

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:

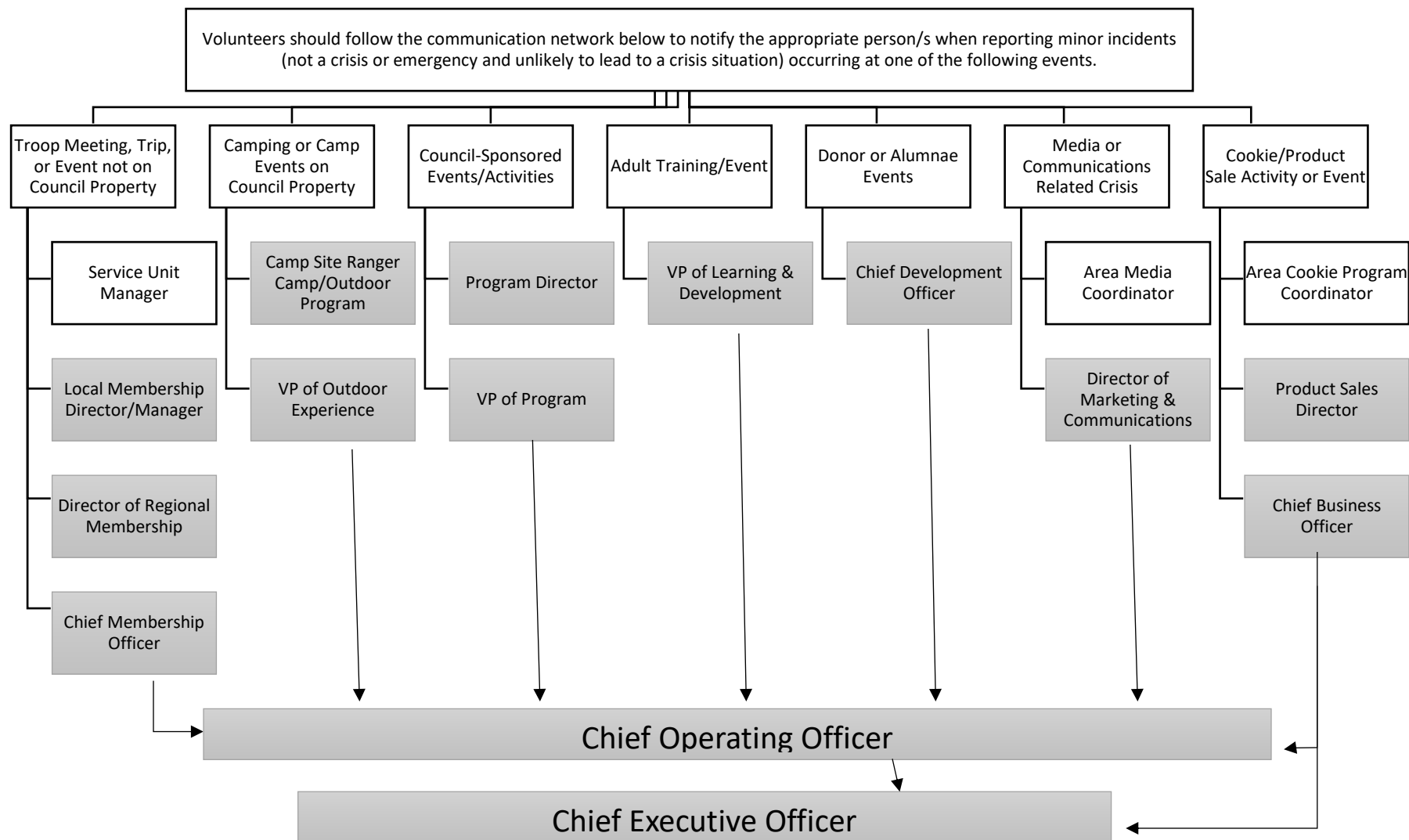
- Death or serious injury during a Girl Scout activity
- Allegation of misconduct, abuse or anything that threatens the safety of member(s)
- Violence/natural disaster threatening Girl Scouts
- Traffic accident involving Girl Scouts during Girl Scout activity
- An illness serious enough to require hospitalization and/or widespread illness
- Any situation which 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 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 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 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