# 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: <full unit name> | Today’s Date: <dd mmm yyyy> |
| Unit meeting/ Activity/Event: <event/activity> | Date(s) of activity: <dd to dd mmm yyyy> |
| 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 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.) See SG Appendix H on page 178  1. Responsible Guider (RG) to have buddy’s check immediately and question all youth about where the missing youth was last seen.  2. <RG> to have supervisors check both the upstairs and downstairs areas of Guide House including the 3-bathroom areas, then the parkade and the elevator, and finally the sidewalks outside the downstairs entrance (Esplanade) and the sidewalks outside the parkade (Mahon Ave.).  3. Station supervisors to stay with the youth and reassure them.  4. <RG> will advise other RGs on-site, if search is unsuccessful.  5. If the youth is not found in 30 minutes, <RG> will call the RCMP and contact her guardian.  6. <RG> to call District Commissioner. |
| **Evacuation** (e.g., reasons to evacuate, meeting place; who will support group? etc.)  Consider reasons you may need to evacuate – fire, severe weather, severe injury, wide-spread illness. Predetermine an all-clear signal or system for communicating when it is safe to return to the site. (Whistle, cell phone) See SG Appendix H on page 178  1. Identify that evacuation is necessary (fire in building, power outage, inclement weather - wind, extreme rain/cold/heat), gather the youth members and ask that they follow the other supervisors in an orderly manner to the meeting place. <Guider#2> will take attendance with assistance of all supervisors. <First Aider> will bring the health forms/ePACT and first aid kit. Reassure participants and attend to their needs. <RG> will provide further instruction.  2. Gathering point is located on the west side of Mahon Avenue between Esplanade and First Street. Monitor the situation for changing or threatening conditions. Discuss whether the event can continue or is cancelled, cancel due to fire or severe weather or power outage for more than one hour. Do another head count and reassure participants.  3. <Guider#2> to alert the Guide House Liaison & authorities.  5. <RG> to contact the District Commissioner who will then contact the PC.  6. We will leave the site if the area is deemed unsafe by emergency respondents.  7. <RG> to contact Home Contact Person, if we are evacuating. Home Contact Person will contact the guardians. <RG> to ensure no-one is left on site.  **Earthquake**:  Use Duck, Cover, Hold within the immediate area underneath solid protection until shaking has stopped for several minutes.  Remain on site unless it is apparent that the structure/area is unsound, until safe to move. Follow evacuation procedures, if necessary.  **Fire at Site:**  <RG> will immediately call 911 and <Guider#2> will inform the Guide House Liaison or the Provincial emergency phone number. Vacate the site to the gathering place (west side of Mahon Avenue between Esplanade and First Street) leaving the access clear for emergency vehicles. <First Aider> will bring the health forms and First Aid kit with them. All participants remain at the gathering place until firefighting personnel advise that it is safe to return or to go farther away.  **Massive Storm**:  (high winds, power outage, heavy rain, or snow etc.) <RG> will monitor weather, and evacuation plans will be put in place, if necessary. |
| **Unwanted visitor** (person, animal) (e.g., note safe place; who will lock doors: etc.)  **Person**: See SG Appendix H on page 179  1. <RG> will safely approach the intruder and inform them they are on private property.  2. <First Aider> will lead the youth to the other floor of Guide House or another part of Guide House if the path to the other floor is not safe. She will block the door and keep the youth away from the doorway. Do a head count. If possible, <First Aider> will bring the health forms/ePACT and first aid kit.  3. <RG> and other supervisors will discuss the potential threat.  4. <RG> to call 911, if concerned for safety.  5. <RG> will advise other RGs on-site, as appropriate.  6. Notify all the guardians of the incident upon pick up.  7. If the RCMP are called, <RG> is to call the District Commissioner.  **Animal**:  1. If the intruder is an animal, ensure that the youth stay calm and remain with their supervisors and not approach the animal. |
| **Serious injury or medical emergency** (e.g., who will call 911? who will support others? who will guide EMS to location?)  Medical Emergency: See SG Appendix H on page 179  1. <First Aider> will stay with the injured youth while <RG> calls 911 (if necessary).  2. <Guider#2> will manage the care and safety of the group. <Guider#2> will keep the other youth gathered but away from the injured youth and remain calm. Do a head count to ensure everyone is present.  3. If the emergency does not require outside assistance, but the youth is unable to continue the camp, <RG> will contact guardian/emergency contact to pick up the youth.  4. If injury requires emergency responses, <RG> will call 911 and give the address of the facility.  5. <RG> will go and meet EMS and guide EMS to the location where the injured youth is with the First Aider.  7. <RG> will contact guardian and describe injury and location of the medical facilities that the youth has been taken to. <RG> will contact the District Commissioner.  8. <Guider#2> will accompany the injured youth to the medical facility. The INS.01 will be completed by the First Aider in collaboration with <RG> and <Guider#2>. |
| **Child not picked up** (e.g., use contact info on health form, what number to leave if no answer; who will look after them) See SG Appendix H on page 180  Guardian does not pick up at the end of the event:  1. <RG> to call the guardian. If there is no answer <RG> will go through the list of emergency contacts on the SG.2 as well as the H.1/ePACT form.  2. If there is no answer, <RG> is to have another Guider remain behind with the youth. They will wait 20 minutes and call the emergency numbers again. If guardian answers, ask permission to have child go with that Guider.  3. If there is no answer after one hour, arrange for the youth to travel with a Guider after leaving messages for the guardian and all contact numbers. If possible, avoid one-on-one travel situations. continue calling during travel if feasible.  4. If nobody is at the youth's home, leave a note that the youth is at the Guider's home.  5. After a reasonable effort to contact the guardian and emergency contacts with no response, call the Ministry of Child and Family Development. <RG> notify Home Contact Person and District Commissioner. |
| **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?) See SG page 90  1. Guardian will not be allowed to drop off their child without completing the self-assessment, or if the child shows symptoms.  2. Individual (Guider or youth) whose symptoms appear during the activity will be isolated from the other members by staying in Eagles Nest or the elevated corner of Cypress and using a designated toilet and sink. The individual and First Aider will wear a mask, hand sanitizer will be used. The physical area will be sanitized after the individual has left.  3. If the symptomatic person is a youth member, guardian will be contacted to pick her up immediately.  4. <RG> will advise other RGs on-site, as appropriate.  5. <RG> to inform Guide House Liaison of illness and cleaning protocol used. |
| 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 caregiver.  **Reporting**: see SG p 46  An INS.01 will be completed and Provincial and National will be notified should any part of the Emergency Response Plan be activated.  **Cookstove Cooking**: See SG page 51  Make sure the youth are not wearing loose clothing and have their hair is tied back. Provide hair ties for those who need them.  **Ferry Travel**: See SG page 47  In the event of a ferry service disruption, <RG> will contact the Home Contact Person to advise guardians of the delay. Guiders will carry extras funds to cover costs of meals, which will be reimbursed by the guardians as part of the additional camp cost. <Guider#2> will carry additional games or other small activities to keep the youth occupied. Head counts will be performed every 15 minutes and youth will need to have a buddy at all times.  **Vehicle Travel**: See SG page 47, Carpooling on page 49  In the event of a vehicle breakdown, call other Guiders and Home Contact Person. Make alternative arrangements for youth to arrive at the event / home. Vehicle descriptions and license plates need to be provided.  **Adaptive Spaces**: See https://mbr.girlguides.ca/MZ/About\_Guiding/Diversity\_and\_Inclusion/Accessibility/MZ/About\_Guiding/Diversity\_and\_Inclusion/Accessibility.aspx?hkey=b5dbb21a-f55d-4bc7-b6b1-994bb150d876  If your group has a person with a disability, is accompanied by a service animal, or uses an assistive device, Guiders must familiarize themselves how Guide House is accessible and make the necessary adjustments as needed. If another person’s health or safety would be severely impacted by the presence of a service animal, the Guider must consider all relevant factors and options and try to find a solution that meets everyone’s needs. |

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| Resource | Contact Number(s) | | Specific instructions for communicating:  We are a group of <xx> Girl Guides between the ages of <xx> and <xx>. We also have <xx> adult supervisors.  We are located at:  Suite 107 – 252 Esplanade West  V7M 0E9  **Carpoo**l:  Vehicle description and plate number |
| EMS ambulance | 911 | 250-374-5937 |
| Fire | 604-980-5021 |
| Police | 604-985-1311 |
| Commissioner: <name & number> | | |
| Home Contact Person: <name & number> | | |
| **Provincial emergency contact for GGC: 1-888-884-2711** | | |
| Guide House Liaison: Ming Berka 604-985-8363 or 604-360-8363. | | |
| Poison Control: 1-800-567-8911 | | |
| Public Health Unit: 604-586-4390 or 811 | | |
| Responsible Guider (RG) Cell: <name & number> | | |
| First Aider Cell: <name & number> | | |
| Guider #2 Cell: <name & number> | | |
| TransLink: 1 (604) 953-3333 | | |
| BC Ferries: 1 (888) 223-3779 | | |
| Ministry of Child and Family Development: 1-800-663-9122 | | |
| Power Outages: 1-888-769-3766 (cell \*49376) | | |
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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 address is:  Suite 107 – 252 Esplanade West  North Vancouver, BC V7M 0E9 | |
| The location of the group is:  Mahon Avenue between Esplanade and First Street | |
| We need assistance from (EMS/fire/police/rescue/other).  List specific needs: | |
| Resources Requested… | Description of Problem:  Number of people injured, missing or needing help:  Condition of victim(s): | |
| Situation… | We have taken the following actions:  We are planning to do the following: | |
| Our plan… | My name is . I am with a Girl Guide group. My phone number is (phone/cell): | |
| Alternate contact info: | If my phone is busy, call \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | |

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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 or 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 youth 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 guardians 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 Guider #2 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 guardian(s) to provide current status report and next steps.
3. After dealing with immediate needs, Responsible Guider or Guider #2 may contact 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 Guider #2 contacts:
   * EMS and/or other local authorities, when necessary
   * Ask for assistance from EMS in contacting guardian of injured member
   * Group members (to provide reassurance)
   * Home Contact Person (if applicable to your activity)
2. Notify the Provincial Commissioner. Ask your District Commissioner 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 send messages to friends and family by any electronic means.
6. The appropriate person to contact the guardian 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.”