do another head count and reassure participants.  6. <RG> to contact the District Commissioner. Event Planner will contact the Provincial Commissioner.  7. <RG> to contact Home Contact Person, if we are evacuating. Home Contact Person will contact the caregivers. <RG> to ensure no one from their unit is left on site.  **Earthquake**:  Use Duck, Cover, Hold within the immediate area underneath solid protection until shaking has stopped for several minutes.  Remain on site unless it is apparent that the structure/area is unsound, until safe to move. Follow evacuation procedures, if necessary.  **Fire at Site:**  <RG> will immediately notify the Event Planner. Event Planner will call 911. Unit will vacate the site to the gathering point. <First Aider> will bring the health forms and First Aid kit with them. All participants remain at the gathering place until firefighting personnel advise that it is safe to return or to go farther away.  **Massive Storm**:  (high winds, power outage, heavy rain, or snow etc.) Event Planner will monitor weather, and evacuation plans will be put in place, if necessary. |
| **Unwanted visitor** (person, animal) (e.g., note safe place; who will lock doors: etc.)  **Person**: See SG Appendix H on page 179  1. <RG> will safely approach the intruder and inform them they are on private property and <Guider#2> will inform the Event Planner.  2. <First Aider> will lead the youth to another part of site. Do a head count. If possible, <First Aider> will bring the health forms/ePACT and first aid kit.  3. <RG> and Event Planner will discuss the potential threat.  4. Event Planner to call 911, if concerned for safety.  5. Event Planner will advise other RGs on-site, as appropriate.  6. Notify all the guardians of the incident upon pick up.  7. If the RCMP are called, Event Planner is to call the Provincial Commissioner.  **Animal**:  1. If the intruder is an animal, ensure that the youth stay calm and remain with their supervisors. Supervisors should attempt to scare off a small animal. If a large animal or not successful in scaring away smaller animal, inform Event Planner, who will notify Conservation Officer. <RG> should move the unit to a safe location. |
| **Serious injury or medical emergency** (e.g., who will call 911? who will support others? who will guide EMS to location?)  Medical Emergency: See SG Appendix H on page 179  1. <First Aider> will stay with the injured youth while <RG> calls 911 (if necessary) and informs the Event First Aider.  2. <Guider#2> will manage the care and safety of the group. <Guider#2> will keep the other youth gathered but away from the injured youth and remain calm. Do a head count to ensure everyone is present.  3. If the emergency does not require outside assistance, but the youth is unable to continue the camp, <RG> will contact guardian/emergency contact to pick up the youth ) and inform the Event First Aider .  4. If injury requires emergency responses, <RG> will call 911 and give the address of the facility) and informs the Event First Aider.  5. <RG> will go and meet EMS and guide EMS to the location where the injured youth is with the First Aider.  7. <RG> will contact guardian and describe injury and location of the medical facilities that the youth has been taken to. <RG> will contact their District Commissioner. Event Planner is to call the Provincial Commissioner.  8. <Guider#2> will accompany the injured youth to the medical facility. The INS.01 will be completed by the First Aider in collaboration with <RG> and <Guider#2>. |
| **Child not picked up** (e.g., use contact info on health form, what number to leave if no answer; who will look after them) See SG Appendix H on page 180  Caregiver does not pick up at the end of the event:  1. <RG> to call the caregiver. If there is no answer <RG> will go through the list of emergency contacts on the SG.2 as well as the H.1/ePACT form.  2. If there is no answer, <RG> is to have another Guider remain behind with the youth. They will wait 20 minutes and call the emergency numbers again. If the caregiver answers, ask permission to have child go with that Guider.  3. If there is no answer after one hour, arrange for the youth to travel with a Guider after leaving messages for the guardian and all contact numbers. If possible, avoid one-on-one travel situations. continue calling during travel if feasible.  4. If nobody is at the youth's home, leave a note that the youth is at the Guider's home.  5. After a reasonable effort to contact the guardian and emergency contacts with no response, call the Ministry of Child and Family Development. <RG> notify Home Contact Person and District Commissioner. |
| **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?) See SG page 90  1. Caregivers will not be allowed to drop off their child without completing the self-assessment, or if the child shows symptoms.  2. Individual (Guider or youth) whose symptoms appear during the activity will be isolated from the other members and the RG will inform the Event Planner. The individual and First Aider will wear a mask, hand sanitizer will be used. The physical area will be sanitized after the individual has left.  3. If the symptomatic person is a youth member, caregiver will be contacted to pick her up immediately.  4. <RG> will advise other RGs on-site, as appropriate. |
| 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 caregiver.  **Reporting**: see SG p 46  An INS.01 will be completed and Provincial and National will be notified should any part of the Emergency Response Plan be activated.  **Serious Behavioural Issue:** see SG p 153  • <RG> discusses the situation with other Unit Guiders (and Event Planner) and, depending on the situation, will determine who will approach the girl.  • <RG or designate> will meet privately with the girl one-on-one (in view of other Guiders as per child protection guidelines) to discuss the situation and to review the Code of Conduct.  • <RG or designate> will listen to the girl’s side of the story and ask open-ended questions to try to determine what is going on. Find out if she is missing her family, not feeling well, tired, stressed by unfamiliar surroundings, etc.  • <RG or designate> will support her emotional and physical needs and determine how you can assist her.  • <RG or designate> will reinforce positive behaviour but remind her of the expectations and the consequences.  • If behaviour continues, determine a recommendation for next steps in consultation with the Event Planner. If the behaviour is deemed extremely serious, <RG> and the Event planner contacts their Provincial Commissioner. The caregiver is contacted to discuss the situation and to share recommendations.  • If it becomes necessary to send the girl home, <RG> will contact the girl’s caregiver to explain that they will be responsible for the cost of her return trip should there be additional charges or agree to collect the girl at the event immediately following the contact.  • <RG> (or HCP) will arrange a return trip and work with the caregiver to make sure the girl gets home safely.  **Ferry Travel**: See SG page 47  In the event of a ferry service disruption, <RG> will contact the Home Contact Person to advise caregivers of the delay. Guiders will carry extras funds to cover costs of meals, which will be reimbursed by the caregivers as part of the additional activity cost. <Guider#2> will carry additional games or other small activities to keep the youth occupied. Head counts will be performed every 15 minutes and youth will need to have a buddy at all times.  **Vehicle Travel**: See SG page 47, Carpooling on page 49  In the event of a vehicle breakdown, call other Guiders and Home Contact Person. Make alternative arrangements for youth to arrive at the event / home. Vehicle descriptions and license plates need to be provided.  **Adaptive Spaces**: See https://mbr.girlguides.ca/MZ/About\_Guiding/Diversity\_and\_Inclusion/Accessibility/MZ/About\_Guiding/Diversity\_and\_Inclusion/Accessibility.aspx?hkey=b5dbb21a-f55d-4bc7-b6b1-994bb150d876  If your group has a person with a disability, is accompanied by a service animal, or uses an assistive device, Guiders must familiarize themselves how the site is accessible and make the necessary adjustments as needed. Event Planner must be notified, at least ten days in advance, if a service animal will be on-site during the event and any special accommodations. |

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| Resource | Contact Number(s) | | Specific instructions for communicating:  We are a group of <xx> Girl Guides between the ages of <xx> and <xx>. We also have <xx> adult supervisors.  We are located at:  Cowichan Exhibition Park, 7380 Trans-Canada Hwy, Duncan, BC V9L 6B1  **Carpoo**l:  Vehicle description and plate number |
| EMS ambulance | 911 | 250-749-3131 |
| Fire | 250-746-4911 |
| Police | 250-748-5522 |
| Commissioner: <name & number> | | |
| Home Contact Person: <name & number> | | |
| **Provincial emergency contact for GGC: 1-888-884-2711** | | |
| Island Rally Event Planner: Noreen Keen 250-713-6184 | | |
| Event First Aider: <TBD> | | |
| Poison Control: 1-800-567-8911 | | |
| Public Health Unit: 250-709-3050 or 811 | | |
| Responsible Guider (RG) Cell: <name & number> | | |
| First Aider Cell: <name & number> | | |
| Guider #2 Cell: <name & number> | | |
| Conservation Officer: 1-877-952-7277 | | |
| Ministry of Child and Family Development: 1-800-663-9122 | | |
| Power Outages: 1-888-769-3766 (cell \*49376) | | |
| Cowichan District Hospital, 3045 Gibbins Rd, Duncan, B.C.  V9L 1E5 Call: 250-737-2030 | | |
| BC Ferries: 1 (888) 223-3779 <if used> | | |
| Charter bus: <Name and number, if used> | | |  |
| TransLink: 1 (604) 953-3333 <if used> | | |  |

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

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| Making an Emergency Call | | |
| **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 to |
| Before making the call for help, make sure you have the following information: | | |
| Location… | Our address is:  Cowichan Exhibition Park, 7380 Trans-Canada Hwy, Duncan, BC V9L 6B1 | |
| The location of the group is:  < Refer to updated ERP with attendance package at event sign-in> | |
| We need assistance from (EMS/fire/police/rescue/other).  List specific needs: | |
| Resources Requested… | Description of Problem:  Number of people injured, missing or needing help:  Condition of victim(s): | |
| Situation… | We have taken the following actions:  We are planning to do the following: | |
| Our plan… | My name is . I am with a Girl Guide group. My phone number is (phone/cell): | |
| Alternate contact info: | If my phone is busy, call \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | |

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| Call made to:  911  Other: | |
| Time of call: | Call made by: |
| Person spoken to: | |

# 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 or 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 youth 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 guardians 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 Guider #2 contacts:
   * EMS and/or other local authorities, when necessary
   * Group members (to provide reassurance)
   * Home Contact Person (if applicable to your activity)
2. Home Contact Person (where applicable) or Responsible Guider makes initial contact with guardian(s) to provide current status report and next steps.
3. After dealing with immediate needs, Responsible Guider or Guider #2 may contact guardian(s) personally to discuss further details, answer questions and problem solve where applicable.
4. Once the situation is over the Responsible Guider notifies GGC Authorities as per the Incident Reporting guidelines in Safe Guide (Form: INS.01).

## 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 Guider #2 contacts:
   * EMS and/or other local authorities, when necessary
   * Ask for assistance from EMS in contacting guardian of injured member
   * Group members (to provide reassurance)
   * Home Contact Person (if applicable to your activity)
2. Notify the Provincial Commissioner. Ask your District Commissioner 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 send messages to friends and family by any electronic means.
6. The appropriate person to contact the guardian 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.”