

CRISIS PROCEDURES

Action Steps for GSSWT Volunteers and Staff

The following emergency procedures are provided to volunteers on wallet-sized cards to be carried with them to all Girl Scout activities. The emergency procedures may also be found on the front inside cover of the council's *Volunteer Essentials*.

When an incident occurs, it is of vital importance that the person in charge follows the following steps:

1. Always have someone in the group as the designee to call 911.
2. Remain calm.
3. Give priority attention to providing all possible care for the injured.
4. Secure emergency medical services and law enforcement as appropriate.
5. Report the emergency immediately by calling the leadership center (210-349-2404 or toll free at 1-800-580-7247) at any time, 24 hours a day. By pressing 2, the automated phone system will forward the call directly to the emergency cell phone.
6. In the event of fatality or serious accident, always notify law enforcement. Do not leave the scene of the accident until law enforcement arrives. If you must leave, retain a responsible person at the scene. Ensure that the victim and the surroundings are not disturbed until the law enforcement has assumed authority.
7. **MAKE NO STATEMENTS TO THE MEDIA.** Refer all media inquiries (press, radio, television) to Stephanie Finleon, Chief Development & Communications office. If Stephanie is unavailable, take a message and inform them that someone will return their call. Then contact the Chief Executive Officer or person in charge for instructions. Do not discuss the incident, place any blame or accept liability.
8. Record all relevant conversations concerning the emergency.
9. Submit completed form(s) to the Crisis Team Leader within 72 hours of the incident.

Emergency Procedures

These procedures apply to all leaders and other volunteers with responsibility for girls and other participants at official Girl Scout activities. It is very important that these steps are followed consistently in any emergency situation.

IN CASE OF MINOR ILLNESS

1. Call a parent to come for the child.
2. If no one is available to pick up the child, an adult should take the child home if there is parental consent.
3. Assure that someone is home to care for the child. **DO NOT LEAVE THE CHILD UNATTENDED.**
4. Maintain girl/adult ratio at the Girl Scout event.

IN CASE OF MINOR ACCIDENT

1. Immediately give first aid and telephone parent. If necessary, transport the injured person to an emergency room.
2. Ask the parent to come to the site or meet at the emergency room, if appropriate. (If parents cannot be reached, call the person designated to act in emergency. Continue trying to reach the parents so they can assume responsibility for medical decisions.)
3. Complete the Troop Incident Report on page 32.

TROOP INCIDENT REPORT

In the event of serious injury or fatality call the Sally Cheever Girl Scout Leadership Center at
210-349-2404/1-800-580-7247.

This report should be submitted to your supervisor or Troop Support within 24 hours of incident.

Person(s) Involved _____ Phone # _____

Address _____

Girl Volunteer Troop/Group # _____
 Non-member Employee

Type of Incident: Injury Illness Behavioral Other _____

Date of Incident _____ Time __ Location _____

City _____ State _____

Activity _____

Parent or guardian notified – Date ____ Time __ By Whom _____

GSSWT notified – Date _____ Time _____

By Whom _____

Emergency Contact notified – Date ____ Time _____ By Whom _____

Authorities contacted _____

Names of witnesses and/or adults rendering aid _____

Description of illness or injury & treatment rendered (nature / extent) _____

Name / Address of Hospital _____

Other information/details _____

Information provided by _____

Date _____ Community _____