

# Crisis Guide for Leaders

*As a leader, you take every possible precaution to assure the safety of the Girl Scouts in your care. Occasionally though, a crisis, accident or fatality can occur. Please take the time to read through the following steps carefully, so you will be prepared should a crisis occur.*

## Precautions:

- Familiarize yourself with Girl Scout safety standards and activity checkpoints.
- Give all parents the name and number of the emergency contact person.
- Give the emergency contact person the names and phone numbers of all girls participating in the activity/trip.
- Have in your possession:
  - First aid kit
  - Girl and adult health forms
  - Insurance claim forms
- ALWAYS carry your crisis contact card with you.

## If an accident occurs:

- Take care of the injured. It is important to keep the injured person calm and try to assess the injuries. Try not to disturb the surroundings any more than necessary to care for anyone who is injured.
- Move other uninjured girls to another location. Leave a responsible adult in charge.
- In the event of a fatality, leave a responsible adult at the scene of the emergency. See that the victim and surroundings are not disturbed until the proper authorities are in control.
- Call for any necessary police or medical personnel.
  - When calling for help in an emergency, clearly give your name, location and directions to the site, telephone number you are calling from and the nature of the emergency.
  - Make sure that you answer any questions the operator has for you and remain on the phone until help arrives or the operator tells you to hang up.

## Once help is on the way:

- Call the parents and/or emergency contact person listed on the injured girl's permission slip.
- Call the home contact person to let parents know that you will be late returning.
- Call one of the designated people at the Girl Scouts of the Missouri Heartland Administrative Service Center for information and assistance. If between 8:30 am and 4:30 pm, Monday through Friday, call the service center first.

○ Springfield Administrative Service Center	Toll Free: 877-312-4764
○ Council Crisis Phone	Cell: 417-880-0446
○ Jennifer M. Orban, Chief Executive Officer	Cell: 417-880-0577
○ Anne Soots, Chief Operating Officer	Cell: 417-818-7611
○ Brigitte Scott, Chief Communications Officer	Cell: 417-818-6287
- Refer all media (press, radio, TV) inquiries to the Chief Executive Officer.
- **DO NOT** give any information or release names to the media. Direct all calls to the Administrative Service Center.
- Keep all copies of permission slips and health records. Do not release medical information to the media.
- Make detailed notes about what happened and keep your copies.

## IF NOT DIRECTLY INVOLVED IN THE CRISIS

*Sometimes you may not be directly involved in a crisis, but may receive inquiries or questions from other people, including the media. Below are steps to follow should this be the situation.*

### **If someone calls with a problem:**

Take the caller's name, address, telephone number, date and time of the call, and as much information as possible about the nature of the crisis/problem. Tell the caller you will report the problem and have a council representative return their call. Feel free to give anyone who requests it the Administrative Service Center's phone number which is 1-877-312-4764.

### **If the news media calls you about a possible problem:**

- **DO NOT** make any comments or release any information about a crisis or emergency. This includes off-the-record and conversational comments.
- All questions should be referred to the council spokesperson, Chief Executive Officer Jennifer M. Orban at 1-877-312-4764 (office) or 417-880-0577 (cell). Write down any information given to you about the reason for the call. Tell the media representative that someone from the council will return the call as soon as possible. You are also welcome to give media callers the council spokesperson's name and numbers so they may contact her directly.
- Avoid making any statements or speculation about what may have happened in a problem situation. It is very important not to allow yourself to be placed in the position of speaking for others or become a spokesperson for the council.
- All calls will be returned promptly. We want to respond quickly to all inquiries, but must also be sure that any information released is as accurate and factual as possible to protect all parties involved. Time may be needed to gather facts in order to give a more complete answer. Following the above procedures can help prevent a problem from escalating based on unfounded rumors.
- These procedures are important for the protection and well-being of all girls and adults who may be involved.

If the complaint concerns Girl Scout cookies, contact the Chief Membership/Leadership Program Officer at 1-877-312-4764 x1308 (office).

For any other concerns that do not constitute a crisis, contact your community/membership development specialist.