# 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: | Today’s Date: 8/8/2024 |
| Unit meeting/ Activity/event/camp: TRCA Lake St. George Field Centre - Outdoor Experience | Date(s) of activity: November 1-3, 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 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** (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.)  Responsible Guider 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. Notify a staff member of the missing person. From there, assist the staff (if requested) in carrying out missing person procedure. If person has not been located, Responsible Guider 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 on site: follow directions of facility staff to meeting location. Do a buddy-check/head-count, contact EMS and facility staff. Return to site only if the authorities give the all-clear  Severe Weather - Follow directions of facility staff to meeting location. Weather will be monitored, and if a severe storm is forecast Responsible Guider will contact parents and end the Experience 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 designated assembly/evacuation point. Should the primary assembly/evacuation point be within a hazardous area, personnel will report to the secondary assembly/evacuation point. The faclity staff member will notify everyone of these locations.  Responsible Guider will do a headcount at the location and if someone is missing, will check sites/buildings and waterfront if safe to do so. If evacuation required, Responsible Guider 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 Responsible Guider 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: Responsible Guider has the responsibility to facilitate the alerting and safe evacuation and sheltering of persons with disabilities during an emergency. These individuals may require assistance. Never separate a disabled person from their service animal or assistive device. |
| **Unwanted visitor** (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. Responsible Guider will lock doors and windows and conduct a headcount. If safe to do so, Responsible Guider and 1 designate to approach the intruder and ask intentions. Note identifying features and threatening actions if present. Inform facility staff. If warranted, Responsible 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. |
| **Serious injury or medical emergency** (e.g. who will call 911? who will support others? who will guide EMS to location?)  The 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. Responsible Guider will call EMS if required. If possible, Responsible Guider will accompany the injured person to the hospital (if a girl then accompany, if an adult consider supervision ratio for remaining girls). Responsible Guider 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, the following procedures will be followed:  - Call 911. Inform dispatcher the nature of emergency and exact location.  - If certified, administer First Aid and follow standard First Aid procedures.  - Ensure all gates, access points and routes to emergency location are unlocked and clear for Emergency Service. Assist Emergency Services as necessary. Contact Provincial Office and the family afterwards if necessary.  - Determine the best course of action for the rest of the group |
| **Child not picked up** (e.g. use contact info on health form, what number to leave if no answer; who will look after them)  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 |
| **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?)  The Responsible Guider will notify the facility. The person will be isolated in an area designated by the facility until they can be picked up and removed from the site. |
| 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.  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/. |

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| Resource | Contact Number(s) | | Specific instructions for communicating: |
| EMS ambulance | 911 | Other: |
| Fire | Other: |
| Police | Other: 1-866-876-5423. |
| Commissioner or ACL: | | |
| Home Contact Person: | | |
| Provincial emergency contact for GGC: 416-926-2350 | | |
| Facility/Site Contact: (905) 773-5525 | | |
| Poison Control: 1-800-268-9017 | | |
| Public Health Unit: 1 877-464-9675 | | |
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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:  950 Bethesda Side Road, Richmond Hill | |
| 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.”