



Crisis Management Plan

Ontario DECA Provincials

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CRISIS CONTACT INFORMATION CARD

Event Emergency Contact: +1(519)729-8669

Conference and Event Management Staff

Name	Role	Title	Phone
Greg Gregoriou	Association Person in Charge	Director of Student Leadership	(905)870-4734
Nerissa Coronel	Association Second in Command	Director of Community Engagement	(416)993-9252
Umair Ashraf	Association Security Event	Director of Programming	(519)729-8669
Nerissa Coronel	Association Crisis Spokesperson	Director of Communications	(416)895-5429
Olga Plagianakos	Association Administrative Lead	Executive Director	(647)225-8009
Olga Plagianakos	Advisor Lead	Executive Director	(647)225-8009
Litsa Diogenous	Witness Liaison	Director of Corporate Relations	(519)636-7874
Umair Ashraf	First Aid / CPR or Medic	Director of Programming	(519)729-8669
Venue Manager			
Venue Security			
Other			

INTRODUCTION

The number one priority of this Crisis Management Plan (Plan) is to ensure the safety and security of all persons involved in the organization, including staff, students, and guests. Additionally, this plan establishes clear guidelines that may help to mitigate any risk that can affect the organization as a result of a crisis or critical incident situation. This Crisis Management Plan outlines the components needed for managing a crisis for the association, particularly during an event or conference, and serves as a policy and procedure guide for staff to follow when confronted with a crisis or critical incident. The particulars contained within this plan cover both critical incident response guidelines as well as communication protocols. This plan should be reviewed with all staff members and pertinent volunteers at least once per year and again before planning an event at the local, provincial or national level.

To effectively manage a crisis or critical incident, it is important to understand the terms so that we can recognize their occurrence and respond accordingly. For our purpose, we define a crisis and a critical incident as follows:

Definition of a Crisis or Critical Incident

- ▣ Dangerous situation where bodily harm is threatened
- ▣ Severe injury of one or more persons
- ▣ Fatality of one or more persons
- ▣ Serious health issue involving two or more persons
- ▣ Impairment or destruction of a program site or venue
- ▣ Evacuation of a program site or venue
- ▣ Accident or emergency involving more than one victim
- ▣ Domestic terrorism or other violent acts that cause substantial fear of injury to one or more persons
- ▣ Severe weather that causes a dangerous situation to persons or buildings
- ▣ Large scale and sustained interruption of communication or utility services
- ▣ Accusation of abuse, misconduct or other negative action against the organization

These crises and critical incidents can be caused by many situations including natural disasters, power failures or individual and group activities and actions. Furthermore, fraudulent behavior such as theft, business failure, including loss of computer data, and student or adult misconduct or neglect, may cause the organization, an event or a conference to be seriously and negatively impacted.

Additionally, for each event, **Ontario DECA** will need to provide the names and telephone numbers of those who are charged with handling an emergency situation at an event and include the information in this document. A copy of this Crisis Management Plan should be given to each member of the Crisis Management Response Team, event leadership staff, appropriate venue and hotel personnel, and association board members. **Ontario DECA** management may also decide to provide this plan to other appropriate stakeholders as well.

NOTICE OF DISCLAIMER

The information contained in this Crisis Management Plan serves as a guide only and is not meant to be used as medical or emergency advice or address every possible situation, crisis, critical incident or response. This Crisis Plan is specific and is not meant to be shared.

CRISIS MANAGEMENT RESPONSE TEAM

The Crisis Management Response Team (Response Team) is comprised of individuals whose job it is to make sure that any crisis or critical incident is handled efficiently and quickly. This team is responsible for making all decisions regarding an incident and communicating information about the occurrence to all essential stakeholders including staff, board members, students, participants, and guests. It is important to remember that each member of the team has been specially trained to respond to a crisis in a manner that is aligned with DECA Ontario overall mission. As such, all other staff and representatives of DECA Ontario are instructed to refrain from commenting on the incident and to refer questions and inquiries to the Executive Director or the Response Team Spokesperson.

Crisis Management Response Team Members

It is essential to notify the Crisis Management Response Team members as soon as possible. All contact information is located on the **Crisis Contact Information Card** located both at the beginning of this document and in the Appendix.

Ontario DECA Executive Director:	Olga Plagianakos (647)225-8009
Second in Command:	Nerissa Coronel (416)993-9252
Association Crisis Spokesperson:	Jennifer Hughes (416)895-5429
Association Security Event Staff:	Umair Ashraf (519)729-8669
Association Administrative Lead:	Olga Plagianakos (647)225-8009
Advisor Lead:	Olga Plagianakos (647)225-8009
Witness Liaison:	Sherri Dickie (519)636-7874
First Aid / CPR Medic	Umair Ashraf (519)729-8669
Venue Manager:	
Venue Security:	

Response Team Responsibilities

Ontario DECA Executive Director – Olga Plagianakos

- ▢ Establish a Crisis Management Response Team for conferences and events and arrange for annual training
- ▢ Before each event, direct and manage the development of an Emergency Contact sheet of local and provincial law enforcement, venue and hotel management staff, and service provider staff
- ▢ Monitor relevant issues and situations in the community that may affect event and event participants
- ▢ Evaluate and assess the crisis/incident as quickly as possible, including safety and security of all participants, guests and venue areas
- ▢ Notify, coordinate and direct communication to law enforcement, event security staff, event leadership and any local or provincial agencies or utilities to manage stabilization efforts
- ▢ Direct and manage crisis and critical incident operations and Response Team to protect participants and secure venue areas to stabilize situation until emergency response teams arrive
- ▢ Lead Response Team briefings during crisis or critical incident
- ▢ Authorize and implement venue and hotel lockdowns and evacuations, if needed
- ▢ Establish and coordinate emergency shelter(s) as needed
- ▢ Communicate information to appropriate stakeholders
 - o Second in Command at Event
 - o Response Team Spokesperson
 - o Board President/Chair
 - o National/Provincial Office
 - o Insurance Agency
- ▢ Authorize release of information to the public
- ▢ Coordinate search and rescue efforts
- ▢ Assist with damage assessment both during and after the crisis or critical incident
- ▢ Establish and implement post-crisis intervention and support services for students and staff

- ▯ Develop and distribute final report of crisis or critical incident
- ▯ Organize and lead staff debriefings and participate in law enforcement debriefings where appropriate

Second in Command at Event – Nerissa Coronel

- ▯ Establish and maintain an official briefing area at or near the emergency site
- ▯ Communicate and coordinate operations with Advisors
- ▯ Communicate and coordinate operations with speakers, presenters, and vendors
- ▯ Communicate and coordinate operations with Event Service Providers to include emergency food and water if needed
- ▯ Communicate and coordinate operations with management of participating hotels
- ▯ Assigns resources to site(s) for specific needs
- ▯ Attend all Response Team briefings during crisis or critical incident as requested by Association Advisor
- ▯ Assist Association Advisor with lockdown and evacuation efforts, if needed
- ▯ Assist Association Advisor with coordinating emergency shelter facilities
- ▯ Should it become necessary to release students, coordinate and implement student release procedures
- ▯ Assist with damage assessment both during and after the crisis or critical incident
- ▯ Other duties assigned by Association Advisor

Spokesperson – TBD

- ▯ Establish, staff, maintain and monitor a Communication Command Center in an area away from the emergency
- ▯ Collect, verify and communicate information to the media as authorized by Association Advisor
- ▯ Respond to rumors through distribution of accurate information
- ▯ Field all questions regarding the crisis or critical incident and refer them to the Executive Director as needed
- ▯ Organize and schedule all press briefings, interviews, and other communication activities
- ▯ Write and distribute all press releases, media blasts, and social network posts
- ▯ Maintain official record of all communications to stakeholders and media
- ▯ Attend all Response Team briefings during crisis or critical incident as requested by Association Advisor
- ▯ Other duties assigned by Association Advisor

Association Administrative Lead – Olga Plagianakos

- ▯ Serve as Central Command Center Liaison responsible for coordination and flow of information
- ▯ Initiate Phone/Text Tree if one has been developed
- ▯ Maintain official records of all crisis response actions and activities
- ▯ Handle overflow of telephone calls at emergency site – document all calls
- ▯ Coordinate communication between emergency facilities (i.e. hospitals) and Association Advisor
- ▯ Maintain Incident Logs
- ▯ Provide pre-developed follow-up information and referral sheets for students, parents, staff, and other participants who may need counseling or other intervention services
- ▯ Attend all Response Team briefings during crisis or critical incident as requested by Association Advisor
- ▯ Other duties assigned by Association Advisor

Advisor Lead – Olga Plagianakos

- ▯ Receive and communicate all crisis/incident information directly to Hotel Advisor Liaison
- ▯ Receive and convey information about missing students to appropriate Advisors
- ▯ Oversee the release of students to emergency responders (i.e. paramedics, hospitals)
- ▯ Attend all Response Team briefings during crisis or critical incident as requested by Association Advisor
- ▯ Assist with coordinating lockdown and evacuation efforts as directed by Association Advisor
- ▯ Assist with coordinating student release procedures if directed by Association Advisor
- ▯ Other duties assigned by Association Advisor

Hotel Advisor Liaison - None designated for this event

- ▯ Communicates information to and from the Advisors at his/her hotel and the Advisor Lead

Advisors - TBD

- ▯ Verify and monitor location and status of all students assigned to him/her
- ▯ Notify Advisor Lead of any students assigned to another Advisor that may be in his/her area
- ▯ Remain in assigned area with students
- ▯ Provide supervision and monitoring of assigned students
- ▯ Maintain an official record of transportation of injured persons in assigned area to emergency facilities
- ▯ Works with Witness Liaison to ensure that assigned students and chaperones cooperate fully in providing relevant witness information
- ▯ Communicate with student families
- ▯ Assist with lockdown and evacuation efforts of assigned hotel and event venue, if directed by **Second in Command, Nerissa Coronel**
- ▯ Assist with student release procedures as directed by **Second in Command, Nerissa Coronel**
- ▯ Other duties assigned by Association Chartered Association Advisor or **Second in Command, Nerissa Coronel**

Witness Liaison – Litsa Diogenous

- ▯ Request that all witnesses to the incident remain in the area, if possible, and meet with law enforcement when they arrive to provide any necessary information
- ▯ Gather relevant information from each witness and ensure that he/she completes appropriate form - see

APPENDIX: WITNESS REPORT

- ▯ Follow up with each witness to ensure all information, including contact information, is complete
- ▯ Compile all completed witness reports and provide them to the Association Advisor to include in incident Final Report
- ▯ Attend all Response Team briefings during crisis or critical incident as requested by Association Advisor
- ▯ Other duties assigned by Association Advisor

IMMEDIATE RESPONSE GUIDELINES

The Executive Director should immediately initiate the Crisis Management Plan as soon as he/she is advised of a crisis or critical incident. Because safety, security and managing risk are the most pressing concerns in a crisis, it is important to adhere to the following basic guidelines, which are listed in priority order. Many of these activities will occur simultaneously.

Immediately Upon Notification of Crisis of Critical Incident:

1. Maintain confidentiality as necessary – only release information to those who need to know
2. Evaluate the situation carefully and take appropriate action – **SAFETY FIRST**
3. Remain calm and do not overreact, thereby escalating the situation
4. Convene the Crisis Response Team using a pre-determined coded message
5. **If the situation is dangerous, immediately relocate the students and other participants to a safe area (if possible)**
6. Should a serious injury, fatality, or a health situation affecting two or more people occurs:
 - a. **CALL 911** immediately
 - b. Notify on-site security personnel
 - c. Notify on-site medical professionals or staff members trained in First Aid and CPR (see **Crisis Contact Information Card** for emergency numbers)
7. Treat any injured persons until help arrives, using necessary health and safety precautions – see **APPENDIX: MEDICAL EMERGENCIES AND FIRST AID PROTOCOLS**
8. Record and maintain a record of all individuals taken to the hospital, emergency clinic or other location using the form **APPENDIX: INDIVIDUAL TRANSPORT REPORT**
9. Request witnesses to the injury or health situation remain at the scene until authorities and the Response Team arrive so that they may provide as much information as possible regarding the incident – make sure you record witness name and contact information and have them begin to document their observance of the incident in writing using the form **APPENDIX: WITNESS REPORT**
10. Document as much of the incident as possible. Be sure to include individuals involved, what happened, the time it happened, where the injured were taken, names and contact information of any staff members or witnesses present, and the specifics of how the incident occurred. Use the **INCIDENT REPORT** and any other appropriate forms located in the **APPENDIX** of this document

REPORTING A CRISIS

Reporting a crisis should be a priority of the Response Team after initiating stabilization efforts for the crisis or critical incident. All key stakeholders need to be apprised of the situation and be provided with periodic updates to ensure that the appropriate persons and departments are aware of what is happening and the actions being taken to stabilize the situation. The person responsible for informing key stakeholders is the Association Advisor or Response Team Spokesperson. On rare occasions, the Association Advisor may instruct another member of the Response Team to relay necessary information. Below is the list of persons to notify in order of priority.

PLEASE REMEMBER: SAFETY FIRST!

1. Emergency Personnel – 911 and staff/venue security personnel (if there is an occurrence or threat of bodily harm or building catastrophe such as a fire)
2. Association Advisor (if not already aware of the situation)
3. Response Team Spokesperson
4. Key venue leadership (Security, Manager, Spokesperson, etc.)
5. Corporate office key personnel
6. President of the Board of Directors
7. Key event leadership (Directors, Advisors, service suppliers, vendors)
8. Student's School District (if incident or crisis involves one or more students)
9. Participants, guests, speakers, vendors (as needed)
10. Parents (as needed)
11. News media (as soon as possible so that Ontario DECA and not others, are releasing information)

REMINDERS:

- ▢ Association Advisor and Response Team Spokesperson are the individuals responsible for notifying everyone on the list unless the Association Advisor has expressly enlisted the help of others to serve in this capacity
- ▢ After notifying the Response Team, the remainder of the list should be notified simultaneously whenever possible unless the Association Advisor determines otherwise
- ▢ A copy of this Crisis Management Plan must be given to all key Ontario DECA staff and Advisors as well as venue and hotel leadership staff and security
- ▢ The Crisis Management Response Team needs to pre-designate a radio channel to use in case of an emergency – all other radio use should be minimized or discontinued until the situation has been stabilized
- ▢ Do not allow conversations about the crisis to be overheard by others – these discussions should be held privately when at all possible

FINAL REPORT

A final report is required once the crisis or incident has been stabilized and is considered over. This report should be a summary of the incident and needs to include all completed forms if used.

Additionally, the Final Report should provide an evaluation and assessment of the incident or crisis and include comments on areas for improvement and recommendations for any required changes to this Crisis Management Plan. The Final Report should also contain suggestions for avoiding future incidents of the type experienced during a particular event.

COMMUNICATING THE CRISIS

It is important to remember that when a crisis or incident occurs, misinformation can spread very quickly. Answering some basic questions can help prepare to communicate the situation accurately:

1. What happened - where and when?
2. Who has been affected – number of people (no names)?
3. How are we fixing it?
4. How can we prevent something like this from happening again?

Who Needs to Know?

Be sure to evaluate who needs to know what in each crisis. Below is a list of some of the stakeholders who may need to be informed of what is happening and directed on how they need to respond:

- ▢ Ontario DECA staff and all Response Team members
- ▢ Venue security and management staff
- ▢ Law enforcement
- ▢ Advisors and Chaperones
- ▢ Board Members
- ▢ Corporate office
- ▢ Students
- ▢ Parents
- ▢ Vendors
- ▢ Service Providers
- ▢ Participants and other Guests
- ▢ Media

General Communication Guidelines

- ▢ Only the Association Advisor or Response Team Spokesperson may speak to internal and external stakeholders on behalf of the organization – inform staff, students and other stakeholders of this policy before an emergency, incident or crisis occurs
- ▢ Do NOT over exaggerate the situation - think before speaking and VERIFY FACTS before releasing them
- ▢ Respond quickly - do not delay in reporting verified facts openly and honestly
- ▢ Be prepared – anticipate questions and rehearse possible responses
- ▢ Be forthright, professional, polite and sincere, at all times – it is appropriate to express compassion and empathy
- ▢ DO NOT accept blame, acknowledge an admission of guilt, or express your opinion regarding a situation – the less said, the better
- ▢ Do express concern and indicate that the team is working to assess the situation
- ▢ NEVER give names or identities of those impacted by a crisis until directed to do so
- ▢ **Reminder:** In the event of a bomb threat, all radios and other wireless devices must be turned off
- ▢ Be accessible - work collaboratively with the media and law enforcement
- ▢ Schedule regular briefings to key staff as well as venue and hotel staff to relay necessary information (in a pre-designated room/area)
- ▢ Develop a schedule for briefing other stakeholders including participants, parents, board members, staff, media and other appropriate persons
- ▢ It is not appropriate to say “no comment,” instead, refer those with questions to the designated members of your Crisis Management Team
- ▢ It is appropriate to say you don’t currently have all of the information but are working to gather the facts
- ▢ Speak as one voice and make sure that the messages are clear and concise

Social Media Communications

- ▢ Social media is a Public Relations vehicle and needs to be treated with the same care as any other crisis communication
- ▢ Designate a member of the Response Team to monitor and post on all Social Media outlets

- ▮ Monitor all sites frequently
- ▮ Post accurate facts as quickly as possible - do not express opinions or editorial remarks
- ▮ Do NOT respond to overtly hostile posts
- ▮ Do NOT delete any post replies or original posts unless they are vulgar, extremely offensive or threatening (report threatening posts to law enforcement)
- ▮ Respond to negative posts containing misinformation with correct information to dispel rumors and speculation

News Releases

Prepared statements to both internal and external stakeholders are very important and must be initiated as soon as possible to prevent misinformation, rumors, and speculation. The outline of a media release or internal communication needs to include the following:

- ▮ What has happened
- ▮ When did it happen
- ▮ Where has it happened
- ▮ Who has been affected (do not include names of victims, especially minors)

Written or Oral Statement Guidelines

- ▮ Respond quickly and cooperate with the media and law enforcement
- ▮ Answer questions honestly and openly but do not speculate – be forthright and do not lie or be misleading
- ▮ Do not assign blame or make accusations
- ▮ Only relay verified facts from reliable sources – again, do not speculate or editorialize
- ▮ Request that the media respect the privacy of students and staff and refer all questions to the appropriate Response Team member
- ▮ If not all facts are available/known, indicate that additional information will be provided as it becomes available
- ▮ If there is information that cannot be currently released, say so, but indicate that you will release it as soon as you are able
- ▮ Schedule regular news releases, updates, briefings, press conferences and social media posts throughout the crisis to ensure that stakeholders are receiving accurate, up-to-date information
- ▮ Send written statements to media and other stakeholders via fax or email

Telephone Communications

- ▮ Respond to all phone calls and requests for information as quickly as possible
- ▮ Written statements may also be read to media representatives over the phone – do not add anything to the written statement
- ▮ Do not provide a “quote” when asked unless it is a fact already contained in the statement or a previous statement
- ▮ Do not speak “off the record” – EVERYTHING is on the record
- ▮ Maintain a log of all contacts with the media and other stakeholders using the **COMMUNICATIONS LOG** found in the **APPENDIX** of this document
 - o Who called – individual and organization they represent
 - o Contact information – phone number and email
 - o Date and Time
 - o Questions/Comments

Confidential Communications

- ▮ Only discuss the incident or crisis in an area where the conversation may not be overheard
- ▮ Discontinue routine radio communications during a crisis or emergency – use radios only to respond to requests or report an emergency
- ▮ Crisis or emergency discussions should be conducted in person – if at all possible, do not relay crisis details over radio communication

APPENDIX: MEDICAL EMERGENCIES AND FIRST AID PROTOCOLS

A medical emergency is an injury or illness that requires immediate attention that can range from basic first aid to more comprehensive treatment provided by a healthcare professional.

NOTE: PLEASE REFER TO YOUR LOCAL EDUCATION CODE REGARDING THE TREATMENT AND TRANSPORTATION OF MINOR STUDENTS - ATTACH A COPY OF THE APPROPRIATE SECTIONS TO THIS PLAN.

Initial Steps

1. Refer to the student's Medical Waiver on file for specific information on how to proceed with treatment
2. CALMLY assess the situation to determine whether the situation is serious (difficulty breathing, no pulse, loss of consciousness, uncontrolled bleeding, head injury, possible poisoning). If serious, immediately call 911
3. If the situation is not serious, call for medical assistance from individual designated to handle such emergencies
4. Relocate bystanders to enable accessibility to medical professionals
5. A responsible adult should stay with the injured person until help arrives
6. Do not move victim unless it is a life-threatening situation as they could suffer from additional spinal or neck injuries
7. Provide first aid to the victim(s) following medical protocols listed below
8. Do not give medications unless you have written prior consent
9. Inform Ontario DECA staff and appropriate event and venue/hotel staff to apprise them of the situation, including status and location of incident
10. Contact Witness Liaison to interview witnesses to the injury/illness - have witness complete **WITNESS REPORT** (located in APPENDIX)
11. Maintain written documentation of all associated events and activities
12. Complete **INCIDENT REPORT** (located in APPENDIX)

Transporting a victim of a medical emergency

1. Determine location of where victim will be taken for treatment – if victim is a student or minor, contact parents or emergency contact for him/her to let them know where he/she will be taken
2. Notify appropriate Ontario DECA staff that victim is being removed from site for treatment
3. Request medical treatment forms for the victim so that treatment can be administered as needed – provide a copy of these forms to the paramedics in case treatment is required en route to the emergency medical location
4. Contact and inform the designated advisor and assist in arranging transportation to the emergency medical site for them
5. Complete **INDIVIDUAL TRANSPORT FORM** (located in APPENDIX)

FIRST AID PROTOCOLS

1. It is recommended that several Ontario DECA staff be trained and certified in First Aid and CPR
2. Thoroughly wash hands and lower arms with soap and water before and after providing first aid and CPR
3. Avoid contact with bodily fluids before, during and after providing first aid and CPR
4. Wear disposable non-latex gloves and surgical mask when treating injured or ill victim
5. If available, use a breathing barrier when helping a victim to breathe (as in CPR)
6. Avoid touching any objects or clothing that have come in contact with body fluids
7. If victim is a minor, notify parents or guardian as quickly as possible to apprise them of the situation

Basic Bleeding and Wound Care

1. Wash hands and upper arms
2. Use protective gloves (such as non-latex)
3. If there is an object in the wound, do not remove it – wait for emergency medical help
4. Using several thicknesses of sterile gauze or clean cloths, apply direct pressure to the wound until bleeding stops or help arrives
5. Elevate the affected area if there is no fracture or break
6. Keep victim warm
7. Monitor for shock

Minor Wounds (Does not require hospital treatment)

1. Wash wound area with soap and water
2. Carefully dry the wound and apply an antibiotic cream or ointment
3. Cover the wound with sterile gauze or bandage

Burns

1. Immediately immerse burned area in cool water or, if the burns are extensive, cover with cool, wet cloths
2. DO NOT puncture any developing or developed blisters
3. For minor burns, lightly apply medicated ointment or gel and cover with sterile gauze
4. Severe burns require immediate medical treatment – **call 911**
5. DO NOT remove clothing or any material sticking to the burned area
6. DO NOT apply creams or ointments to severe burns
7. Loosely cover area with a clean sheet and wait for emergency first responders
8. Monitor victim for shock
9. Remain with victim until help arrives

Chemical Burns

1. Flush the affected area with cool running water for at least 15 minutes
2. Remove all contaminated clothing and accessories
3. Seek medical help
4. Monitor victim for shock
5. Remain with victim until help arrives

Eye Injuries

1. DO NOT remove any object piercing the eye – **call 911**
2. DO NOT rub eyes
3. DO NOT use ice or cold cloth on injured eye
4. Cover both eyes with sterile gauze or cloth to protect them and help keep them from moving
5. Should a chemical get into an eye or eyes, flush with cool running water for at least 15 minutes - be careful to flush the injured eye downward to avoid getting chemical in the other eye

Poisoning

1. Immediately call Poison Control or 911
2. Do not give anything by mouth to the victim
3. If poison is on the skin or in the eyes, flush with cool running water for at least 15 minutes while waiting for direction from Poison Control or for arrival of emergency responders

Choking

1. DO NOT interfere with victim if he/she can cough, speak or is breathing
2. Call 911 if the victim cannot cough, speak or breathe
3. Perform the Heimlich maneuver until help arrives

Unconsciousness

1. Call 911 Immediately
2. Cover victim with blanket to keep warm
3. Monitor for shock
4. Remain with victim until help arrives

Asthma

1. Remain calm and do not leave person alone
2. Sit person in an upright position and restrict activity
3. If available, use person's quick-relief inhaler to help restore normal breathing
4. If inhaler is not available or if person is not improving, call 911 immediately
5. Notify parent(s) if the victim is a student or minor

Allergic Reactions

1. Remain calm and do not leave person alone
2. Do not move person unless it is necessary to keep him/her safe
3. Carefully assess the situation and request student's medical card for instructions, if time permits – follow provided instructions
4. If the person cannot breathe or is suffering acute symptoms, immediately call 911
5. Notify parent(s) if person is a student or minor
6. Note time of reaction and what initiated the reaction (insect bite, food or drink, etc.)

Seizures

1. Remain calm and do not leave person alone
2. Do not move person unless it is necessary to keep him/her safe
3. Carefully assess the situation and request student's medical card for instructions, if time permits – follow provided instructions
4. If the person cannot breathe or is suffering acute symptoms, immediately call 911
5. Notify parent(s) if person is a student or minor
6. Document time of seizure, circumstances preceding seizure and length of seizure

APPENDIX: CRISIS COMMAND CENTER RESPONSE BAG

The following items should be maintained in a designated container in the appropriate location to facilitate emergency response procedures.

Event Crisis Command Center (can be carried to another location if needed)

1. Crisis Contact Information Card
2. A binder with the following:
 - a. List of emergency numbers including
 - i. local law enforcement and first responders
 - ii. Event Venue Management staff
 - iii. Local hospitals
 - iv. Local utilities (gas, electric, water)
 - b. Master Student Roster with cell numbers, hotel and room assignment and parent name(s) with work, home, and cell numbers
 - c. Event Staff Roster with cell numbers, hotel and room assignment and indication of training in CPR/First Aid training
 - d. Advisor Roster with cell numbers, hotel and room assignment and listing of assigned students
 - e. Master schedule
 - f. List of participating hotels with address and local phone number
3. A copy of this Crisis Management and Communication Plan
4. Venue Map with evacuation routes marked
5. Fully stocked First Aid Kit
6. Scissors
7. Radio, fully charged emergency cell phone and extra batteries
8. Flashlight(s)
9. Several pens
10. Multiple copies of all forms located in this APPENDIX

Hotel Crisis Command Center (can be carried to another location if needed)

1. Crisis Contact Information Card
2. A binder with the following:
 - a. List of emergency numbers including
 - i. local law enforcement and first responders
 - ii. Hotel Management staff
 - iii. Local hospitals
 - b. Hotel specific Student Roster with cell numbers, room assignment and parent name(s) with work, home, and cell numbers
 - c. Advisor Roster with cell numbers, hotel and room assignment
 - d. List of participating hotels with address and local phone number
 - e. Master schedule
3. A copy of this Crisis Management and Communication Plan
4. Hotel Map with evacuation routes marked
5. Fully stocked First Aid Kit
6. Scissors
7. Radio, fully charged emergency cell phone and extra batteries
8. Flashlight(s)
9. Several pens
10. Multiple copies of all forms located in this APPENDIX

APPENDIX: FIRST AID KIT SUPPLIES FOR COMMAND CENTER BAG

While it is understood that each event will have a fully stocked and manned First Aid Center or Tent, it is recommended that the following items also be kept in the centrally located Command Center Bag at the event center as well as at each hotel where participants are staying.

First Aid Supplies

- ▢ Non-latex gloves
- ▢ Medical/Dust masks
- ▢ Wide and narrow rolls of sterile gauze
- ▢ Various sizes of sterile gauze pads
- ▢ Assorted size bandages
- ▢ First Aid antiseptic ointment, cream, and spray
- ▢ Burn cream or spray
- ▢ Hydrogen Peroxide
- ▢ Rubbing Alcohol
- ▢ Eye wash solution
- ▢ Syrup of Ipecac
- ▢ Ibuprofen
- ▢ Scissors
- ▢ Tweezers
- ▢ Large and small garbage bags to dispose of contaminated items
- ▢ Antiseptic hand solution and wipes
- ▢ Liquid soap
- ▢ First Aid and CPR booklet for reference

APPENDIX: WEATHER EMERGENCIES

Weather Emergency Definitions

Watch: There is a possibility that a particular weather condition will occur

Advisory: Usually used for less severe weather conditions – the possibility of the weather condition occurring is likely

Warning: Usually used for severe weather conditions – the weather condition is most likely already occurring or is imminent – take appropriate precautions.

Watch:

1. Inform Ontario DECA staff and venue management that a Weather Watch has been implemented
2. Monitor weather conditions and provide periodic updates to Ontario DECA staff and venue management
3. Continue normal activities unless weather conditions escalate
4. If conditions worsen or significant changes occur, notify Ontario DECA staff and venue management immediately

Advisory:

1. Inform Ontario DECA staff and venue management that a Weather Advisory has been implemented
2. Monitor weather conditions for any changes and notify Ontario DECA staff and venue management if conditions worsen
3. Continue normal activities unless weather conditions escalate, then implement severe weather protocols
4. If conditions worsen or significant changes occur, notify Ontario DECA staff and venue management immediately

Warning:

1. Implement severe weather protocols immediately
2. Ensure all students, staff and other participants are inside and in the designated locations
3. Move students and participants to designated safe areas depending on type of weather emergency.
 - a. Tornado – Implement evacuation procedures to pre-designated shelters – if not possible, go to the lowest level of building and stay away from windows and doors and shelter under a sturdy object if possible
 - b. Earthquake – All persons should immediately “duck and cover” under nearby tables or other sturdy object/furniture and stay away from glass windows, mirrors or furniture – stay outside if outside, stay inside if inside
 - c. Severe storm or snow – Make sure all students and participants are inside and remain indoors away from windows and doors
4. Monitor weather and all students and participants until danger has passed and an “All Clear” has been called
5. Initiate rescue attempts, if needed – following Medical Emergency and First Aid/CPR Protocols
6. Initiate a roll call of students and staff

APPENDIX: FIRE PROCEDURES

If a fire should occur in the event venue or a hotel, students, staff, and participants should follow the fire safety procedures of that particular building. All Response Team members, advisors, staff and other participants should familiarize themselves with these procedures as soon as possible after entering a building. Additionally, the following general guidelines can also be helpful.

General Guidelines (in addition to building specific instructions)

1. Before event, designate a central location for evacuees to meet
2. Initiate the nearest fire alarm in the building and call 911
3. If possible, immediately evacuate students, staff, and participants from the building to the pre-designated meeting area
4. If caught inside a burning building, try to escape
 - a. Test doors by briefly placing the back of a hand on the door – if it is hot, the fire is most likely just outside the door and opening the door could fuel the fire with additional air flow – try to find another way out
 - b. If individuals must escape through a smoke-filled room, instruct them to drop to the ground and crawl with one hand against a wall to guide them to an exit - there is less likelihood of smoke inhalation at the ground level
 - c. Should a person’s clothes catch fire, have them drop to the ground and roll to try to put out the fire
5. If unable to evacuate the building, close all doors and windows to try to isolate the fire
6. Once safe from the fire, implement Medical Emergency and First Aid/CPR Protocols
7. Initiate a roll call of students and staff
8. Maintain written documentation of all associated events and activities
9. Provide follow-up counseling services for those students requesting help

APPENDIX: MISSING UNDERAGE STUDENT

A student’s Advisor should be contacted immediately by the person who believes a student is missing. The Advisor will then verify the facts surrounding the possibility of a missing student and notify the Association Advisor and the Second in Command.

1. Determine and verify that the student is missing and make every effort to find out whether they are lost or have been abducted
2. If student has been abducted, get a full description of the suspected abductor
3. Notify law enforcement, Ontario DECA and venue security personnel to coordinate search efforts of the venue, student’s hotel and surrounding areas
4. Distribute a full description and a photo (if available) of the student to those involved in the search efforts as well as venue and hotel management staff (who will then distribute the information to other appropriate staff)
5. Law enforcement and the Association Advisor will notify the parents of the student that he/she is missing or has been abducted

APPENDIX: VEHICLE ACCIDENTS

If a vehicle transporting students or staff is in an accident, call 911 immediately and remain at the scene. Do not attempt to remove injured persons from the vehicle unless remaining in the vehicle is life threatening. It is best to wait until emergency first responders arrive on the scene unless doing so risks the life of the injured (i.e. vehicle on fire, etc.).

Accident Procedures

1. Remain calm and assess the situation
2. Call 911 and remain on the line – report the following information:
 - a. What happened
 - b. Where it happened
 - c. The number of people injured
 - d. Type of help needed
 - e. Tell them if any vehicles are on fire or if someone is trapped in a car
 - f. The number of vehicles involved
 - g. Extenuating circumstances – (roads are blocked, cars or victims are over a cliff or ravine, etc.)
3. Have someone call Ontario DECA Association Advisor to report the incident
4. Begin administering first aid to those who are injured unless moving or touching them would cause further injury (i.e. spinal or neck injury)
5. Assign another staff member to request driver's license and insurance information from the drivers of all vehicles involved in the accident
6. Request that any witnesses to the accident remain on the scene until law enforcement arrives
7. Provide updates of the situation to Association Advisor as information becomes available
8. If injured victims require transport to emergency facilities, complete an **INDIVIDUAL TRANSPORT REPORT** (located in the APPENDIX of this Plan) on each person removed from the scene
9. Maintain written documentation of all associated events and activities
10. Provide follow-up counseling services for students who request help

APPENDIX: INTRUDER OR TRESPASSER

Intruder Assessment

1. Notify Response Team immediately of the presence of an intruder
2. Notify venue/building security staff
3. Response Team to determine if the intruder is an actual threat and either redirect individual or implement intruder emergency procedure

Intruder Emergency Procedure

4. Response Team to quickly assess the situation and consult with venue/building security to determine if a lockdown is necessary
5. Implement lockdown if needed
 - a. Lockdown procedure needs to be developed in advance of the conference or event – consult with venue host
 - b. Include code words to initiate lockdown and for an All Clear when the crisis is over
 - c. Include how students and participants need to be isolated and protected from an intruder(s) (i.e. lock doors, position of people in the room)
 - d. Include an evacuation procedure – if it is practical to move students and participants to a more secure area, do so at once
6. Notify law enforcement
7. If feasible, separate intruder(s) from students and participants (do not use physical force – isolate by locking doors and limiting access to as many areas in the building as possible)
8. Maintain visibility of the intruder(s) if practical, and report activity to building security and law enforcement
9. Provide first aid as needed
10. Notify parents
11. Document the activity of the intruder(s) and any actions taken to protect students and participants from harm
12. Provide follow-up counseling services to students requesting help

APPENDIX: HOSTAGE SITUATION

If a student(s) or another event participant is taken as a hostage, immediately:

1. Call 911
2. Adult staff members to supervise students who are not involved with the hostage situation
3. Notify the Response Team who will then implement a lockdown
4. Once police arrive, the situation will be managed by them, and if an evacuation is required, they will initiate the process
5. Notify Corporate Office and Board Members
7. Respond to any media or other inquiries as directed by law enforcement (most likely a representative from local law enforcement will handle all communications – no one from Ontario DECA should assume this responsibility – refer questions to law enforcement)
8. It is important to remember that a hostage situation is highly dangerous and therefore must be handled by law enforcement – defer to them for all instructions and direction once they arrive on the scene
9. Maintain written documentation of all associated events and activities
10. Complete all appropriate forms as needed
11. After the crisis is over, Provide follow-up counseling services to students and staff requesting help

APPENDIX: RAPE OR SEXUAL ASSAULT

Should a rape or sexual assault occur during a conference or Ontario DECA sponsored event, all efforts should be made to protect the identity and privacy of the victim(s) and the alleged offender(s). Information about the incident should be restricted and controlled as much as possible, and any activities associated with the alleged crime must be kept confidential.

An accusation of rape or sexual assault during a conference or event should be handled in the following manner:

1. Do not leave victim alone – an adult should be with her/him until law enforcement arrives and you are directed otherwise
2. Notify Response Team who will coordinate activities until law enforcement arrives
3. Call 911
4. Notify rape crisis agency
5. Notify parent(s)
6. Keep all information, including identity of victim and alleged offender, confidential
7. Maintain written documentation of all associated events and activities
8. Provide information about counseling services to victim and anyone else who requests them (remember to keep all information, names and requests confidential)

APPENDIX: SHOOTING OR POSSESSION OF A WEAPON

1. Notify Response Team immediately
2. Calmly assess the situation and initiate a lockdown or evacuation if needed
3. Call 911 and remain on the line
4. If possible, monitor the activity and location of the shooter or person with the weapon and relay the information to the 911 dispatcher
5. Do not approach the shooter or person with weapon – remain calm and non-threatening
6. Administer first aid as required until first responders arrive
7. Release information on a “need to know” basis only
8. Response Team will complete a written statement to notify all when, and if, it is helpful and safe to do so
9. Maintain written documentation of all associated events and activities
10. Complete all relevant reports located in the APPENDIX of this plan
11. Arrange for students and staff to receive follow-up counseling services for those who request help

APPENDIX: BOMB THREAT PROCEDURE

DO NOT USE 2-WAY RADIOS, PUBLIC ADDRESS SYSTEMS, CELL PHONES, OR TURN LIGHTS ON/OFF WHEN DEALING WITH A BOMB THREAT OR SUSPICIOUS PACKAGE.

Bomb Threat via Phone Call:

1. The person receiving the bomb threat needs to gather and write down as much information as possible before the caller hangs up the phone - use **APPENDIX: BOMB THREAT INFORMATION RECORD** to record the information
2. Notify the Ontario DECA and building security who will then decide if the bomb threat is legitimate and determine if an evacuation is necessary
3. Call 911 to report the bomb threat
4. If a decision has been made to evacuate, all participants need to leave the building promptly and move as far away as possible
5. Do not re-enter the building or area until advised that it is safe to do so

Suspicious Package Found:

1. Do not handle or touch the package
2. Refrain from using cell phones, radios or any other wireless device
3. Calmly relocate everyone to a safe area away from immediate location
4. Notify the Ontario DECA and building security who will then decide if a full-scale evacuation is necessary – evacuate if told to do so
5. Call 911 to report the suspicious package

How to recognize a suspicious package:

1. Unusual or inappropriate appearance or discolorations on the exterior of the package
2. Strange odors
3. Excessive packaging material, like tape or string
4. Lopsided or bulky shape
5. Ticking sounds, protruding wires, or exposed aluminum foil
6. Excessive postage
7. Misspelled common words
8. No return address or a strange return address
9. Unusual addressing, such as not being addressed to a specific person or the use of incorrect titles
10. Restrictive markings, such as “personal”, “confidential”, or “do not x-ray”
11. Do not re-enter the building or area until told that it is safe to do so

APPENDIX: SUICIDE OR SELF HARM

Any threat, in any form, must be treated as real and dealt with immediately. It is important to recognize the limits of your knowledge and responsibility in handling a potentially suicidal person. If you feel the person is in imminent danger call 911 immediately and remain with student until help arrives. **DO NOT LEAVE PERSON ALONE.**

Know the Signs - FACTs

Feelings – Hopelessness, rage, feeling trapped, no sense of purpose

Actions – Recklessness, withdrawing from friends, family or society, alcohol or drug abuse, giving away possessions

Changes – Dramatic mood changes, anxiety, change in eating/sleeping habits, decline in quality of school work

Threats – Threatening/talking about hurting self

Source: www.suicidology.org

Implement Suicide Prevention Protocols - ACT

Acknowledge the signs and symptoms

Care and concern should be shown for person

Tell someone who knows how to intervene

Source: www.suicidology.org

RESPONSE PROTOCOL:

Suicide Threat

A verbal or non-verbal communication that the individual intends to harm him/herself with the intention to die but has not acted on the behavior.

1. Arrange for constant adult supervision
2. Notify the Response Team immediately
3. Calmly relocate all students and unnecessary staff away from situation
4. A member of the Response Team will notify emergency contact of student/participant involved and request individual be picked up for evaluation by qualified professionals
5. If student cannot be picked up and there is any doubt of the safety of the individual or others, call 911
6. Maintain written documentation of all associated events and activities
7. Complete all appropriate forms as needed
8. After situation is over, work with local school districts to provide follow-up counseling services to students and staff requesting help

Suicidal Act or Attempt

A potentially self-injurious behavior for which there is evidence that the person probably intended to kill him/herself; a suicidal act may result in death, injuries or no injuries.

1. The first staff member on the scene must call 911
2. Notify the Response Team immediately
3. Calmly relocate all students and unnecessary staff away from situation
4. A member of the Response Team will Notify emergency contact of student/participant involved and request individual be picked up for evaluation by qualified professionals
5. If student cannot be picked up and there is any doubt of the safety of the individual or others, call 911
6. Maintain written documentation of all associated events and activities
7. Complete all appropriate forms as needed
8. After is over, work with local school districts to provide follow-up counseling services to students and staff requesting help

APPENDIX: DEATH OF STUDENT OR STAFF

The death of a student or staff member can be a traumatic event even for those individuals who are not well acquainted with him or her. If the death is from natural causes, then it is not necessary to initiate full crisis procedures. However, if the death is the result of an accident or from an intent to harm, then

Death by Natural Causes

1. Calmly assess the situation and remain with deceased
2. Call 911
3. Notify Response Team immediately
4. Notify building, venue or hotel security
5. Do not touch the deceased and refrain from contaminating the area by touching anything in the vicinity
6. Notify Corporate Office
7. Notify Board Members
8. A member of the Response Team or law enforcement will notify parent(s) or spouse of deceased
9. A member of the Response Team will notify students, staff, and all other event participants
10. Maintain written documentation of all associated events and activities
11. Complete **INCIDENT REPORT** (located in **APPENDIX**)
12. Arrange for students and staff to receive follow-up counseling services for those who request help

Death by Accident

1. Calmly assess the situation and remain with deceased
2. Call 911
3. Notify Response Team immediately
4. Notify building, venue or hotel security
5. Do not touch the deceased and refrain from contaminating the area by touching anything in the vicinity
6. Begin accident assessment and complete all relevant reports (incident, witness, etc.)
7. A member of the Response Team or law enforcement will notify parent(s) or spouse of deceased
8. Notify Corporate Office
9. Notify Board Members
10. A member of the Response Team will notify students, staff, and all other event participants
11. Maintain written documentation of all associated events and activities
12. Complete **INCIDENT REPORT** (located in **APPENDIX**)
13. Arrange for students and staff to receive follow-up counseling services for those who request help

Death by an Attempt to Harm

1. Immediately call 911 – do not try to confront the person responsible for injuring/killing the victim
2. Notify Response team who, in consultation with building security, will determine if a lockdown or evacuation is needed
3. Notify building, venue or hotel security
4. If a lockdown or evacuation is called, implement appropriate procedures using pre-established guidelines
5. Do not touch the deceased and refrain from contaminating the area by touching anything in the vicinity
6. Notify Corporate Office
7. Notify Board Members
8. A member of the Response Team or law enforcement will notify parent(s) or spouse of deceased
9. A member of the Response Team will notify students, staff, and all other event participants
10. Maintain written documentation of all associated events and activities
11. Complete **INCIDENT REPORT** (located in **APPENDIX**)
12. Arrange for students and staff to receive follow-up counseling services for those who request help

APPENDIX: FIGHTING

Unfortunately, fighting may occur between students or other event participants. If a fight does ensue, use the following guidelines to minimize the impact of further confrontation or serious injury.

1. Call for help from building, venue or hotel security
2. Remove any bystanders around the area where fighting occurs
3. Notify Response Team
4. Do not place yourself within the fight, instead, try to de-escalate the situation by blowing a whistle, shouting for the fight to stop or by other verbal means
5. If it is necessary to physically intervene in the fight, wait for help to arrive and focus on pulling the persons fighting away from each other
6. Administer first aid if needed
7. Notify other appropriate stakeholders such as parents, spouses, school districts, law enforcement, etc.
8. It may be necessary to send the individuals who were fighting home or otherwise isolate them from each other
9. Maintain written documentation of all associated events and activities
10. Complete the appropriate reports located in the APPENDIX of this plan
11. Notify relevant authorities (law enforcement, school districts) and yield any follow-up or disciplinary actions to them

APPENDIX: OTHER DISASTER

There may be other disasters that have not been covered by this Crisis Management and Communication Plan. For all other incidents not previously addressed in this plan, follow the procedure below as needed.

1. Notify the Response Team
2. Notify building, venue or hotel security
3. Calmly assess the situation and determine the next course of action
4. If there is no immediate danger to anyone in the building, have everyone remain where they are
5. It may be necessary for all participants to move away from exterior walls and doors as well as windows, glass and other items that can cause harm
6. Administer first aid as needed
7. Call 911 or all medical or other emergencies requiring first responder intervention
8. If the area is dangerous, implement pre-established lockdown or evacuation procedures
9. Notify appropriate stakeholders
 - a. Staff
 - b. Corporate Office
 - c. Board Members
 - d. Parents and family members
 - e. School districts
 - f. Students, participants, vendors, guests
 - g. Media
10. Monitor the situation to determine when danger has passed
11. Maintain written documentation of all associated events and activities
12. Complete all relevant reports located in this Crisis Management and Communication Plan
13. Arrange for students and staff to receive follow-up counseling services for those who request help

APPENDIX: EMERGENCY CONTACTS - CRISIS RESPONSE TEAM

Name	Role	Title	Phone
Greg Gregoriou	Association Person in Charge	Director of Student Leadership	(905)870-4734
Nerissa Coronel	Association Second in Command	Director of Community Engagement	(416)993-9252
Umair Ashraf	Association Security Event	Director of Programming	(519)729-8669
Jennifer Hughes	Association Crisis Spokesperson	Director of Communications	(416)895-5429
Olga Plagianakos	Association Administrative Lead	Executive Director	(647)225-8009
Olga Plagianakos	Advisor Lead	Executive Director	(647)225-8009
Sherri Dickie	Witness Liaison	Director of Corporate Relations	(519)636-7874
Umair Ashraf	First Aid / CPR or Medic	Director of Programming	(519)729-8669
Venue Manager			
Venue Security			
Other			

APPENDIX: FINAL REPORT EVALUATION CRITERIA

In preparing the final report of the crisis or incident, it is important to reflect on several criteria to evaluate the stabilization efforts and to make necessary adjustments to staff response or to the Crisis Management and Communication Plan. Once the incident or crisis has been contained, and the stakeholder debriefing has occurred, the Crisis Management Response Team will need to meet to discuss and evaluate the following criteria and to prepare a comprehensive written report, which will include all necessary reporting forms.

1. Was the safety of all participants at the event, along with the general public, secured and maintained? If not, why and how can we prevent safety issues at future events?
2. Was the reputation of the organization damaged in any way? If so, how? What can we do to rectify the situation?
3. Was the confidence in Ontario DECA restored?
4. Was the crisis or incident handled efficiently and promptly? If not, why, and what improvements need to be made?
5. Did the Crisis Management Response Team fulfill its responsibilities as per the guidelines and protocols of the Crisis Management and Communications Plan? If not, why, and what changes to the plan are recommended?
6. Were all other staff and key personnel prepared appropriately? What improvements are required?
7. Were venue, hotel, and service provider staff prepared and did they respond appropriately? Any improvements recommended?
8. What information was not included in the Crisis Management and Communications Plan that would have been helpful? Are there any additional forms that need to be added to facilitate the more efficient collection of information?
9. Did Ontario DECA and its agents fulfill their obligations to event participants?
10. Was the crisis or incident recognized before it escalated?

APPENDIX: WHEN TO CALL INSURANCE

- ☐ If you have legal questions or believe that the situation may lead to legal action
- ☐ If you need information regarding the availability of legal assistance
- ☐ If you need help to control or avoid a potential claim
- ☐ If you think you may need to make a claim
- ☐ If there has been a serious injury or loss of life
- ☐ If you believe a crime may have been committed
- ☐ If an accusation has been made that a crime has been committed
- ☐ If you require public relations assistance
- ☐ If you have ongoing concerns for your association or prior to your event, and would like a risk assessment or safety consultation

APPENDIX: ONTARIO MANDATORY REPORTING LAWS

Do I need to report child abuse and neglect?

Yes. Everyone has a duty to report child abuse and neglect under Canadian child welfare laws. Professionals who work with children and youth have an added responsibility to report.

You are obliged to report child maltreatment if you know or suspect it is occurring. This is called the 'duty to report'. Every person in Canada has the duty to report known or suspected child maltreatment by law.

For further information, please see the Centre of Excellence for Child Welfare's series of information sheets on provincial/territorial child welfare systems. Each sheet has a section on child welfare law, including the duty to report child maltreatment. <http://cwrp.ca/infosheets>.

Who do I call if I suspect child abuse or neglect?

Known or suspected abuse or neglect of a child must be reported to:

- ☐ local child welfare services (e.g., children's aid society or child and family services agency), or

- provincial/territorial social service ministries or departments, or
- local police

<http://cwrp.ca/help> to find your local child welfare agency and phone numbers to report suspected abuse.

What do child welfare workers do when they receive a call reporting suspected child maltreatment?

The child welfare worker will assess the situation to see if the child has been harmed, or is at risk of being harmed, due to abuse or neglect. Most of the time, the child is not removed from the home during the investigation. If investigation shows that the child might not be safe at home, the child welfare worker will take steps to ensure that the child lives in a safe environment while the problems are being solved. If this means that if the child has to be removed from home, the child welfare worker will work with the family to ensure that the child can go home as soon as it is safe to do so. In the vast majority of cases, investigations do not result in the child being removed from the family.

If the child cannot live safely in the family home, the child welfare workers will make arrangements to temporarily or permanently place the child in another home where he or she can be cared for. This is called placing the child “in care.” The first choice for a caregiver in this situation would usually be a kin connection or a foster family.

Do child welfare systems differ from one province and territory to another?

Although there are some differences from one province and territory to another, the child welfare systems throughout Canada are similar in that their first interest is in ensuring that children are safe. The systems share many common features. They all make it clear that everyone has a duty to report child abuse and neglect. Here are some more common features:

- The best interests of the child must be considered when a child is found to be in need of protection;
- The parent’s primary responsibility for child rearing is respected;
- It is acknowledged that continuity of care and stability is important for children;
- The views of children are important to take into consideration when decisions are being made that affect their futures;
- Cultural heritage should be respected, especially for Aboriginal children;

Every local municipality in Canada has a child welfare agency that has the legal responsibility for investigating reports of child abuse and neglect and taking appropriate steps to protect children. These agencies can be contacted by the public around the clock every day of the year. For more information, please go to <http://cwrp.ca/infosheets> to access the Centre of Excellence for Child Welfare’s series of information sheets on the child welfare systems across Canada.

How are the child welfare laws different across Canada?

The following table shows the provincial/territorial laws and the government agencies that are responsible for child welfare*. Please click on any province/territory links below to find more information on legislation.

Province/Territory	Child protection legislation	Government agency responsible for child welfare
British Columbia	Child, Family and Community Service Act	Ministry of Children and Family Development*
Alberta	Child, Youth and Family Enhancement Act	Ministry of Children and Youth Services
Saskatchewan	The Child and Family Services Act (CFSA)	Ministry of Social Services*
Manitoba	The Child and Family Services Act	Department of Family Services and Housing
Ontario	The Child and Family Services Act	Ministry of Children and Youth Services*
Quebec	Loi sur la protection de la jeunesse (Youth Protection Act)	Ministère de la Santé et des Services sociaux
Nova Scotia	Children and Family Services Act (CFSA) 1990	Department of Community Services
New Brunswick	Family Services Act, S.N.B. 1980, c. F-2.2	Department of Health & Community Services
Prince Edward Island	Child Protection Act, proclaimed April 2003, C-5.1	Department of Social Services and Seniors*
Newfoundland	Child, Youth and Family Services Act (CYFSA)	Department of Health & Community Services
Yukon	Child and Family Services Act	Yukon Health and Social Services*

APPENDIX: SUICIDE PREVENTION RESOURCES

Call 911 if there is imminent danger to you or others

Crisis Services Canada - 1(833)456-4566

Call Toll Free 24/7

<http://www.crisisservicescanada.ca/>

Crisis Services Canada – text 45645

Available Daily 4pm-12am ET

<http://www.crisisservicescanada.ca/>

Kids Help Phone – text “CONNECT” to 686868

Chat Services: (6pm-2am ET) <https://kidshelpphone.ca/>

Youthspace.ca - <http://www.need2.ca/>

Youth Text (6pm-12am PT): **(778)783-0177**

Youth Chat (6pm-12am PT): <http://www.youthspace.ca/>