

# What to Do if There's an Incident

## In a life-threatening emergency, call 911

Although you hope the worst never happens, you must observe council procedures for handling accidents and fatalities. At the scene of an accident, first provide all possible care for the injured person.

Follow established council procedures for obtaining medical assistance and immediately reporting the emergency. To do this, you must always have on hand the names and telephone numbers of council staff, parents/guardians and emergency services such as the police, fire department or hospital. Use this printable EMERGENCY ACTION PLAN CARD.

If a person needs emergency medical care as the result of an accident or injury, first contact emergency medical services, and then follow Girl Scouts of Southwest Indiana (GSSI) procedures.

- Refer to Emergency Action Plan Card.
- Call for appropriate help (police, fire department or medical). Always notify police about motor vehicle accidents, serious accidents or fatalities.
- Administer first aid.
- During business hours Monday – Friday 9:00 a.m. – 5:00 p.m., call the office at (812) 421-4970.
- If after business hours, call the on-call council staff person at (812) 484-6806.
- Council staff will immediately arrange for additional assistance at the scene, if needed, and will notify parents/guardians as appropriate.
- Move non-injured persons away from the scene as appropriate. Keep other girls safe and occupied.
- Assign a responsible adult to remain at the scene.
- Permit no one to disturb victim or surroundings until appropriate authority assumes responsibility.
- Do not share information about the accident with anyone but the police, council staff, and authorities.
- If alerting parents/guardians of situation, updates, pickups, and/or program changes due to incident, utilize the off-site adult designated with Activity Roster to make calls while on-site adults handle immediate situation.
- Refer any media inquiries to Girl Scout council staff. See “Handling Media” below.
- Submit an Incident Report form according to the instructions on the form to Girl Scouts of Southwest Indiana within 24 hours.

## Minor accidents or illness

In the event of a minor accident or illness, the first-aider should provide first-aid attention. If the adult in charge and the first-aider decide that further medical attention is necessary, they should call the parents/guardians. Most parents prefer to take the child for medical treatment themselves. If you must take a child to a medical facility, be sure that the remaining girls have adequate supervision. Bring the child's permission slip plus health history. Report all animal bites to your county health department.

## Handling Media

Reporters will often contact Girl Scout volunteers directly regarding controversial or catastrophic situations. It is very important that only officially designated spokespersons respond. When questioned by media representatives:

- Indicate as pleasantly as possible that you prefer that the reporter speak to the council spokesperson that can provide more complete and accurate information.
- Never speak “off the record” or speculate.
- Refer the reporter to the council communications department at the Girl Scouts of Southwest Indiana office (812) 421-4970; if after hours, refer to on-call council staff person at (812) 484-6806.
- Report your conversation with the reporter to the council as soon as possible.
- In the event of a fatality or other serious accident, the police must be notified and a responsible adult must remain at the scene at all times. In the case of a fatality, do not disturb the victim or surroundings and follow police instructions. Do not share information about the accident with anyone but the police, your council and, if applicable, insurance representatives or legal counsel.

## Report accidents

In the event of any of these accidents or incidents, fill out an **Incident Report** form immediately and send it to [support@girlscouts-gssi.org](mailto:support@girlscouts-gssi.org) or mail it to:

Girl Scouts of Southwest Indiana  
 ATTN: Incident Reporting  
 5000 E. Virginia Street, Suite 2  
 Evansville, IN 47715

Any accident that might require medical help or requires more than a Band-Aid must be reported on the first working day after the accident. Please remember to be objective and accurate with information on the form. The accident report might be involved in legal action. The same form is used to report significant illness or allergic reactions, accidents or emergencies that did not result in injury, and other incidents. See the form for descriptions.

After an accident is reported, Girl Scouts of Southwest Indiana council staff will send instructions on how to file a claim and a claim form to the injured party. The injured girl’s parent/guardian or injured adult must fill out the claim form and return as instructed. Girl Scouts of Southwest Indiana council staff will verify the report and submit it to Mutual of Omaha for processing. The coverage is supplemental to the injured person’s own health insurance.

## Reporting Abuse

Sexual advances, improper touching and sexual activity of any kind with girl members are forbidden. Physical, verbal and emotional abuse of girls is also forbidden. Therefore, if you witness or suspect child abuse or neglect, whether inside or outside of Girl Scouting, follow GSSI’s guidelines for reporting your concerns. Employed staff and volunteers should immediately report suspected child abuse to the Child Abuse Hotline 800-800-5556 and must also immediately inform GSSI’s COO or CEO of any abuse or suspected abuse involving girls at (812) 421-4970.



**In case of emergencies, call Girl Scouts of Southwest Indiana 812-421-4970**

**Office hours:  
9:00 am—5:00 pm CST  
Monday-Friday**

**If after hours, contact the on-call council staff person at 812-484-6806.**

www.girlscouts-gssi.org

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**Before Trip:** Review transportation, insurance, first aid and girl/adult partnership sections of the *Volunteer Essentials* publication; and complete required forms below:

**Bring on each group outing:**

- This card
- Health History/Annual Permission form (with parent contact info)
- Trip or Event Permission forms, if used for this outing
- Directions to nearest hospital or medical facility
- Cell phone
- Phone numbers for nearest:

Police Station \_\_\_\_\_  
 Hospital \_\_\_\_\_  
 Fire Station \_\_\_\_\_

Poison Control  
 800-222-1222

## Emergency Action Plan

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- Administer first aid.
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- Move non-injured persons away from the scene as appropriate. Keep other girls safe and occupied.
- Assign a responsible adult to remain at the scene.
- Permit no one to disturb victim or surroundings until appropriate authority assumes responsibility.
- Do not share information about the accident with anyone but the police, your council, and authorities.
- Media: Do not notify or make statements to them. Refer all inquiries to the Girl Scouts of Southwest Indiana council.
- Submit an Incident Report according to the instructions on the form to GSSI within 24 hours.

**Print this card for your Emergency Action Plan.**