



## Girl Scouts of Virginia Skyline Council

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**Because emergencies can happen at any time, it is best to prepare ahead of time. Think about your activity and the different situations that might arise. Then think about how you should respond to those situations.**

### **Person in Charge at the Scene —**

- ☑ Remain calm and think clearly.
- ☑ Render any immediate assistance needed.
- ☑ Call 911 or the operator for any needed emergency services (fire department, rescue squad/ambulance, or police).
- ☑ Have someone (a responsible adult, if possible) standing by to direct emergency services to the scene.
- ☑ Contain the emergency situation to where it happened. Keep everything as normal and calm as possible.
- ☑ Get all the facts. Keep a chronological record. Write it down on the Accident, Incident, and Crisis Report (#1089).
 

<i>What happened?</i>	<i>When did it happen?</i>	<i>Where did it happen?</i>	<i>How did it happen?</i>
<i>Why did it happen?</i>	<i>What is being done?</i>	<i>Who were the witnesses?</i>	<i>Who is involved?</i>
- ☑ Investigate rumors.
- ☑ Call the toll-free emergency number at **1-866-654-8029**. Your call will be answered by a person who will take initial information about the situation and contact a staff member. If you have not received a call from a staff member within 15 minutes, please call the emergency number again. If you must leave before the staff member calls you, dial the emergency number again as soon as you get to another phone and leave the new number where you can be reached.
- ☑ Attach the Accident, Incident, and Crisis Report (#1089) to copies of medical records, insurance claim forms, and any other pertinent information and send them to the council headquarters in Roanoke. Keep copies for yourself.

### **If a Crisis Occurs: Injury, Missing Person, or Fatality —**

- ★ Give priority attention to the injured.
- ★ Call 911 or the operator for emergency services (fire department, rescue squad, or police). For a fatality, always call the police. Do not disturb the victim or surrounding area; keep everyone away. Have a responsible adult stay at the scene.
- ★ Contact the parent, guardian, spouse, or other responsible person. Report the nature of the situation and the condition of the injured person. Secure wishes for hospitalization, medical treatment, and personal attendance.
- ★ Have a responsible adult stay with the injured, if at all possible, until the parent, guardian, or spouse arrives.

### **To Handle the General Public or Media —**

Keep onlookers away from the scene. Be polite but firm. **You are in charge.** Refer all media inquiries to the staff person who responds to your call. **MAKE NO STATEMENTS TO THE MEDIA!** Do not discuss the incident, place any blame, or accept liability.

### **Call the Emergency Number When the Following Occur —**

**Accident/Injury:** Any situation in which someone is injured or becomes suddenly ill for which first aid or treatment is provided by a first-aider or medical professional (doctor, nurse, rescue squad, or medical facility)

**Crisis:** Any situation including but not limited to any of the following:

- An injury or illness that is likely to result in death or disability
- A serious behavior problem
- A site emergency or evacuation such as a fire, flood, or other natural disaster
- A missing person

**Incident:** Intruders, vandalism, or property damage; an alleged theft; any situation involving violence or the threat of violence (verbal or physical); an allegation of physical, mental, emotional, or sexual abuse, harassment, or neglect; Girl Scout image or media issues; or appearance of illegal drugs or unrecorded prescription drugs.