SG.4 Template

for Unit Spaces

The SG.4 is the only Safe Guide form that you need to fill out for all of your activities, including regular unit meetings.

This form is designed to get you thinking about how you will respond in an emergency, which can make a big difference in how calmly and quickly you are able to react in a difficult situation.

To use this template:

* Read through the template and think about whether these steps would work for your unit space. Does anything need to be removed? Does anything need to be added? Is there anything unique about your unit or unit space that you should consider (for example, space is accessed via stairs/elevator, girl member will need extra support in an emergency, etc.)
* Share the completed SG.4 with other the Guiders, Supervisors and adults who will be helping at unit meetings.
* Print a copy and bring it to your unit meetings. That way you will have easy access to this emergency information if you need it.

# 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 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
* Share this plan with all supervisors before meetings or the event

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| Unit: | Today’s Date: |
| Unit meeting/ Activity/event/camp: Unit Meeting Space | Date(s) of activity: September-June |
| 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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| Emergency Procedures for this activity |
| **Missing Person** (List who will generally take the lead on the situation and who will take part in each step)  **When you first think a girl is missing**  Stop the activity  Take attendance/do a buddy check  Ask for the last place and time anyone has seen the missing person  **Search**  All other girls stay together in the meeting space. If possible, have one adult stay with them.  Other adults search all recently visited locations.  Use clear, calm voices to call the child’s name. Make it clear the child is not in trouble.  First search spaces familiar to the missing person. List areas in your meeting space:  Washrooms  Storage rooms  Other:\_\_\_\_\_\_\_\_  Closet  Stairwell  Other:\_\_\_\_\_\_\_\_  Other:\_\_\_\_\_\_\_\_  Other:\_\_\_\_\_\_\_\_  Other:\_\_\_\_\_\_\_\_  **Search high risk locations**  Roads, sidewalks  Utility and electrical closets  Nearby water (if applicable): pools, ponds, streams, culverts  **Report** (after all locations have been searched or 15 mins passed)  Call caregivers, emergency contact or pick-up person to let them know child is missing.  Ask if child was picked up without telling Guider  **Emergency Services** (after 20 mins passed)  After parents have been notified, child remains missing and 20 minutes have passed since the start of the search, call emergency services to notify them of a missing child.  Use the child’s H.1 to tell emergency services if there are any medical or behavioural concerns  Keep searching until Emergency Services arrive  Ask other units, community groups, or bystanders to be aware of any suspicious activity, or if they noticed any unaccompanied youth around.  Follow the ‘Communication during a Crisis’ protocol at the end of this document |
| **Evacuation** (What situations need evacuation? Where is the meeting place? Who will support group?)  At the start of the year, Guiders will choose an outdoor gathering spot close to the meeting space  We will let all girls know to meet there in the case of an emergency  Description of gathering location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Fire:**  Girls will be instructed to calmly exit the building  Supervisors will be at the front and back of the group to make sure that all girls have exited  Once outside, Guider will take attendance, to confirm everyone has safely exited  Call 911 if they have not yet been notified of the fire  Contact caregivers to come pick up their girl  **Flooding**:  Guider will move all girls to higher areas of the building or exit the building if safely able to  Take attendance  Contact caregivers to pick up their girl  **Gas leak**:  If Guider suspects a gas leak, immediately remove all girls from the building, and seek fresh air  Move away from the building  Guider will take attendance to confirm everyone has exited the building  Call the fire department to report potential gas leak, and contact your building/facility contact to inform them  Do not re-enter the building until given the all clear from authorities  Contact caregivers to pick-up girls if the meeting cannot safely continue outdoors  **Geographically specific evacuations (add/delete/edit as relevant to your location)**  **Tornado**:  Guider will move all girls to the lowest place in the building, ideally the basement  Take attendance/ do a buddy check  All members stay in the basement until given the all-clear from authorities or the storm has passed  If able, Guider should update caregivers to inform them of the status of the group, and request that caregivers collect their girl when safely able to  **Tsunami:**  The building supervisor will advise all recreational groups, starting with waterfront sites, that we have been warned of a tsunami.  Take attendance/do a buddy check  All members will exit as quickly as possible to the established gathering location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Guiders to take health forms and first aid kits with them  All campers to remain at gathering location until emergency personnel have advised it is safe to move/return  **Earthquake:**  Use Duck, Cover, Hold within the immediate area underneath solid protection (tables in shelters/cabins, beds) or in small groups hug tree trunks until shaking has stopped for several minutes  Remain on the site unless the structure appears unsound or if the Caretaker directs you to leave |
| **Unwanted visitor** (Where is a safe place? Who will lock doors? Who should you call?)  **Human:**  If the Guider immediately does not feel comfortable, remove the girls from the situation immediately, move to a secured location, and contact authorities  If the Guider feels comfortable, approach the person, away from the girls if possible, and ask them to leave the area  If possible, once they have left, lock the door behind them  If they will not leave, Guider should contact the authorities, while another Guider should move the girls into a secure place (i.e. locked washroom, lockable storage room, etc.)  If there is no lock, barricade doors, and remain quiet  Guider(s) should remove themselves from a dangerous intruder as well, and not engage until authorities arrive  **Animal:**  Guider will remove all girls from the general area.  Guider will then contact their meeting space contact to ask them to deal with the animal.  If there is no answer, and the animal poses a threat to the unit, contact animal control.  If there is no area to safely continue with the meeting, contact caregivers to pick up girls. |
| **Serious injury or medical emergency** (Who will call 911? Who will support others? Who will guide EMS to location?)  **Upon onset of a serious injury or medical emergency**  Guider who has the highest level of first aid will attend to the person.  The second Guider will call 911.  If there is a third Guider, or Junior Leader, they will move the rest of the group away from the scene.  **Directions for EMS**  One adult or junior leader will go to the entrance to the meeting space to direct the EMS to the location of the incident.  This person should use the template at the end of this document so all details are included (civic address, nearest landmark, if building doors lock automatically, assist them in entering)  **Contacting caregiver or emergency contact**  If there are enough supervisors, or the patient is stable enough, one Guider secures the H.1 for the victim, and contacts caregiver, or other emergency contact.  The H.1 should be given to paramedics and sent with the child, unless paramedics say otherwise. |
| **Child not picked up** (Use contact info on health form, What number to leave if no answer? Who will look after them?)  If child has not been picked up 10 minutes after scheduled pick-up time  Contact primary caregiver. If no answer, leave a message with a return phone number.  Continue through all phone numbers listed on the H.1, and all phone numbers listed on the roster.  If possible, also send text messages, and emails to all known contacts.  Next, ask the child if they know of any other phone numbers and try those.  If the child has not been picked up after \_\_\_\_\_\_ (time), and no contact with any listed person can be made, Guiders should use the non-emergency police line to contact authorities.  If caregiver is reachable, but will be delayed, ask for permission from the guardian for the girl to go home with another girl. |
| **Suspected/confirmed communicable disease** (COVID-19, flu, gastroenteritis, etc. Where will you isolate the person? When/how will guardians/emergency contact be contacted?)  **If a girl begins to exhibit symptoms of a communicable illness while at a meeting**  caregivers will be immediately contacted to pick up.  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 while at a meeting**  If possible have them leave immediately.  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, or the last girl has left. |
| Other Emergency Planning Situations (Think about common activities that you will be doing with your unit and prepare for what you would do in these situations) Some examples include:   * Power outage * roadside emergencies (bus/car breakdown or accident) * water related emergencies, member with anaphylactic allergies and EpiPen * weather related emergencies   Include 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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| Resource | Contact Number(s) | | Specific instructions for communicating: |
| EMS ambulance | 911 | Other: |
| Fire | Other: |
| Police | Other: |
| Commissioner or ACL: | | |
| Home Contact Person: | | |
| Provincial emergency contact for GGC: | | |
| Facility/Site Contact: | | |
| Poison Control: | | |
| Public Health Unit:  (Number that is staffed during your meeting time) | | |
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| : | | |
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\* 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 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): | |

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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 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 m~~u~~ltiple 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)
2. Home Contact Person (where applicable) or Responsible Guider makes initial contact with parent(s)/guardian(s) to provide current status report and next steps.
3. 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.
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 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.”