

## **CRISIS RESPONSE PLAN**

### **A crisis is an unusual, unexpected situation that:**

- requires immediate action
- needs to be managed, resolved, and not ignored, through a specific action plan
- is usually an isolated incident that can pose negative implications
- involves assistance from authorities (fire, police, ambulance, etc.)

### **Some situations that constitute a crisis situation are:**

- Death at a Guiding event
- Serious injury of a Member or employee or sudden acute illness affecting Members of the group
- Disaster of natural causes at an event (meeting, outing, camp)
- Missing Member through losing their way or abduction
- A tragedy involving one of our Members or groups travelling

*Please use your discretion. If a situation arises that makes you uncomfortable, err on the side of caution and report the crisis to your commissioner.*

### **Girl Guides of Canada-Guides du Canada, Saskatchewan Council upholds two principles:**

- A crisis must be resolved as swiftly as possible.
- That both Girl Guides and the public are best served by honest and timely communication.

### **Communication during a Crisis**

The *Safe Guide* clearly outlines communication channels. See Appendix D - “Emergency Response Guidelines – “Communication Plan Guidelines” (specifically the ‘Crisis Management’ section). The Emergency Response Plan (SG.4) and INS.01 forms also direct Guiders in crisis communication. These forms and the *Safe Guide* document can be accessed through the national website [www.girlguides.ca](http://www.girlguides.ca).

### **Follow these steps:** (in accordance with crisis)

#### 1. Assess:

- What happened?
- When did it happen?
- Who was involved?
- Where are they now?
- What is their condition?

- What do they need?
  - What Guider(s) is with them?
  - What is this Guider(s) doing now?
2. Call in the relevant Emergency Services and Support Services.
- Send a specific person(s) to the nearest main access point to escort Emergency Services to the crisis site.
3. Stabilize the Situation:
- Deal with hazards by identifying and containing them. Remove everyone from harm's way. If a neck or back injury is suspected, do not move the person unless they are in immediate danger.
  - Account for people involved – gather and count.
  - Look for additional injuries if incident involves personal injury.
  - Maintain leadership.
  - Designate someone to look after those who witnessed the incident.
  - Designate someone to look after the rest of the group who were on-site but not involved.
  - Communicate with other staff.
4. Establish an On-Site Crisis Headquarters:
- Prepare a protocol for phone calls – who is doing the calling, what is being told.
  - **Notify your area commissioner or her designate.**
  - **In any crisis, the Saskatchewan provincial commissioner must be notified immediately.**  
This can be done by contacting the provincial office. After office hours there will be a message on the answering machine that will indicate how to reach the provincial commissioner or a deputy. The provincial commissioner or a deputy will notify the national office following the internal chain of notification. The national office will be the official news source for the media and Guiding Members.
  - Set up and maintain a phone log book.
  - Provide staffing of the phone until the crisis is resolved.
  - **Do not talk to the press or media.** If you or your Guiders are contacted by the media, as stated in the *Safe Guide*, your response must be that you are unauthorized to discuss the situation and that they should contact the provincial office.
  - The role of all Guiding Members is to express confidence in the handling of the crisis.
  - It is vital that all Guiding Members in your area be fully briefed about how calls from the media or law enforcement agencies should be handled and referred.
  - Instruct girls and adults to refrain from contacting outside people until they are informed it is okay to do so.
5. Contact parents:
- Prepare a statement.
  - Call parents of all person(s) directly involved in the incident.
6. As appropriate or following the directions of the provincial commissioner:
- Notify parents of other girls, Guiders and staff.
  - Clarify each team member's assignments.
  - Begin group meetings and ensure counselling for all involved.
  - Keep track of each person affected by the incident.
  - Assign two staff members independent of each other to gather facts.
    - maintain objectivity
    - avoid statements assigning blame
    - talk to everyone directly and indirectly involved

- describe conditions (weather, girls, etc.) before, during and after the event.
- If possible, take pictures.

### **Serious Accident or Death at a Guiding Event: Procedures to Follow:**

1. In any situation it is recognized that death is not pronounced until a qualified medical examiner makes such an assessment. Emergency first aid procedures will be continued until the arrival of emergency medical services.
2. If the victim is a child, call the parents or guardians of the child to notify them that their child has been involved in a serious accident/medical emergency (check health form). Direct them to meet the adult who accompanied the individual at the emergency facility where the individual is transported. Note time of contact with the parent or guardian.
3. A Guider should accompany the individual(s) to the emergency facility. Take the individual's health form. The Responsible Guider must remain on-site to deal with the police and provide security for witnesses.
4. Keep names of all medical persons who attended on the premises.
5. Segregate the other children and adults who may be witnesses, in order to keep their own recollection of events clear.
6. NEVER interfere with the body of the deceased or any evidence that might surround the body. Do not conduct interviews or collect evidence.
7. A young person also has the right to have a parent, guardian or care-giver present when she is being questioned by police. The Responsible Guider on-site should remain with a child suspected of being involved in the accident, to make sure her rights are not violated. If directed by the police to move to another location, such as the police station, the adult will remain with the child until the time her legal guardians arrive.

### **After the Crisis:**

1. Post Accident:
  - Check status of:
    - persons(s) involved in the incident
    - others affected by the incident
    - crisis team members
    - your crisis response plan
    - first aid and related supplies
  - Continue, revise and add any steps to your crisis response plan.
  - Check in with anyone who has left to go home.
2. Prepare Reports:
  - Reports
    - should be factual in content
    - should contain everything that happened and how you and the rest of the Guiding group responded
    - should not be released to anyone who is not authorized to receive it.

- Forms/Claims
  - must be filed
  - Incident Report Form (INS.01) Girl Guides of Canada-Guides du Canada. This form is available from your commissioner or on the website and must be sent to national within five (5) days.
  - Worker's Compensation if appropriate
  - Other relevant agencies.

The provincial commissioner will ensure support and follow-up in the crisis situation.