



Resource	Contact Number(s)
EMS ambulance	911 Other: Other: Other:
Fire	
Police	
Commissioner or ACL	Sue Cool 555.555.8765
Home Contact Person	Jack Frost 555.555.2512
Provincial emergency contact for GGC	Beverly Simpson Headon 780-975-8524
Facility/Site	555.555.2653 - phone in building
Poison Control	911 (put local # if there is one)

Specific instructions for communicating:

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

This is...	My name is _____. I am with a Girl Guide group. My phone number is _____ (phone/cell)
Situation...	Description of Problem: Number of people injured, missing or needing help: Condition of victim(s):
Location...	Our 911 civic address/emergency locator #: (or nearest civic address) is: 7890123
	The location of the group is (nearest landmark): Building at the end of the driveway
	Lat/Long or UTM coordinates: (as applicable for wilderness situation)
Resources Requested...	We need assistance from _____ (EMS/fire/police/rescue/other). List specific needs:
Our plan...	We have taken the following actions: We are planning to do the following:

- 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

Call made to:

911 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 its 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. Your District Commissioner/ACL will be able to help you reach her. Or your provincial office or website may have an emergency contact number.
- Provide the Provincial Commissioner with details of the incident. Use the script with the Emergency Response Plan (SG.4) as a guide.
- Do not talk to the media.
- Notify all participants that they must not use cell phones or send electronic messages to friends and family.
- Contact the national office as quickly as possible once the immediate crisis is over. Your Commissioner can assist or follow your provincial communication plan. Provide details of the incident. Use the script with this Emergency Response Plan (SG.4) as a guide.

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 she is available. The phone number is (416) 487-5281"