

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 it by hand, please use the PDF form, which has larger text boxes.

Instructions:

- Have on hand at all activities
- Share this plan with all supervisors before meetings or the activity
- When any situation mentioned in the SG.4 occurs, an Incident Report (INS.01) is completed.
- For Pathfinder and Ranger activities with only one Guider present, always review the SG.4 with your unit, and inform them of where a copy will be throughout the activity.

Unit(s):	Today's Date (mm/dd/yy):
Unit meeting/Activity/event/camp:	Date(s) of activity (mm/dd/yy):
At the activity, attach to your emergency response information: ☐ A list of participants with emergency contacts ☐ Schedule of activities or itinerary	

Resource	Non-emergency numbers	Specific instructions for communicating:
EMS ambulance	EMS:	
Fire	Fire:	
Police	Police:	
Commissioner or ACL:		We are a group of _____ (number of people.) Our 911 civic address is: *Always let emergency services hang up first.
Home Contact Person:		
GGC Provincial emergency contact:		
Facility/Site Contact:		
Poison Control:		
Public Health Unit:		
Suicide Crisis Line:		
Child Protective Services:		

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Instructions for completing this form

- All sections on the first page of this form must be completed.
- All sections in “red” text below must be completed, including completing the “Unit/activity specific needs (required)” box. After you read through the response steps, if you don’t have any additional requirements, you can indicate that in the box.
- All the information in the “Response Steps (edit for your unit and location)” boxes may be edited to best suit your activity or unit.

Missing Person	Response Steps (edit for your unit and location)
Lead Guider: Alternate Guider: Health forms and rosters are located: Risk management strategies:	

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Unit/activity specific needs (required). *Not enough space? Attach another page to this form.*

Evacuation	Response Steps (edit for your unit and location)
Lead Guider: Alternate Guider: Description of gathering location (muster point) at this activity: People who may need extra support while evacuating: Risk management strategies:	

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Unit/activity specific needs (required). <i>Not enough space? Attach another page to this form.</i>	

Unwanted Visitor	Response Steps (edit for your unit and location)
Lead Guider: Alternate Guider: The secure room at our location is: Likely animals to encounter at this location: Risk management strategies:	

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Unit/activity specific needs (required). *Not enough space? Attach another page to this form.*

Medical Emergency First Aider(s): Guider responsible for group management: The first aid kit location: Known medical concerns to be aware of: Risk management strategies:	Response Steps (edit for your unit and location)
Unit/activity specific needs (required). <i>Not enough space? Attach another page to this form.</i>	

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Girl member not picked up	Response Steps (edit for your unit and location)
Lead Guider: Alternate Guider: Risk management strategies:	
Unit/activity specific needs (required). <i>Not enough space? Attach another page to this form.</i>	

Communicable Illness	Response Steps (edit for your unit and location)
Lead Guider: Alternate Guider: Risk management strategies:	
Unit/activity specific needs (required). <i>Not enough space? Attach another page to this form.</i>	

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Behavioural Concerns	Response Steps (edit for your unit and location)
Lead Guider: Alternate Guider: Members with support strategies already in place:	
Unit/activity specific needs (required). <i>Not enough space? Attach another page to this form.</i>	

Other:	Response Steps (edit for your unit and location)
Lead Guider: Alternate Guider: Risk management strategies:	

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Other:	Response Steps (edit for your unit and location)
Lead Guider: Alternate Guider: Risk management strategies:	

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Lead Guider: Alternate Guider: Risk management strategies:	

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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 an emergency would look something like this:

1. The Responsible Guider or Substitute Group Leader contacts:
 - a. EMS and/or other local authorities, when necessary
 - b. Group members (to provide reassurance)
 - c. Home Contact Person (if applicable to your activity)
2. Home Contact Person (where applicable) or Responsible Guider makes initial contact with caregiver(s)/parent(s)/guardian(s) to provide status report and next steps.
3. Notify the Provincial Commissioner or Provincial Council Emergency Contact. Check your provincial office or website for the emergency contact number. Or ask your District Commissioner/ACL to help you reach them.

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4. Provide the Provincial Commissioner or Provincial Council Emergency Contact 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.
5. After dealing with immediate needs, Responsible Guider or Substitute Group Leader may contact caregiver(s)/parent(s)/guardian(s) personally to discuss further details, answer questions and problem solve where applicable.
6. Do not talk to the media.
7. Notify all participants that they must not use cell phones or send electronic messages to friends and family.
8. 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."

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