

Adult-Only Activities

Guiders are expected to apply the same principles of thorough forethought and safe planning in all Guiding-related activities. Adult-only activities, except for meetings and conferences, must comply with the following:

During banquets, training and educational activities planned primarily for adults, but where Rangers have been invited, they must be supervised according to the Safe Guide procedures. Note in particular information regarding alcohol consumption.

Adults must adhere to the procedures for Conditional and Uninsured Activities.

Adult-only Red level adventure activities require full compliance with Safe Guide procedures.

For overnight adult-only activities:

- A first aid kit must be available, along with emergency contact information for EMS and other emergency services
- Participants must share emergency contact information and pertinent information detailing health concerns that someone should be aware of (e.g., diabetes, epilepsy, allergies, and heart medication)
- It is recommended that Guiders use the Personal Health Form for Adults (H.2) for this purpose and do one of the following:
 - Submit it to the event/activity organizer(s).
- Review it with the event/activity organizer(s), and inform her where you will keep it should she need to access it.

Conditional Activities

GGC's General Liability Policy covers the activities listed below when additional conditions are met. The Responsible Guider is responsible for complying with and/or verifying that the conditions listed below are adhered to, in addition to the procedures outlined in Safe Guide 2008.

It is recommended that parents are made aware that these activities have specific conditions that must be followed. A sample parent letter is included in this appendix.

Alpine/Downhill Skiing and/or Snowboarding

Downhill skiing or snowboarding must include the following conditions:

- This activity must take place at reputable commercial ski hill.
- The Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5) must be signed and witnessed for all participants (girls and adults) and collected by the Guider in advance of the activity. If a participant is under the provincial/territorial age of majority, the form is signed by her parent/guardian.

Downhill ski *racing* and snowboard *racing* are uninsured and not permitted.

Boating With Third Party Service Provider

When using a third party service provider for boating activities, the following conditions must be followed:

- The service provider must provide Girl Guides of Canada with documentation such as certificate of insurance (to be kept on file by the Unit) showing evidence of liability coverage for their commercial operations including injury to participants with minimum limits of \$2,000,000.
- The Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5) must be signed and witnessed for all participants (girls and adults) and collected by the Guider in advance of the activity. If a participant is under the provincial/territorial age of majority, the form is signed by her parent/guardian.

See Water Activities Planner.

Horseback Riding

Horseback riding must include the following conditions:

- This activity must take place at and be sub-contracted to a reputable, commercial riding establishment. Use the Third Party Service Provider Guide.
- The establishment must provide Girl Guides of Canada with a certificate of insurance (to be kept on file by the Unit) showing evidence of liability coverage for their commercial operations including injury to participants with minimum limits of \$2,000,000.
- The Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5) must be signed and witnessed for all participants (girls and adults) and collected by the Guider in advance of the activity. If a participant is under the provincial/territorial age of majority, the form is signed by her parent/guardian.

See Horseback Riding Activity Guide.

Rock Climbing on a Natural Rock Face

Indoor and outdoor man-made climbing walls, ropes courses and gym climbing **are covered** under the policy without additional conditions.

Rock climbing on a natural rock face is restricted to top-rope climbing, and is **covered only under**

the following conditions:

- The activity is treated as a Red level activity
- Minimum age of participants is 10 years old at the time of the activity
- The Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5) must be signed and witnessed for all participants (girls and adults) and collected by the Guider in advance of the activity. If a participant is under the provincial/territorial age of majority, the form is signed by her parent/guardian.
- Instructors/Activity Facilitators show proof of certification by the Association of Canadian Mountain Guides (or equivalent) to supervise and train participants in safe climbing
OR
- Approval of the national office is obtained by writing to safeguide@girlguides.ca. The Responsible Guider must provide details about the Activity Facilitator including information about their company, their instructor's qualifications and experience; and documentation such as certificate of insurance (to be kept on file by the Unit) showing evidence of liability coverage for their commercial operations including injury to participants with minimum limits of \$2,000,000.
- Full safety gear, including helmets (as recommended by the above Association or equivalent), is required and used by all participants.
- The activity is only to be undertaken at a site recognized by the climbing community and offering easy access within 500 metres of a public road / access to emergency medical aid.
- The site is to be inspected by the climbing instructor for suitability, safety and maintenance prior to commencing climbing.
- It is strongly recommended that Guiders arrange for and utilize third party climbing guides.

Scuba Diving

Scuba diving in open water is **uninsured and not permitted**.

Scuba diving in a pool for instructional purposes is permitted under the following conditions:

- The facilitator of this activity must show proof of certification as Scuba Diving Instructor from the National Association of Underwater Instructors, Canada (or its' equivalent)
- The Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5) must be signed and witnessed for all participants (girls and adults) and collected by the Guider in advance of the activity. If a participant is under the provincial/territorial age of majority, the form is signed by her parent/guardian.

See Water Planner.

Waterskiing

Waterskiing must include the following condition:

- The Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5) must be signed and witnessed for all participants and collected by the Guider in advance of the activity. If a participant is under the provincial/territorial age of majority, the form is signed by her parent/guardian.

See Water Planner.

Whitewater Rafting

Whitewater rafting must include the following conditions:

- The Responsible Guider must arrange for and utilize a third party service provider.
- The establishment must provide Girl Guides of Canada with a certificate of insurance (to be kept on file by the Unit) showing evidence of liability coverage for their commercial operations including injury to participants with minimum limits of \$2,000,000.

- The Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5) must be signed and witnessed for all participants (girls and adults) and collected by the Guider in advance of the activity. If a participant is under the provincial/territorial age of majority, the form is signed by her parent/guardian.

See Water Planner.

Sample Parent Letter for Use with the Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5)

Date:

Dear Parent/Guardian:

The _____ Unit of Girl Guides of Canada-Guides du Canada (GGC) will be participating in the following activity(ies):

- Alpine/Downhill Skiing/Snowboarding Scuba diving
- Horseback riding Waterskiing
- Rock climbing Whitewater rafting
- Boating with third party service provider

Date(s): _____ to _____.

This activity is considered a high-risk activity. In order for Girl Guides of Canada Members to participate in these activities, certain conditions must be met. These may include age restrictions, provision of certificates of insurance by companies providing the activity, and confirmation of certification of instructors, etc. Another condition is the completion of a Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5).

Please indicate your understanding and acceptance of the increased risk associated with this activity by completing a Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (SG.5) and returning the signed form to the activity organizer prior to the commencement of the activity.

If you do not provide your authorization, your daughter/ward will not be allowed to participate in the activity.

Sincerely,

Parent/Guardian Consent

(This consent is found on the A.5 / A.5 R registration form that parents sign.)

General Consent Statement

Guiding activities are organized according to set standards and guidelines for activity management including supervision, training, equipment, and health matters. These standards are documented in Safe Guide: Activity Planning and Safety Management and are available upon request.

During a typical Guiding activity, your child may participate in activities, supervised by her Guider, which may include, but are not limited to:

- Arts and crafts (use of scissors, glue, small craft materials)
- Active games (physical activities may involve the use of balls, running, skipping, jumping, tossing, etc.)
- Use of equipment (for science experiments, crafts, games, cooking, etc.)
- Active outdoor activities in the community (cookie sales, walking tours, skating, nature walks, etc.)
- Excursions to local points of interest (museums, parks, fire halls, etc.)

In all activities there is an element of risk. While Girl Guides of Canada and your daughter's/ward's Guider(s) take reasonable precautions to minimize these risks, this is no guarantee against injury or loss.

Some of the risks associated with typical activities include (but are not limited to): scrapes, cuts or bruises; sprains, strains or possible broken bones; illness from known or unknown sources; theft or loss of possessions; unforeseen injuries from activities, equipment or actions of your daughter/ward, other participants or other people, including negligent actions.

You will occasionally need to provide your child with equipment or clothing appropriate for the activity.

From time to time, unscreened adults who are not Members may assist with the supervision of your child's/ward's Unit activities under the direction of a Guider. Our procedures do not permit a girl to be left alone with an unscreened adult.

Some activities may take place in the community. These may be within walking distance, or may require a different drop-off or pick-up location. When activity locations require alternate drop-off or pick-up or other transportation arrangements, the Guider will provide you with the details.

From time to time your child may attend activities or events (e.g. camps, trips, or special outings or events) that would be in addition to the activities outlined above. Your permission will be required for these specific activities/events. If this occurs your child's Unit Guider will send home additional information about the planned activity or event.

Declaration:

I have read and understand the information provided with this form. I understand and assume any and all risks associated with Guiding activities on behalf of my child/ward, which are limited to those risks listed above. I authorize my child/ward to participate in the activities as described above.

Name: _____

Signature: _____

Date: _____

Girls Travelling On Their Own to GGC Events or Attending Conferences

Scenarios where girls may be without adult supervision include:

- Traveling to and from interprovincial, international and national events
- Traveling to and from a central meeting place within Canada to join up with a GGC group traveling to an international event
- When selected nationally or provincially to participate as a GGC representative in a conference/event hosted by another organization

When girls travel alone, these procedures must be followed:

- Girls must be supervised by a GGC adult Member, GGC staff Member, parent/guardian or other adult authorized by the family at departure, transfer and arrival points
- The arrangements must be authorized as followed:
 - For international events – by the National International Adviser
 - For national or interprovincial events – by the Provincial Commissioner (she may delegate this authorization to a Red level assessor)
 - Participation in national level committees/events with no provincial involvement or the event of another organization – by the Deputy Chief Commissioner-Member Services (this authorization may be delegated to the Committee/Event Chair or the National Safe Guide Specialist)

Parent/Guardian permission is to be provided using the Parent/Guardian Permission (SG.2) form and the information of the details of the travel arrangements are to be provided to parents/guardians using the Activity Plan (SG.1).

For GGC authorization, the above (SG.1 and SG.2) are submitted along with the Activity Notification or Authorization (SG.3).

When an invitation to an event in another country does not include an adult, the National International Adviser (NIA) may give permission for girls to travel alone. Contact safeguide@girlguides.ca for more information.

Minimum age for girls traveling on their own

- Pathfinder and Ranger age

Police Records Check for Non-member Volunteers

Non-members who work with girls or GGC funds are required to submit a current Police Records Check (PRC) to Girl Guides of Canada. This includes:

- Non-members who volunteer as a Unit assistants
- Non-members who volunteer as parent helpers on a regular or ongoing basis
- Non-members who volunteer in camps or camp-like settings
- Treasurers

The process for administering the Police Records Checks (PRCs) for these non-member volunteers is as follows:

1. All non-member volunteers must fill out the Non-member Volunteer Form (A.7). The form is available at <http://forms.girlguides.ca/default.aspx>. Members may also print off the form from the forms section of the Girl Guide website.
2. These non-members must apply for a PRC which includes a Vulnerable Sector Screen and Pardoned Sexual Offenders Database Check.
3. Procedures to apply for a PRC vary from community to community. Contact your local or provincial office for the specific PRC application process. Cost of PRC is the responsibility of the non-member.
4. A non-member volunteer can complete the Non-member Volunteer Form (A.7) if s/he has a PRC that includes the required database checks and is not dated more than six months prior to the date on the form and a copy is attached.
5. Depending on the Guiding structure in their particular province/territory, the Non-member Volunteer Form (A.7) is given either to the District Commissioner/ACL for forwarding to the local iMIS input site; or sent directly to the local iMIS site (area/provincial/local Guiding office) where paperwork is normally submitted for the applicable Guiding community.
6. Ideally the completed PRC is submitted with the Non-member Volunteer Form (A.7). However, as the period of time it takes to obtain a PRC varies across the country, it may be expedient to have the non-member information entered into iMIS first. Once the information is entered into iMIS, the non-member is given an iMIS number.
7. When the non-member volunteer has received the PRC back from the applicable police service, the original PRC and the Non-member Volunteer Form (A.7) if not previously submitted must be given to the District Commissioner for forwarding to local iMIS site. In provinces without District Commissioners, the PRC is sent to the local iMIS site (area/provincial/local Guiding office).
8. The non-member volunteer retains a photocopy of her PRC.
9. iMIS input site enters the PRC information along with the non-member information if not previously submitted. The original PRC is returned to the non-member along with an iMIS non-member profile. The non-member retains both for her personal files. A copy of the PRC along

with the Non-member Volunteer Form (A.7) will be retained and stored as per the forms retention schedule adopted within the applicable province.

10. The PRC date information will appear on Unit activity roster report for non-members volunteering with a Unit.
11. Non-members who remain active as a volunteer with GGC will be asked to renew and submit their PRC every five years.

Questions and Answers about the Police Records Check

Q1. Why does GGC require PRCs from non-member volunteers?

A1. When GGC began requiring PRCs, we were at the forefront of Canadian volunteer organizations in protecting our young Members. Today, PRCs are standard for any organization where adult volunteers are in contact with children and youth. GGC's screening policy is intended to ensure the safety of the girls as well as the non-member volunteers themselves.

Q2. What other documentation must I have on non-member volunteers?

A2. All non-member volunteers must fill out the Non-member Volunteer Form (A.7).

Q3. Are there any special requests that non-members should make when requesting a PRC?

A3. Yes. They request both a Vulnerable Sector Screen and a Pardoned Sexual Offender Database check done as part of their PRC. If you do not know how this process is handled in your district, area or Guiding community, please check with your local Guiding office.

Q4. Can non-members hand in a photocopy of their PRCs?

A4. Ideally, the original PRC should be handed in. Some PRCs stipulate that only the original document is valid. If this is the case, the original PRC must be submitted. Once the information has been entered into iMIS, the PRC will be returned to the non-member.

Q5. Can non-member volunteers who have submitted a PRC supervise the girls in my Unit?

A5. Primary responsibility for supervising girl Members remains with Guiders. While screened non-member volunteers play an invaluable role in assisting with our programming and activities, they must be under the supervision of Guiders. non-member volunteers cannot be left alone one-on-one with a girl who is not their own, but may support a group of girls while under the supervision of a fully screened and registered Member.

Q6. What do you mean by a volunteer who helps on a regular, ongoing basis? How can I tell when a non-member needs a PRC?

A6. The intention behind this policy is to ensure that girls are never left with an unsuitable adult. If you are inviting a non-member volunteer to come to a camp for a few hours to lead your girls on a nature hike and you or another screened, registered adult Member will be present at all times, you do not need to request a PRC. You will be responsible for the well-being of girls during this time, the volunteer is only providing program.

However, if a non-member volunteer is coming to a camp or event as an extra adult and will be staying overnight, that adult will be in a position of trust with girls and therefore she must get a PRC.

The same goes for volunteers in your Unit. If a non-member comes in once or twice a year to lead the girls in an activity, a PRC is not required. However, if the non-member comes in more regularly as a helper with the Unit, or to assist a special needs child, she must get a PRC.

Q7. Does a non-member volunteer who occasionally helps at camp require a PRC?

A7. Yes, all non-member volunteers who stay overnight at camp require a PRC. All adults must be female.

Q8. Do non-member volunteers at sleepovers require a PRC?

A8. When non-member volunteers are responsible for children who are not their own, they must have a PRC. For example, if several additional parents/guardians are helping out at a sleepover to fulfill the ratio, then they must have a PRC. Please see below for mother/daughter events.

Q9. Do non-member adult volunteers at mother-daughter sleepovers or camps require a PRC?

A9. When girls are coming with their parent/guardian or another significant female adult, for the most part, each girl will be under the care of this person and a PRC is not required. If a child does not have someone with her at such an event, then Guiders are responsible for her direct care and must ensure she is never one on one with a non-member volunteer who does not have a PRC.

Girls at mother-daughter sleepovers and/or camps cannot be left alone with someone without a PRC. Note: This applies only to a mother-daughter sleepovers and camps. If a mother volunteers with her daughter at a regular camp, a PRC is required.

Q10. How should PRCs be handled for sleepovers in a home?

A10. Sleepovers should primarily be set up in a Guider's home and PRC requirements are the same as other sleepovers. See the Sleepover Activity Guide for more information.

Q11. What about third party service providers (for example outfitters or other Activity Facilitators) that I hire to lead activities such as out trips? Do they need to get PRCs?

A11. Chances are they have already submitted one to their employer. You need to check that this is a requirement of the company you're hiring, but you do not have to submit the PRC to Girl Guides of Canada.

Q12. I hold a camp every year that relies heavily on support from non-member volunteers (usually the girls' parents or guardians). How do I make sure that they have a PRC in time for this event?

A12. When you start planning the camp, keep in mind that obtaining PRCs can take up to six weeks (this varies by community). Why not let parents/guardians know early on that they can support Unit activities by obtaining a PRC. You could even encourage them to obtain a PRC when their daughter registers. Be sure to have copies of the Non-member Volunteer Form (A.7) on hand at registration nights, enrollment ceremonies or any activities for completion by interested parents/guardians. Procedures for applying for a PRC vary from province to province and community to community. Check with your District Commissioner or administrative community office for information.

Q13. Do high school students or teenagers need a PRC if they help in a Unit?

A13. Our policy only requires adult non-member volunteers to have a PRC. Safe Guide defines an adult as someone who has attained the age of majority in the province/territory in which she resides.

Q14. When an adult Member from another WAGGGS country is visiting and attending my camp, does she need a PRC?

A14. When adult members of WAGGGS Member Organization attend a GGC events where adults require a PRC, they must produce a letter from their Association before the event confirming their membership and any relevant recruitment checks including a police records check (if included in their screening process) for the country in which they live.

Code of Conduct

Revision: December 9, 2010

This Code of Conduct is an integral part of involvement with Girl Guides of Canada – Guides du Canada (GGC). The Code of Conduct requires all Members, all volunteers, all employees, and all parents and guardians of Members to:

1. Refrain from words, actions and behaviour – in any medium -- that demonstrate disrespect for other Members, volunteers, employees, or the family members of such individuals.
2. Uphold GGC's reputation and integrity by ensuring that their conduct, whether in person, online, or otherwise, brings honour and dignity to GGC.
3. Be vigilant in ensuring an environment that is safe and protects girl and adult Members, volunteers and employees from emotional, physical, verbal and sexual abuse.
4. Respect other Members', volunteers' and employees' rights to privacy and the confidentiality of their personal information.
5. Act with honesty and integrity when dealing with property, monies and any other assets belonging to GGC.
6. Respect and abide by the laws of Canada and of the relevant Province or Territory.
7. Treat Members, volunteers, employees and Members' families fairly, knowing that GGC does not tolerate unlawful discrimination on the basis of race, national or ethnic origin, citizenship, colour, religion, sex, age, mental or physical ability, political beliefs, socio-economic status, health-related status, sexual orientation, marital status, or any other grounds enumerated in the human rights legislation of the jurisdiction in which the individuals involved are located.

In addition, Members, volunteers and Employees will:

8. Subscribe to the principles of the Promise and Law of GGC and adhere to GGC's bylaws, policies and procedures.
9. Fulfill their roles and responsibilities as stated in their position descriptions (where applicable) and act within the limitations of their authority in the discharge of their duties.
10. Diligently maintain the confidentiality of any information regarding GGC that they have obtained in the course of performing their roles in Guiding and that is not generally available to the public.

Girl Guides of Canada-Guides du Canada reserves the right to take action regarding any breach of the Code of Conduct.

Universal Precautions

Universal precautions are simple infection control measures that reduce the risk of transmission of blood borne pathogens through exposure to blood or body fluids among patients and healthcare workers. Under the universal precautions principle, blood and other body fluids (vaginal secretions, feces, urine, nasal secretions, sputum, and vomit) from all persons should be considered as infected with HIV, hepatitis or other pathogens regardless of the known or supposed status of the person.

These precautions are as follows:

- Avoid contact with body fluids
- Wash hands and put on protective barriers (disposable gloves and gowns) when touching or anticipating contact with blood or other body fluids
- Cover all open cuts and scratches (yours and the victim's)
- Avoid touching your own eyes and mouth
- When possible, instruct the injured person in washing and/or bandaging themselves effectively
- Discard gloves/gowns and other contaminated articles immediately after use in a plastic bag; tie the bag and place it in a second plastic bag
- Wash skin with antiseptic after glove removal and immediately after contact with blood or other body fluids
- Where hand washing facilities are not readily accessible, use hand sanitizer or antiseptic towelettes and wash hands with soap and water as soon as possible
- Use mouthpieces with a two-way valve to minimize risk during emergency mouth-to-mouth resuscitation, particularly where contact with blood is likely
- Clean all contaminated surfaces with soap and water, and disinfect with one part bleach to ten parts water or 70% alcohol. Wash hands thoroughly after cleaning

Emergency Response Guidelines

The details of the Emergency Response are dependent on the location or facility and the type of activity.

GGC owned facilities will provide you with the basic plan; however, you will need to fill in some of the details relevant to your participants and activities.

When using outfitters or facilities for specialized activities, you will need to contact them to obtain information on their emergency response planning. You will develop your plan taking this information into consideration.

When an emergency occurs, if possible, assign someone to take notes of actions during the emergency. As soon as possible afterwards, each person involved should make their own notes about their actions.

A communications plan is an important part of emergency response planning. The Communication Plan Guidelines outlined in this section will assist you in determining who to contact when and how to deal with your emergency.

Missing Person

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. The following are some general guidelines to assist with managing this type of situation:

- 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.
- Check the facility and surroundings, focusing on areas where the person is most likely to be.
- Check areas that may pose a hazard (on the street, water front/pools, rock cuts, etc.).
- Assign someone to remain with the group. Assign as many available adults to assist with checking high likelihood areas.
- Establish a firm timeframe to report back to rest of group (no more than 20 mins).
- Establish a timeframe for follow-up with parents.
- Contact authorities if your efforts to locate the missing person(s) has not been successful – in an urban environment this should be no longer than 30 mins. In remote environments this should be no more than one hour.
- In an urban environment, immediately attract the attention of people in the area – bystanders can assist by being on the look out for suspicious activity.

Evacuation

An evacuation refers to having to quickly remove the group from an unexpected and potentially dangerous situation. This may relate to exiting a building, relocating a campsite or leaving a public area. 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 you may need to evacuate – fire, severe weather (note degrees of weather), severe injury, wide-spread illness
- Define a meeting place to go to outside of the danger area – inform the group of this location
- Determine a means of transportation if leaving the site

- If possible, conduct a buddy check-in and head count before leaving the site
- Upon arrival at evacuation site conduct a buddy check-in and headcount
- Determine an all-clear signal or system for communicating when it is safe to return to the site
- Reassure participants and attend to their needs
- Monitor the situation for changing or threatening conditions

Intruder

An intruder refers to a person believed to have the intention of harming or through his/her actions could harm supervisors or participants. This could be a random situation or a result of a pre-existing relationship with a group member or nearby member of the public. The following are some general guidelines to assist with managing this type of situation:

- Lockdown area/facility/room – lock and barricade doors, keep the group out of sight and from making any noise
- If possible, without alerting the intruder, communicate with others in other activity areas of the potential threat
- Note identifying features and threatening actions of an intruder
- Contact the police and report the situation
- Conduct a headcount
- Be prepared to remain in a lockdown situation for a substantial period of time

Traumatic/Medical Emergency

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 a traumatic accident (vehicle crash) or an acute medical condition (appendicitis) – these are emergencies that require urgent medical care. First aid may assist in stabilizing the patient but she ultimately needs to be in an emergency equipped hospital. The following are some general guidelines to assist with managing this type of situation:

- Assign someone to look after the patient (preferably someone with first aid training)
- Manage the safety of the group
- Contact EMS and explain the situation – use the communication plan from the Emergency Response Plan (SG.4)
- If possible, send a group to meet the emergency response crew responding and lead them to the patient
- Assist the first responders as directed
- Take care of the needs of the group
- If possible, send a GGC representative with the patient
- Contact the Home Contact Person and/or provincial office
- Contact the family if necessary after speaking with the provincial office
- Determine the best course of action for the group

Parent/Guardian Does Not Arrive to Pick-up Child

The following are some general guidelines to assist with managing this type of situation:

- Call parent/guardian and ask permission to have child go with another parent/guardian
- If no answer, arrange for her to travel with a screened volunteer. Leave a message for parents at all contact numbers.
- If possible, continue calling during travel.
- Set up a policy in advance so that parents/guardians know what will happen if they are late (late fee donation to Unit if more than 15 minutes, clearly explain your guidelines to parents).

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. 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.

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.
- Do 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 the Emergency Response Plan (SG.4) as a guide.

Any media inquiries received by GGC Members should 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."

Sample Letter to Authorities about Emergency Response Plans

Sample of letter to accompany ERP when filing it with police or park authorities

Date:

To: Police Services
Park Services

Re: Upcoming multi-day wilderness trip

Girl Guides of Canada requires its volunteer leaders to prepare an Emergency Response Plan (ERP) for all activities. For multi-day wilderness trips (e.g., canoe, kayak or hiking trips) leaders must also notify their provincial/territorial or local police or park authority (depending on their location) and inform them of the date of departure, trip route and expected return date/time for their Guiding group. Some groups may choose to also file a copy of their ERP with these agencies.

By providing this information, emergency services will be able to respond more quickly and directly should an emergency arise.

Please see the attached documents:

- Trip Route Plan, including dates/times of departure and return
- Emergency Response Plan (optional)

The contact information for the designated Home Contact Person for this XXX trip, to be held in YYYY area of Park Z between day/month/year and day/month/year is:

Name: _____

Address: (include city and town, Province) _____

Home Phone: _____ Email: _____

Cell Phone: _____

Sincerely,

[Name of trip organizer] _____

Home Contact Person (HCP)

Ideally, the Home Contact Person (HCP) is a Guider, because they are trusted with confidential personal information. If they are a non-member volunteer, they must sign the Non-member Volunteer form (A.7).

HCP's Role in Providing Information about the Group

The HCP is given information about the participants in an activity, their schedule and route so that they can assist in the resolution of a situation, which may or may not be an emergency. Some examples of situations where the HCP can play a role during an activity are:

- Phone parents/guardians or participants if there is:
 - ✓ A change in the time a group will be returning
 - ✓ An unforeseen change in the accommodations
 - ✓ A correction of a telephone number
 - ✓ A change in the pick-up time at a camp
- In an emergency they can provide emergency services with detailed information about the group. Some situations where this could occur are:
 - ✓ A group is overdue returning from a camping trip
 - ✓ A member of a group is missing
 - ✓ An emergency occurs during international travel.
- If documents are lost or stolen during travel, the HCP can provide copies

Role in Supporting the Resolution of a Serious Incident

For serious emergencies or crisis situations, the provincial/national office will coordinate with the police to contact parents. The HCP may need to provide GGC and/or emergency personnel with information about the group. As the situation is dealt with, there may be other areas that the HCP can assist with (e.g., rearranging travel if the group needs to return early, etc.).

Role in Contacting Parents/Guardians

As noted above, it is not the role of the HCP to contact parents in a serious emergency. However, when the HCP does contact parents/guardians, it is important to start the conversation with a reassuring phrase. Here's an example:

Hello, Mary. I'm acting as the communication person for the Guide camp. The camp is going well and everyone is having a good time. However, there has been a change/delay in the departure because a tree fell across the road in the storm last night. They are waiting for work crews to clear the road. This is supposed to be done by noon, so pick-up of girls has been delayed to 2 o'clock.

Clothing for Outdoor Activities

Layers: The following is the basic three-layer clothing system that is critical in managing body heat, especially in cold or wet weather. Provide this information to participants and their parents/guardians as part of the kit list for outdoor activities.

1. **Base layer:** Next to the skin (does not carry water) to insulate. Ideally this is thermal underwear (common name polypro).
2. **Middle layer:** Can be several layers of light or medium thickness, wool or fleece material, number of layers depends upon weather and individual tolerances, time of year, trip location, elevation, etc.
3. **Outer layer:** This layer protects against the elements, wind, rain, snow, plus providing protection from heavy bush. Anorak-style pullover jackets are preferable to zipper jackets (no zipper failure)

Head Protection: The major area of heat loss (50% or more) is from the head, especially in rainy or windy conditions. In addition, hats are required for protection from the sun.

1. It is prudent for participants to carry a toque made from fleece or wool at all times on outdoor activities. This piece of clothing is the most useful in preventing heat loss. The group leader must carry extra toques for the group and check frequently to make sure that each participant has their toque in hand.
2. Have all participants wear a hat with a wide brim for protection from sun-up to sun-down. Sun-visors are not acceptable. Hats can be a hazard while cooking or attending a fire.

Socks: Wool socks are preferable to cotton in any weather. Socks are very important pieces of clothing and provide a great deal of comfort to participants, protecting their feet, an area of key importance – which becomes very clear if they become covered with blisters.

Sweater: It is a good idea for each participant to carry a wool sweater or fleece of medium thickness on every outdoor trip as the basic middle layer of clothing.

Rain Gear: Should include tops and bottoms for each participant. Bright colours (red, yellow) provide maximum visibility in poor conditions, making supervision and rescue more efficient. Jackets with hoods attached are superior, as the hood will not get lost. You will get wet and sweaty in the bush, but if you wear layers and no cotton clothing you can be soaking wet and still warm even in winter conditions although you may not feel comfortable.

Quality: Try to obtain the best but each trip is unique and will require judgment as to what is an essential regarding clothing requirement.

Summary: The basic objective is to protect your group and maintain body temperatures and comfort levels. Heads, feet, necks and hands are key areas to consider. Pay attention to the type and the amount of clothing required to help your group stay warm and dry.

Provincial Contact Information

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Girl Guides of Canada Manitoba Council
213 - 530 Century Street
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Girl Guides of Canada Newfoundland and
Labrador Council
Bldg 566, St. John's Place
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Tel: 709-726-1116
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Safe Guide: safeguide@guidesontario.org
Questions: sgacoordinator@guidesontario.org
Provincial Emergency Contact for SG.4:
416-926-2350 or 1-877-323-4545 ext 2350
Web site: www.guidesontario.org

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