

Girl Scouts – North Carolina Coastal Pines Crisis Response

Toll-Free Emergency Hotline: 800-284-4475

In line with recommendations from Girl Scouts of the USA, our council has developed a plan and a team to help respond to any crisis needing attention beyond local troop or service unit volunteers. Such emergencies are incidents of a serious nature that occur during Girl Scout activities.

For the purposes of Girl Scouts and this plan, an emergency or crisis is defined as any of the following:

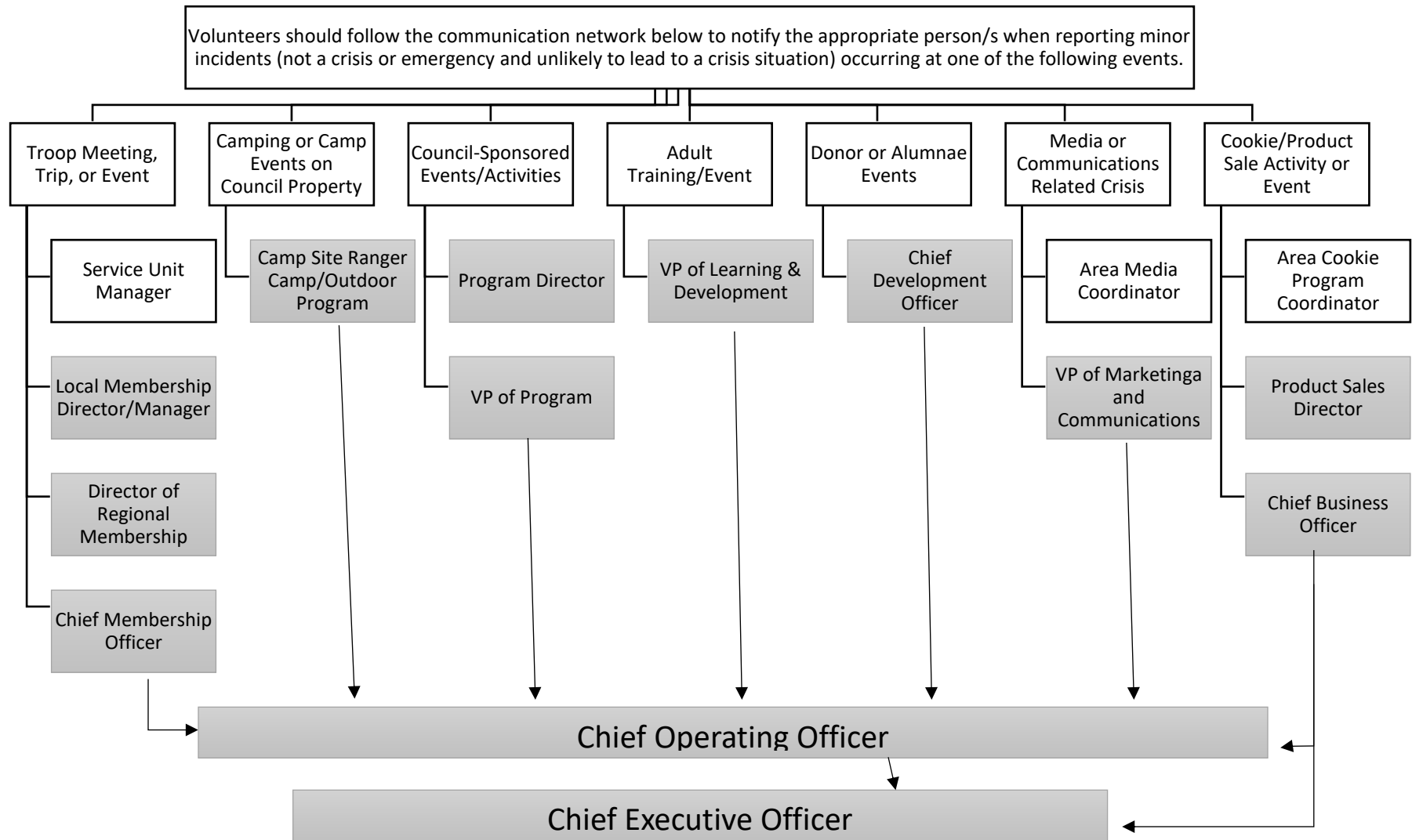
- Death or serious injury during a Girl Scout activity
- Allegation of misconduct, abuse, or anything that threatens the safety of member(s)
- Violence/natural disaster threatening Girl Scouts
- A traffic accident involving Girl Scouts during a Girl Scout activity
- An illness serious enough to require hospitalization and/or widespread illness
- Any situation that involves law enforcement officers
- Lost group/camper/Girl Scout (who is ultimately found)
- Crime either committed by or against a girl, volunteer, or staff member
- Allegation of tampering with or compromising the safety of products sold
- Threat of legal action
- Other occurrences that may have adverse media or legal implications

If you become aware of any incident related to the ones outlined above:

1. **Remain calm.** Find out as much information as quickly as possible about the situation, including **Who:** name(s), girl/adult, emergency contact; **What:** nature of the incident; **Where/When:** location, address, and when it occurred; **How:** possible causes.
2. **Give priority attention to the care for the injured.** If needed, call 9-1-1 to secure emergency medical care and police as appropriate.
3. **Ensure the safety of others** including but not limited to, troop members, campers, volunteers, etc.
4. **Ascertain whether a parent/guardian or emergency contact has been notified**, as applicable.
5. **Notify the council of the emergency** by calling **800-284-4475, available 24 hours a day**, and provide your information when requested.
6. As needed, **retain a responsible person at the scene and/or with the injured.** Do not disturb the victim or surroundings until assistance arrives.
7. **For all internal, public, or media inquiries, make no statement of any kind.** Do not share any names or information. Refer inquiries to the Crisis Management Team and direct them to call the council at **800-284-4475**. A council spokesperson will respond to all media inquiries. If pressured, use the following statement: “Thank you for sharing your concern. I don’t have all of the facts, and I am not in a position to answer any questions. Please call the council at 800-284-4475.”
8. **Gather facts.** Complete an Accident/Injury Report Form or Incident Report Form and submit to the Crisis Management Team at the Raleigh Service Center/Corporate Office along with copies of the health history and parental permission form and any other pertinent resources as promptly as possible but within 24 hours of the occurrence to incidents@nccoastalpines.org.
9. **Be sensitive to the fact that those involved in a traumatic situation may need further support.** Contact the council staff liaison or the Crisis Management Team if additional assistance is needed.

For minor incidents that are not a crisis or emergency and are unlikely to lead to a crisis situation, please follow the communication network on the reverse side to notify the appropriate person(s) and complete the accident/injury/incident report(s) as appropriate.

Council Communication Network for Minor Incidents



Following notification, complete the council's Accident/Incident Report (CP115) and the Accident/Incident Log (CP116). Both forms can always be found under FORMS on the council website at: www.nccoastalpin.es.org.

Indicates Girl Scouts-NC Coastal Pines Employee