



	<p>Joanne Guider to contact District Commissioner</p> <p>Animal</p> <ol style="list-style-type: none"> <li>1. Guider will gather girls away from the area the animal is in.</li> <li>2. Do not approach and surprise an animal, move away slowly and quietly</li> <li>3. Do not get close to their food source</li> <li>4. It's good to make noise all of the time so that you don't surprise any animals.</li> <li>5. Call an animal control to come remove the wild animal if it will not leave.</li> </ol>
<p>Traumatic/medical emergency (e.g. who will call 911? who will support others? who will guide EMS to location?)</p>	<ol style="list-style-type: none"> <li>1. First Aider (Suzy Q Guider) will stay with and look after patient while designating to get adult help if necessary.</li> <li>2. Joanne Guider will obtain first aid kit that is located in the kitchen.</li> <li>3. First Aider wears gloves and treats minor scrapes, bruises, cuts, etc. and documents on H4. Informs parents when they arrive.</li> <li>4. For injuries needing more attention (sprains, chipped tooth, illness, etc.) reassure child and call parents immediately to pick up their child and seek medical attention as needed. Document on H4.</li> <li>5. For serious or life-threatening emergency (unconsciousness, choking, severe bleeding), First Aider(Suzy Q Guider) will administer first aid/CPR and instruct someone to call 911. Joanne Guider to call parents to inform them of the situation and request pick up of girls.</li> <li>6. Joanne Guider will reassure other girls during any medical emergency. For serious incidents, RG to contact the District Commissioner.</li> </ol>

**Other Emergency Planning Situations** (for example, bus/car breakdown or accident, parent does not arrive to pick up child, waterfront, steps for providing assistance to participants who have a disability based on their needs and discussions with the individual or her caregivers)

<p>Parent does not arrive to pick up child</p> <ol style="list-style-type: none"> <li>1. Call parent/guardian and ask permission to have girl go with another parent.</li> <li>2. If no answer, leave message then call alternate/emergency contact on SG.2 form.</li> <li>3. Reassure the girl.</li> <li>3. If no answer, wait 15 minutes then call again.</li> <li>4. Call parent and alternate/emergency contact on Personal Health form and leave message with both advising on next steps.</li> <li>5. Call the police to query if there has been an accident. 6. If parent does not call or arrive by the time that the hall has been cleaned and Guiders are ready to leave, one of the Guiders will take the girl home with her.</li> </ol> <p>Power Outage</p> <ol style="list-style-type: none"> <li>1. When power outage occurs, gather the girls in the large room at the Centre and reassure them. Lantern will be in the kitchen.</li> <li>2. Call the power outage (1-877-428-6004) to obtain information on anticipated outage time.</li> <li>3. If outage time is determined to be too lengthy, contact Home Contact Person and coordinate phone calls to parents. Ask parents to come and pick up the girls</li> <li>4. Instruct the girls to pack for home.</li> </ol> <p>Unexpected Bad Weather</p> <ol style="list-style-type: none"> <li>1. Guiders determine if conditions warrant the sleep over to close early.</li> <li>2. If sleep over to be closed, call Home Contact Persons to contact parents to come and pick up the girls.</li> <li>3. Begin preparations to go home.</li> </ol>
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Resource	Contact Number(s)	
EMS ambulance	911	Other:
Fire		Other:
Police		Other:
Commissioner or ACL	your District Commissioner	
Home Contact Person	Guider Owl 902-???-????(h)	
Provincial emergency contact for GGC	Lorena Fortune Provincial Commissioner (902) 986-4267(cell) (902) 890-7319 (Please DO NOT leave a message)	
Facility/Site		
Poison Control		

Specific instructions for communicating:

**Before making the call for help, make sure you have the following information:**

**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

<b>Location...</b>	Our 911 civic address/emergency locator #: (or nearest civic address) is: Our 911 civic address/emergency locator #: (or nearest civic address) is: 2321 Somewhere Road
	The location of the group is (nearest landmark):
	Lat/Long or UTM coordinates: (as applicable for wilderness situation)
<b>Resources Requested...</b>	We need assistance from _____ (EMS/fire/police/rescue/other). List specific needs:
<b>Situation...</b>	Description of Problem:  Number of people injured, missing or needing help:  Condition of victim(s):
<b>Our plan...</b>	We have taken the following actions:  We are planning to do the following:
<b>My contact info is...</b>	My name is _____. I am with a Girl Guide group. My phone number is _____ (phone/cell)

<b>Call made to:</b>
<input type="checkbox"/> 911 <input type="checkbox"/> Other: _____
Time of call: _____
Call made by: _____
Person spoken to: _____

## Communications Plan Guidelines

A Communications Plan is the written set of instructions to follow for contacting emergency agencies, GGC authorities and parents in the event of a crisis situation and is incorporated into your Emergency Response Plan (SG.4). The plan covers a number of functions that need to occur to smoothly manage emergency communications. For most situations, the communications pattern 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).

## Crisis Management

A crisis is an incident or situation that may potentially cause or has caused harm to an individual or group. It is also a situation that may have negative public or internal implications for Girl Guides of Canada. Examples of a crisis are:

- Death of a Member
- Serious injury
- Sexual misconduct or impropriety in the relationship between a volunteer or staff or child's parent
- Abuse or negligence of a child
- Misuse of Guiding funds
- Criminal charges against a Member
- Charges of discrimination or violation of human rights

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:

- Ask for assistance from EMS in contacting parents/guardians.
- 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.
- Provide the Provincial Commissioner with details of the incident. Use the script with the Emergency Response Plan (SG.4) as a guide. She will inform and follow up with the appropriate national contacts.
- Do not talk to the media.
- Notify all participants that they must not use cell phones or send electronic messages to friends and family.
- 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."