AInstructions:

* 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: | **April 11, 2019** |
| Unit meeting/ Activity/event/camp: | **Dragon Boat Paddling** | Date(s) of activity: | **May 23, 2019** |

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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| **Situation** | **Procedure to follow** |
| Missing Person (e.g. Who will do buddy check? Special search locations; timeframe for reporting etc.) | A Missing Person refers to a participant who is unaccounted for. It is important to constantly monitor the group and to pay special attention whenever there is a change in the activity. Early recognition of an unaccounted for participant can often result in preventing the incident from becoming more serious. Girls will be assigned to a leader for supervision and will be in view of the leader at all times. The likelihood of a girl going missing is almost nil (impossible while we are paddling), however, if it happens, the following will be our procedure once we notice a person is missing:  􀂃 Have buddies check-in with their buddy to determine exactly who is missing  􀂃 Determine the time and place where the person(s) was last seen  􀂃 Two leaders check the washroom and immediate area surrounding where the group is collected at the site  􀂃 Responsible Guider remains with the group, staff informed and will advise us.  􀂃 Work with Security personnel if efforts to locate the missing person(s) has not been successful in 40 mins; followed by alerting the parents/emergency contact |
| Evacuation (e.g. reasons to evacuate, meeting place; who will support group? etc.) | An evacuation refers to having to quickly remove the group from an unexpected and potentially dangerous situation. This may relate to exiting the paddling location. Each situation is going to be different so it is important to consider the following guidelines before having to manage this type of situation:  􀂃 Consider reasons we may need to evacuate – fire, severe weather (note degrees of weather), severe injury, wide-spread illness - we will establish a meeting location in the parking lot if we have to leave the waterfront. If having to abort the paddling, the accompanying staff will advise how and where to land, Leaders will subsequently inform parents of the situation.  􀂃 Before starting the paddling, determine an all-clear signal or system for communicating when and if it is safe to return to the paddling location (dock).  􀂃 All Leaders reassure participants and attend to their needs.  􀂃 Monitor the situation for changing or threatening conditions; call parents for early pick-up. |
| Intruder (person, animal) (e.g. note safe place; who will lock doors: etc.) | This is an outdoor event. If there is any threat from a person, 911 will be called. Leaders will reassure participants and the staff are in charge. |
| Traumatic/medical emergency (e.g. who will call 911? who will support others? who will guide EMS to location?) | A traumatic or medical emergency is a situation where a participant or supervisor requires immediate medical attention from trained professionals. This situation could develop from capsizing, or personal traumatic event (eg, heart attack). Staff are in charge for immediate First Aid. RG will call 911 if instructed by the First Aid staff. If the accident is not serious enough to call 911, but does interupt the paddling, everyone will return to the dock. The following are some general guidelines to assist with managing this type of situation:  􀂃 Assign someone to look after the patient (Leader with FA)  􀂃 RG and other Leaders will manage the safety of the group  􀂃 Assist the first responders as directed  􀂃 If possible, send a GGC representative with the patient if First Responders allow it  􀂃 Contact the family direct and provincial office  􀂃 Determine the best course of action for the group, likely call parents for early pick-up, and reassure the remaining participants |

## 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)

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| Parent/Guardian Does Not Arrive to Pick-up Child  • Call parent/guardian and ask permission to have child go with another parent.  • If no answer, arrange for child to travel with a screened volunteer. Leave a message for parents at all contact numbers.  • If possible, continue calling during travel; deliver child to one of the contacts given or arrange for child to stay with screened volunteer until parents collect child; if no contact after 2 hours, RG will contact the police. |

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| Resource | **Contact Number(s)** | |  | Specific instructions for communicating:  We are will the Fairway Gorge Paddling Club… |
| EMS ambulance | 911 | Other: |
| Fire | Other: |
| Police | Other: |
| Commissioner or ACL | Deb Buckle, 250-590-0744 | |
| Home Contact Person |  | |
| Provincial emergency contact for GGC | 1-888-884-2711 | |
| Facility/Site | 778-432-3472 | |
| Poison Control | 1-800-567-8911 or  604-682-5050 | |
| District Commissioner |  | |
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**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:  2940 Jutland Road |
| 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:  **Call made to:**  🞏 911 🞏 Other: \_\_\_\_\_\_\_\_\_\_  Time of call: \_\_\_\_\_\_\_\_\_\_\_\_\_\_  Call made by: \_\_\_\_\_\_\_\_\_\_\_\_\_  Person spoken to:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  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 ) |

**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)

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