

## Girl Scouts Louisiana East Volunteer Emergency Response Plan Revised July 2024

### Purpose of the Plan

The purpose of the Volunteer Emergency Response Plan is to provide volunteers of Girl Scouts Louisiana East with comprehensive procedures and action steps to effectively manage and respond to any emergency that may occur within their troops. This plan aims to ensure the safety and well-being of all members, maintain clear, accurate communication and uphold the integrity and reputation of the organization.

### What is a Crisis?

A crisis is any unexpected event or situation that poses a significant threat to the health, safety or reputation of Girl Scouts Louisiana East. Crises can vary in severity and impact, and are categorized into three levels:

#### 1. Level 1: Minor Crisis

- A negative but mild local media story involving the council or neighboring council.
- Complaints about activity or program mismanagement.
- A defective product or product withdrawal (cookies, merchandise, recognition item, etc.).
- Moderate injury or illness at a camp property or during an activity.
- Severe injury of a member when not participating in a Girl Scout activity.
- **Examples:** Moderate injuries at events, small-scale property damage, isolated complaints.

#### 2. Level 2: Moderate Crisis

- Lost group or any Girl Scout (who has been safely located).
- Crime either committed by or against a member or staff member.
- Legal action, such as a public litigation.
- Council financial difficulty.
- **Examples:** Serious injuries, allegations of misconduct, significant property damage, localized natural disasters.

#### 3. Level 3: Major Crisis

- Death or severe injury during a Girl Scout activity.
- Allegation of misconduct or abuse by a volunteer or staff member.



- Violence or a natural disaster threatening Girl Scouts during an activity.
- Formal product recall by the FDA or the Consumer Protection Agency.
- Any topic that relates to marketplace competition risk.
- **Examples:** Fatalities, major natural disasters, large-scale scandals, widespread misconduct allegations.

## Overview of Crisis Communication Team

The Leadership team will serve as the Crisis Communication team. Should any volunteer become aware of a crisis involving Girl Scouts, it should be reported immediately to the CEO and other members of the crisis team. Members of the Crisis Communication Team include:

- Rebecca Pennington, Chief Executive Officer
- Jill Pollard, Chief Operating Officer
- Molly Sanchez, Chief Development Officer
- Lauren Vance, Property and Program Director

## Immediate Emergency Response

In the event of an emergency, it is crucial for volunteers to act swiftly and responsibly to ensure the safety and well-being of all individuals involved. Respond to an emergency by:

1. Giving priority attention and providing all possible care for the injured.
2. Obtaining emergency assistance as appropriate.
3. In the event of a fatality or other serious accident, notify the police. Retain a responsible person at the scene. Ensure no disturbance of the victim or surroundings is permitted until police have assumed authority.

## Reporting to Council

Once an emergency has been stabilized and all immediate response actions have been taken, please do the following:

1. If the emergency has caused a severe injury or illness that is threatening a person's health or may cause permanent harm, contact CEO Rebecca Pennington or COO Jill Pollard at 504-228-0385.
2. Document the incident by completing an **Accident/Incident Report** form within 24 hours of the incident. The form can also be found under Forms and Documents on the Council website at [www.gsle.org](http://www.gsle.org).
3. **DO NOT make ANY statements to the media (press, radio, TV).** Refer all media inquiries to Council and the Crisis Communication Team will handle.
4. **DO NOT make any social media posts regarding the incident.**