



Camp Caillet Crisis Response Plan

The Camp Caillet Operational Committee recognises Scouts Canada Policy on having a “Crisis Response Plan” in place.

In Charge Scouters that run programs on Camp Caillet property are required to establish a “Crisis Response Plan” in accordance with Scouts Canada Policy.

An emergency sound signalling device is located inside the Washroom cage in a “Breakglass” box for notifying camp users of an emergency. It is recommended that the flag pole be used as a marshalling area, as this is still inside the fenced area. This however is only a suggestion as circumstances at the time may not make this the best choice of locations.

See attached Scouts Canada Policy PF 151 Crisis Response Plan – Users’ Guide Property Standards updated April 13, 2015



PF 151

Crisis Response Plan

Users' Guide

Property Standards

Updated April 13, 2015

GENERAL

- All camp staff and key camp volunteers are to be trained in implementing the Camp's Crisis Response Plan.
- All camp staff and key camp volunteers are to be trained in Standard First Aid and CPR.
- An annual check is to be conducted; prior to a major event would be good time; to review the plan, ensure emergency numbers and equipment are in place, and that any logs or paperwork is in order ready for completion.
- Person responsible for updating, training and implementation of the plan is the on-site person charged with oversight of the camp, Eg Camp Director, Camp Warden or Camp Ranger for camps with such staff; DCC-Properties/Camping, Camp Committee Chair, or Camp Chief for other non-staffed sites.

1) Definition

A crisis is defined as an unstable or crucial time or state of affairs; an emotionally significant event or radical change of status in a person's life or a serious endangerment to property. Events that may be constituted a crisis include (but is not limited to) a missing camper, serious injury to a camper or staff, a water related emergency, natural disasters, fire, intruder in camp and loss of life.

2) Level of Response

The level of response to a situation will be established by the Camp Warden/Director. There are typically three levels of response. The following situations are mere suggestions for each category. Other situations are applicable and must be ranked accordingly.

- Low:** Minor injury to camper, or other situations which may not require the Crisis Response Team to act, and not involving any outside agencies.
- Medium:** Non-life threatening injury to camper requiring ambulance transport, missing camper on main camp site not assumed injured, or other situations that may involve the Crisis Response Team in some capacity.
- High:** Life threatening injury requiring ambulance transport, camper missing for more than 10 minutes, camper missing and presumed injured or disabled, camper missing that is not in main camp, loss of life, fire in camp, natural disasters. These situations will require full activation of the Crisis Response Team, and will likely include outside agencies for assistance.

3) Crisis Response Team

The Crisis Response Team (CRT) may be comprised of the following people. Team members may combine responsibilities or add members depending on property management team already in place. Below are suggested members.

- a. Crisis Response Team Leader
- b. Camp Director/Warden
- c. Camp Program Director
- d. Senior Staff
 - i. Usually present during summer camp periods
- e. Camp Paramedic / Nurse / Doctor
- f. Other staff as required

4) Outside Agencies

The level of response may require assistance from outside agencies. Eg. local police department, fire department, ambulance, Ministry of the Environment, Health Inspector, bus company.

PHASE ONE: Creating Crisis Response Manual/Kit/Team

- Review any existing Crisis Response Manual on an annual basis.
- Create list of Emergency numbers and outside agencies, review and update annually. Also include Scouting contacts such as Executive Director.
- Print emergency directions to property and post at all fixed phones.
- Create a Crisis Response Log sheet and have several copies ready for use. Record actions, persons involved and comments in the log.
- Print current Scouts Canada Incident Report form, have several copies available.
- Working with Executive Director, create a media response plan.
- Designate a Crisis Headquarters.
- Ensure several copies of all above emergency lists and forms are available at the Crisis Headquarters. Also have ready a kit with clipboards, pens/pencils, blank paper, weather radio, walkie-talkie sets and flashlights.
- Create a Crisis Response Team (CRT). Post list of team members in camp office and at Crisis Headquarters (if different locale than camp office).
- Create a Crisis Support Team. Post names and contact info in camp office and at Crisis Headquarters. Include Scouts Canada immediate contacts, insurance company, medical doctor, Children's Aid Society, clergy.

PHASE TWO: Responding to an Emergency

- Take immediate first aid steps as scene dictates.
- Call emergency services.
- Secure safety of campers and staff on site.

PHASE THREE: Mobilizing Crisis Response Team

- Contact members of CRT and meet at Crisis Headquarters.
- Briefing and ongoing situation managed by CRT leader.
- Determine course of action, delegate responsibilities and respond accordingly.
- Assess and document:
 - a) What is/was the exact situation?
 - b) Who is involved in the situation?
 - c) What action has already been taken?
 - d) What is the level of response?
 - e) What further action must be taken?
- Action to be taken by each CRT member shall include:

1. Crisis Response Team Leader

- Assemble CRT at Crisis Headquarters for briefing of situation
- Chair briefing and assess situation
- Assign duties to CRT members
- Respond to site of situation to assess for further requirements or resources
- Manage ongoing situation, directing resources to other CRT members or areas of camp as required
- Document times of significant events
- Ongoing assessment of situation
- Lead debriefing session with CRT once situation is resolved

2. Camp Director/Warden

- Call Field Operations Manager
- Take all necessary precautions to protect campers, camp equipment, facilities, and grounds
- Secure camp in case of evacuation
- Make applicable repairs to or stabilize equipment or facilities which have been damaged or pose potential risk to staff or campers
- Send member of team to meet emergency personnel at entrance to camp with vehicle, and lead personnel to emergency site or to the CRT Headquarters
- Prepare statement for media (after contacting Council Executive Staff)
- Document all transactions with Council Staff, parents, outside agencies and media
- Act as spokesperson (or designate of CRT Leader) for media

3. Camp Program Director

- Complete a headcount of all campers (missing camper emergency)
- Prepare statement for calling parents of camper / staff member
- Document all transactions with Council Staff, parents, outside agencies and media

4. Camp Paramedic

- Take all necessary actions to ensure safety and health of campers and staff involved in the situation
- Provide medical treatment to injured parties
- Provide report to CRT Leader regarding patient conditions
- Call for ambulance transport if not already done so
- Inform CRT Leader and Camp Director of potential health and safety hazards,
- Complete medical section of Scouts Canada Incident Report form
- Welcome to observe and take part in debriefing of campers and staff

5. CRT Member 1

- Obtain camper registration forms and physical fitness forms for campers and staff involved in the situation.
- Make 2 copies of these forms, and deliver one to the Camp Director, and one to the CRT Leader.
- These copies are to be destroyed once the situation is resolved for privacy purposes.
- Obtain Scouts Canada Incident Report form and fill out pertinent information regarding campers or staff involved.
- Report to CRT Leader.

6. CRT Member 2

- Go to the scene of the situation (if safe to do so) and document pertinent information such as conditions, what you see, and what is happening.
- Begin to take aside any first hand witnesses and document what they have witnessed.
- Keep witnesses away from general population until statements can be received.
- Speak with witnesses to see if they require any attention at that time (medical or psychological) and report to CRT Leader.

7. CRT Member 3

- Go to the scene of the situation (if safe to do so) and document pertinent information such as conditions, what you see, and what is happening.
- Begin to take aside any first hand witnesses and document what they have witnessed.
- Keep witnesses away from general population until statements can be received.
- Speak with witnesses to see if they require any attention at that time (medical or psychological) and report to CRT Leader.

8. CRT Member 4

- Assist the Camp Director, CRT Leader, or other CRT members by acting as a scribe or as otherwise required.
- Ensure there is sufficient water and nutrition for rescue parties or outside agencies in cases of long term situations.

PHASE FOUR: Communications

- One person of CRT is designated as spokesperson.
- Ensure that staff are aware only the designated spokesperson speaks on behalf of Scouts Canada.
- Communicate base facts of incident to staff.
- Determine and put into effect any necessary staffing changes to accommodate the situation.
- Keep staff updated as situation progresses....status of injured person(s), arrival of additional personnel, media attention.
- CRT to determine level of communication with campers. Consider bunkmates of injured person, other relatives in camp, campers who witnessed the event, update on status of injured person.
- Camp Director or Camp Program Director to notify parents/guardians. Compose statement with facts, current status and next steps. Have contact info and address of health facility the injured person is being treated.
- Camp Director to ensure Field Operations Manager is updated as situation progresses.
- Media release, if required, to be co-ordinated with Field Operations Manager and Council Executive Director. Keep to the facts. Eliminate opinions, criticism, identity of persons involved, extent of damages.
- Log all media contact.

PHASE FIVE: Follow-up and Support

- Debrief situation with CRT members.
- Periodically check in with members of CRT.
- Check in with any persons who have left camp.
- Consider any revisions to the Crisis Response Plan.
- Refill crisis kits.
- File all reports, keep a copy. Includes Incident Report Form, camp medical insurance, workers compensation, camp liability insurance, Children's Aid Society, local and provincial agencies.
- Prepare letter to parents of campers heading home to explain incident and provide contact information should they seek further clarification or have questions.
- Spend time with staff and campers.
- Return to daily routines.
- Maintain contacts with friends, family and supervisor.
- Ensure all involved are provided with some "free time".
- Arrange for counselling to be available if incident dictates.