



### Important Numbers

Girl Scouts of the Jersey Shore  
800-785-2090

Colonial  
Regional Engagement Manager,  
Valerie Mahon:  
732-232-0965

Sandy Hook  
Regional Engagement Manager,  
Susan Bond-Masterson:  
732-835-2127

Shore Pines  
Regional Engagement Manager,  
Stacy Petti:  
732-814-2680

Sunset Shores  
Regional Engagement Manager,  
Gayle Dettlinger:  
732-275-7087

Chief Operating Officer,  
Brie Montella:  
732-757-8186

Chief Executive Officer,  
Heather Coburn:  
732-751-2737

### Online Crisis Incident Forms:

[gsFun.org/level1crisis](https://gsFun.org/level1crisis)

[gsFun.org/level2crisis](https://gsFun.org/level2crisis)

# Girl Scouts of the Jersey Shore

## Standard Operating Crisis Policies & Procedures Crisis Plan Outline 2023

Welcome-

Situations happen each day and impact the work that you do with Girl Scouts. In order to give clarity and direction we have created policies and procedures to help guide you in the event you have a crisis situation.

This guide will provide you with a step-by-step action plan to help you navigate through the events. Reviewing protocols ahead of time will help familiarize you with each type of situation and the steps that you should take to help keep you and your Girl Scouts safe and supported.

We encourage you to know that you are not alone. In each instance we encourage you to be in touch with your Regional Engagement Manager and if warranted to go to the next level in the GSJS Chain of Command. Make sure you have each person's contact number at the start of the year to ensure that you have the information before it is needed.

The policies have been divided into two sections. The first-Level 1 Crisis are for those situations that you should be able to handle on the troop level in conjunction with your Regional Engagement Manger.

Level 2 Crisis (which may include some Level 1 situations that have escalated) will need you to directly involve your Regional Engagement Manager and the next level on the GSJS Chain of Command.

For each crisis you will be asked to fill out a Crisis Incident Report- which will outline what happened, who was involved, where it happened, when and what actions were taken, as well as contact information. It is important to fill that form out immediately so that you have a record of the event and so that GSJS can be made aware of the situations and the steps that were taken. It is extremely important to have good communication and to make the Regional Engagement Manager and/or the next level GSJS Chain of Command (if necessary) informed. If you have any questions or aren't sure of anything-please speak with your Regional Engagement Manager to determine what you need to do.

Thank you for all that you do to help keep our Girl Scouts safe and supported. Working together we can make a profound difference in the lives of our Girl Scouts.



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# Crisis Definition: Level 1

Definition: Situation that can be handled at a troop level that includes action steps for Troop Leaders to ensure the safety and health of the Girl Scout troop and all Girl Scouts involved.

## Examples of Level 1 Situations:

- Accident not at Girl Scouts (no fatality)
- Bullying
- Death of Parent/Guardian of Girl Scout
- Eating Disorder
- Food Insecurity
- Housing( loss of housing)
- Incident during activity, overnight, or camping out
- Incident reported about something outside of Girl Scouts-community
- Natural Disaster
- Parent/Guardian identifies mental health issue with Girl Scout
- Girl Scout hospitalized-Mental health issue
- Girl Scout hospitalized-Physical reason (cancer, operation, injury)
- Self-Harm
- Substance Abuse/Use
- Suicidal Ideation

Each situation has specific policies and procedures that will need to be adhered to by those involved. It is important to document all that has happened and what you have done. Please complete the **Crisis Incident Report** to help you remember what happened and what you need to document. This information should be shared with your Regional Engagement Manager and/or GSJS Chain of Command.

For Level 1 Crisis situations-the Troop Leaders work with the Regional Engagement Manager assigned to their troop to determine next steps. **The Regional Engagement Manager will inform GSJS Management of the incident and will document every and all calls about the incident.**

These incident reports should be kept by date. All follow ups should be made in a timely manner-and that should also be indicated on the reporting document.



# Level 1-Crisis Situation

## Troop Leader Responsibility:

1. Gather information and fill out Crisis incident report
2. Contact Regional Engagement Manager to inform them and to determine if the crisis can be handled on local level or if it needs to be elevated to next level.
3. Follow outlined policies and procedures for specific incident
4. If needed refer parents to GSJS resource page for additional resources and information.
5. For those instances where there is **mandatory reporting** involved( \*) please reach out to your Regional Engagement Manager IMMEDIATELY.



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## Level 1-Crisis

# Accident (no fatality) (car accident, physical injury)

1. If a Girl Scout is involved in accident try to gather information and reach out to the parent/guardian of the Girl Scout involved. Determine if they want other Girl Scouts to be made aware of incident and if yes what they are comfortable with sharing.
2. Find out how the Girl Scout is and find out if they are ok to return to Girl Scout activities, or if they have to be cleared by medical doctor and if there are any accommodations that will be needed for them to participate with Girl Scout Troop.
3. If parent is OK with you sharing information-don't overshare-let the girls in the troop be made aware of the situation but discourage gossip

#### Example:

Leader: Sue got in an accident and was hurt but she is resting at home and will be back to join us soon.

Girl Scout: I heard her brother was driving crazy and that they hit a parked car...

Leader: Girls, all the information that we know is that there was an accident and that Sue got hurt. We do not need to spread information-we need to stick to the facts and focus on how we can support Sue.

4. If the parent/guardian is OK for troop to be made aware of the situation-determine the best way to reach out to injured Girl Scout to support them (cards, visits, text messages)
5. Encourage the parent/guardian to reach out to Troop Leader if there is anything further they need you to be aware of prior to Girl Scout returning to the troop
6. Fill out Crisis incident report and contact Regional Engagement Manager



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## Level 1-Crisis

### Bullying:

1. Incident is reported to troop leader by parent/guardian or Girl Scout
2. Gather information-Complete-Crisis Incident Report
3. Who was involved, what happened, when it happened, where it happened and other information that may be involved (social media, school issue, etc.)-see Incident report sheet for details
4. Once you have information, contact the Regional Engagement Manager to determine next steps and if council involvement is needed
5. Interview each of the parties involved separately to find out what happened. Conduct interviews with parties with co-leader in attendance (never conduct an interview alone). Keep everyone safe and make sure that you do not put the two parties involved with Bullying incident together until you have had a chance to interview them and resolve the issue
6. Decide if you need to interview anyone else from the troop that may have witnessed the incident. Ask each of the parties involved who you should talk to that may be able to support/deny accusation
7. Check back with Regional Engagement Manager with information to determine next steps and resolution.
8. Address incident with the Girl Scout troop and that bullying is not going to be tolerated. Talk about who they should go to if they have concerns (trusted adult) and who they should report their concerns to. Trusted adults are any adults that care and have a vested interest in the Girl Scout
9. Speak with the parents of individuals involved and encourage them to communicate with you if anything further happens
10. Determine with your Regional Engagement Manager how to communicate with parents in the troop about the incident

**\*\*Please note if any physical altercation and/or direct threats are involved-immediately contact your Regional Engagement Manager prior to doing anything except separating the Girl Scouts involved\*\***



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## Level 1-Crisis

# Death of Parent/Guardian of Girl Scout

1. Gather information about incident and the Girl Scouts involved and complete Crisis Incident Report
2. Get information about services and memorials
3. Contact your Regional Engagement Manager and inform them of the information
4. Inform Troop parents of the information
5. Gather your troop to share information with them and to give them a chance to process their feelings (Let parents know that you will be doing this in case they decide not to have their Girl Scout participate)
6. If you will be attending service/memorial-let your troop know and offer to meet to attend together
7. Discuss ways to support the Girl Scout that experienced the loss i.e., cards, text, phone calls
8. Have someone reach out to family (close friend, troop leader) to see if the Girl Scout wants to return to troop meetings or how troop can help them
9. Discuss with the Troop how they can support their fellow troop member and what things they should say or not say or do when Girl Scout returns
10. Provide parents with resources to GSJS resource page if they need additional support



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## Level 1-Crisis

# Eating Disorder:

1. If you notice a Girl Scout refusing food (restricting), throwing up after eating (purging), eating massive quantities of food (bingeing) or counting calories take note. Be aware of frequent trips to the bathroom. The Girl Scout also may be obsessed with her body image.
2. If another Girl Scout reports information to you-observe the Girl Scout involved to gather information about what is happening
3. Check with other troop leaders to determine what they have seen and if they have concerns
4. Reach out to parent/guardian to let them know what you have observed and why you are concerned. If there have been situations you have seen-or that have been reported to you share the information with the parent/guardian
5. If applicable, connect the parent/guardian to GSJS resource page with information to help them
6. Fill out Crisis incident report & inform your Regional Engagement Manager
7. Do not draw attention to this situation and Girl Scout or do anything to make them feel uncomfortable





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## Level 1-Crisis

# Food Insecurity

1. You become aware of information given to you by Girl Scout, Parent/Guardian or other interested party that there may be a food insecurity issue with your Girl Scout
2. Talk with the parent/guardian. Be sensitive when talking with the parent/guardian and help connect them to community resources in area
3. Encourage them to call 2-1-1 to get connected to services
4. Inform them of local food pantries in the area
5. Encourage family to let you know how you can help
6. Confidentiality is paramount. Most families are extremely embarrassed, or it may be the first time that they have had to look for help. Be sensitive but provide information that is current about resources
7. Inform your Regional Engagement Manager of issue
8. Find out where your local food pantries are and any information about them such as location, hours, and how to get help
9. The family may have a transportation issue to get to the food pantries be aware of resources that may help

My local food pantries/Hours of operation:



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## Level 1-Crisis

### Housing Issues:

1. You become aware of information given to you by Girl Scout, Parent/Guardian or other interested party that there may be a housing issue-losing house, apartment, moving, rent issues.
2. Be sensitive when talking with family-help connect them to community resources in area-confidentiality is important
3. Encourage them to call 2-1-1 to get connected to services
4. Contact your Regional Engagement Manager to inform them of the situation and fill a Crisis Incident Report

### Local Supports for housing:

Monmouth County-  
Interfaith Neighbors Asbury Park  
(732) 775-0525

-offers support to families with rent, utility, mortgage issues

Ocean County-  
Ocean Harbor House  
Toms River  
(732) 929-0660

Check GSJS Resource page for Monmouth/Ocean County websites for useful information



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## Level 1-Crisis

# Incident During Activity/ Overnight/Camp Out:

1. Determine that everyone is safe- or if needed make sure that they are moved to safe location. Make sure that you have an adult with them
2. Troop leaders should inform Regional Liaison/GSJS Council representative what happened and to determine support needed and/or communication to be conveyed to families and/or if outing should be cancelled.
3. All next steps should be discussed with the Regional Liaison prior to implementing. Troop Leaders and Regional Liaison determine if outing should continue or if parents need to come pick up their Girl Scouts
4. If the Girl Scouts are upset, gather them together to process the situation and alleviate any fears and/or guilt that they may have.

Girl Scout: If only I had stayed up with them-this wouldn't have happened. It's all my fault

Girl Scout: It's my fault-I should have checked

Leader: Girls-I know that this is upsetting. It's not your fault. We will get through this together.

Let the girls talk about their feelings and to find out who is having the largest reaction to the event and who may need more support

5. Take time to fill out the Crisis Incident report while information is current.
6. Parents may need information and want resources-have GSJS resource page information for them
7. Focus on structure, support, and control-keep things in place to help the Girl Scouts feel safe, i.e., have a schedule with set meal times, scheduled activities if you continue with the outing. Having a schedule in place will help everyone to feel secure and know what to expect

**\*\*Please note that this may be very upsetting for you. Make sure you take time to process your own feelings with the other adults in attendance and/or the Regional Engagement Manager to help you.\***



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## Level 1-Crisis

# Incident Reported - Something Outside Of Girl Scouts:

1. Gather information about the incident-there may have been a fight at school, death of teacher or student, bullying incident, social media issue, bad accident in community
2. Determine if and how this is impacting the Girl Scouts in your Troop
3. If you determine that the Girl Scouts are impacted, schedule time with them to process their feelings
4. Give them a safe venue/no judgement to talk about what is happening and any concerns that they may have

Girl Scout: They are going to cancel our class trip because some boys vandalized the bathroom

Girl Scout: I am so upset-Mr. Collins died-He was such a great teacher and he was young and has kids

5. Help identify trusted adults in their lives that they can talk to and encourage them to reach out:

Examples of trusted adults: School teachers, school counselors, parents, friend's parents, Girl Scout Troop Leader, Clergy, volleyball coach, favorite aunt

Trusted adults are any adults that care and have a vested interest in the Girl Scouts

6. Help troop to move forward focusing on what they can do to move past event
7. Fill out your Crisis Incident Report and inform Regional Engagement Manager



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## Level 1-Crisis

### Natural Disaster:

1. Determine which of your Girl Scouts have been impacted
2. If you are directly impacted, make sure that you communicate with your Troop Leaders and your Regional Engagement Manager. You may have to hand off the lead role to someone else if you have been directly impacted
3. Needs Assessment: Quickly see if you can do a needs assessment of your Girl Scouts to determine if anyone has any needs that Girl Scouts can help with: i.e., we lost all our clothes in the flood, our house burned down and we have no housing; our car was damaged and we have no way to get food, we need medical attention
4. Determine how best you can support your Girl Scouts and their needs In conjunction with your Regional Engagement Manager. You may be able to find resources and/or make calls for them or start a collection with other troops depending on the needs

Take time to breathe. It is very hard to be impacted by a natural disaster, but taking one step at a time and ensuring everyone's safety will help you through the event

5. When you can, schedule a time to get together with your troop (virtually if necessary). Having the structure of the troop will help everyone as they start to move forward
6. Fill out a Crisis Incident Report-listing who is impacted and any needs that they may have. Share information with your Regional Engagement Manager



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## Level 1-Crisis

# Parent/Guardian Identifies Mental Health Issue With Girl Scout

1. Gather information from the parent/guardian regarding the Girl Scout and their condition. Keep confidentiality with the information
2. Fill out Crisis Incident Report and contact your Regional Engagement Manager
3. Find out how the mental health issue impacts the Girl Scout and/or if they are currently on medication
4. Find out what support the Girl Scout will need from you to participate
5. Place safeguards in place: if the Girl Scout is having a hard time participating, have a plan- if they need a break from everyone and/or If they need to leave event. This could be a code word or could just them telling you directly that they need a break-partner with them to come up with a plan together
6. Have a meeting with the parent/guardian and Girl Scout to go over a safety plan: how to handle trips, activities, overnights, etc. and make sure that it is written down so that all are in agreement. Make sure Girl Scout and her family have copy of the plan
7. This information is confidential in nature and should only be shared on a need-to-know basis
8. Encourage the Girl Scout to come to the troop leaders if they have any problems or need help
9. Provide parents/guardian with resource information from GSJS webpage for added support
10. Encourage parent/guardian to contact you if anything changes or if you need to be updated on any information, like hospitalizations, screenings for suicide, self-harm issues
11. Prior to any outings, overnights, activities-check in with the parent/guardian and review safety plan to make sure that everyone is on the same page



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## Level 1-Crisis

# Girl Scout Hospitalized - Mental Health Issues

1. Gather information from the informant (Girl Scouts, Parent/Guardian/ other)
2. Fill out Crisis Incident Report
3. Inform Regional Liaison/GSJS representative
4. Contact parent/guardian to determine:
  - a.) What they are comfortable having other Girl Scouts/parents know
  - b.) What support Girl Scout may need (in hospital or upon return to troop)
  - c.) How the troop can help
  - d.) Let them know that a mandatory return to troop meeting will need to be scheduled and help prior to return to troop activities
5. Have a mandatory return to troop meeting with the hospitalized Girl Scout and parent/guardian and co-leader when they are ready to talk including parent/guardian and Girl Scout
6. Discuss safeguards that will need to be in place for the Girl Scout to return to troop activities-i.e. information about medications and any changes, hospitalizations, screenings for suicide, of other events impacting Girl Scout
7. Write the plan out for all parties to be on same page i.e. how will we handle overnights/trips, medication, other needs. Write the plan down and give a copy to the Girl Scout and family
8. Ask to have Regional Engagement Manager/GSJS representative at meeting to support the Girl scout and family
9. Return to troop meeting:  
Have meeting with rest of troop prior to Girl Scout returning  
Flush out rumors: talk about what to say and not say to returning Girl Scout
10. Talk about how they can support the Girl Scout returning

**\*If the parent/guardian does not want the issue discussed make sure that you honor their wishes. You have to have the return to troop meeting-but you should not inform others if scouts and/or parents/guardian do not want you to\***

**If your other Girl Scouts have informed you of this -share that information with the parent so that they don't think you didn't honor their wishes**



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Stacy Petti:  
732-814-2680

Sunset Shores  
Regional Engagement Manager,  
Gayle Dettlinger:  
732-275-7087

### Online Crisis Incident Form:

[gsFun.org/level1crisis](https://gsFun.org/level1crisis)

## Level 1-Crisis

# Girl Scout Hospitalized: (Illness, operation, injury)

1. Gather information from parties informing you (Girl Scout, parent/guardian, other parent)
2. Fill out Crisis Incident Report
3. Contact parent/guardian to determine:
  - b.) What they are comfortable having other Girl Scouts know
  - c.) What support the Girl Scout may need to return to troop
  - d.) How the troop can help
4. Information may be on a need-to-know basis-be respectful of the wishes of the parent/guardian
5. Once Girl Scout has gotten out of hospital check in with parent/guardian again to offer support and see if anything has changed and if any support is needed for the Girl Scout to return to the troop
6. If health issue is ongoing request a mandatory meeting with troop leaders and parent and Girl scout to discuss needs and/or accommodations needed.
7. Make sure that you are aware if they are on any medication or have any new issues that you need to be aware of
8. Continue to update your Crisis Report and your Regional Liaison with any new issues/changes





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## Level 1-Crisis

### **Self-Harm**

1. You notice that one of your Girl Scouts has visible cut marks on their arms, legs, stomach, or other areas. Self harm behaviors may include cutting, burning, carving things into skin, scratching, punching things until there is blood, or pulling hair-any type of self- harm. You may see them engaging in this behavior
2. You may observe marks on the Girl Scout or may notice that they are wearing long sleeves or hoodies even when it is hot out
3. Another parents or Girl Scout may report their concerns to you
4. Avoid judgement
5. Be supportive
6. Don't ask for promises if you do engage in a conversation with the Girl Scout
7. Fill out Crisis Incident Report and contact Regional Engagement Manager
8. Contact parent/guardian and share your concerns and what you have seen and/or what has been reported to you
9. Direct parent/guardian to GSJS website for resources



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## Level 1-Crisis

# Substance Abuse/Use

1. You may notice that one of your Girl Scouts is acting strangely or another Girl Scout may share a concern with you relative to a Girl Scout using alcohol, prescription drugs, or illegal drugs
2. If you feel that the Girl Scout is under the influence-immediately contact your Regional Engagement Manager-have an adult with that Girl Scout at all times
3. Any changes in personality, conduct, slurred speech should be taken seriously. This could be a reaction to something or may be a serious medical event
4. Immediately contact the parent/guardian to share your concern or what has been reported to you.
5. If there is **immediate danger** call **9-1-1** to have the Girl Scout transported to the hospital. Make sure that the Girl Scout has an adult with them
6. If the Girl Scout has to leave an activity with their parent or in an ambulance-gather your troop together to talk to them
7. If the parent picks the Girl Scout up-make sure you keep confidentiality and just share the minimum with the troop
8. If the Girl Scouts observe the Girl Scout having a medical emergency-take time to talk with them and assure them that the Girl Scout is on the way to the hospital to get the medical attention they need
9. Contact your Regional Engagement Manager to discuss how to convey the information of what has happened to parents/guardians. Complete your Crisis Incident Report
10. Breathe-this can be a scary event and you will need time to process your feelings
11. Determine with your Regional Engagement Manager the safety protocols that will need to be in place for the Girl Scout to return
12. Have a meeting with the parent/guardian and the Girl Scout and Regional Engagement Manager for reentry to outline how they can return to the troop activities. Put plan in writing and give copy to Girl Scout/Family



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## Level 1-Crisis

# Suicidal Ideation:

1. You observe or it is reported to you that a Girl Scout is discussing suicide
2. Take a breath-this is a very difficult topic for most people
3. If there is immediate danger, i.e. the Girl Scout is talking about going home and taking pills, or jumping off a bridge you need to take immediate action since **they have a plan**
4. Pull the Girl Scout to quiet area and talk to them. Tell them you heard they were talking about suicide. Ask them is they have a specific plan to hurt themselves

**\*\*Please note you cannot plant the idea of suicide in someone's head by talking to them\***

If they talk about being frustrated and just wanting to be out of pain, let them know that they can reach out to a trusted adult to talk and help identify who trusted adults are and who they might be for that Girl Scout.

5. IF THE GIRL SCOUT HAS A SPECIFIC PLAN YOU NEED TO CALL 9-1-1- IMMEDIATELY
6. Contact your Regional Engagement Manager/Complete your Crisis Incident Report
7. Contact the parent/guardian in the case of the Girl Scout talking about suicide and help connect them to the GSJS resource page and let them know your concerns immediately-do not wait contact them immediately
8. Work with Regional Engagement Manager to determine what to convey to parents and connect them to the GSJS Resource Page



# Crisis Incident Report Level 1-Crisis

Must be completed within 5 days of incident

Online form: [gsFun.org/level1crisis](http://gsFun.org/level1crisis)



Date: \_\_\_\_\_ Regional Engagement Manager Contacted: \_\_\_\_\_ Troop Involved: \_\_\_\_\_

Troop Leader Name:

Contact Info:

Troop Leader Name:

Contact Info:

Who is Involved:  
Name/Parent Name/Contact Info:

Contact Info:

When Incident occurred-Date and Time:

Where incident happened-physical location:

Who was involved/impacted by incident-names:

Other groups to include:

Description of what happened:

Action Steps Taken:  
Who was involved:

**Troop Leaders Responsibility: 1.) Fill out incident report 2.) Contact Regional Liaison (Determine Crisis Level) if unsure. Troop Leaders may be able to handle incidents themselves**

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**Sunset Shores Regional Engagement Manager,**  
Gayle Dettlinger: 732-275-7087

**Chief Operating Officer,**  
Brie Montella: 732-757-8186

**Chief Executive Officer,**  
Heather Coburn: 732-751-2737



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### Online Crisis Incident Form:

[gsFun.org/level2crisis](https://gsFun.org/level2crisis)

## Crisis Definition:

### Level 2:

Definition: Situations that may start at a troop level that includes actions steps for Troop Leaders or Volunteers to ensure the safety and health of the Girl Scout troop and all involved. **Due to the nature of the situation the Crisis level may need to be elevated to the next level protocol-Level 2 (determined by council team)**

Please note that if you are unsure, contact your Regional Engagement Manager. The Regional Engagement Managers will determine which level to assign to crisis. If any questions arise regarding the incident, they should be immediately addressed by GSJS Management. Some situations may involve mandatory reporting which are denoted with \*

### Examples of Level 2 Situations:

- Accident Fatality
- Any situation from Simple Crisis
- Child Abuse\*
- Death of Parent/Guardian/Troop Leader
- Domestic Violence\*
- Natural Disaster
- Suicide Attempt\*
- Suicide Death
- Violence of any type

**\*Denotes mandatory reporting-you will need to contact your Regional Engagement Manager/GSJS Chain of Command**



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# Level 2-Crisis Situation

## Troop Leader Responsibility:

1. Gather information and fill out Crisis incident report
2. Contact GSJS Management
3. Follow outlined policies and procedures for specific incident
4. If needed refer parents to GSJS resource page for additional resources and information.
5. For those instances where there is **mandatory reporting** involved( \*) please reach out to your Regional Engagement Manager IMMEDIATELY.



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## Level 2-Crisis

### Accident Fatality:

1. If a Girl Scout is involved try to gather information and reach out to the parent/guardian of the Girl Scout involved or to a close friend of the family.
2. Check in with GSJS Management with the information that you have. Determine how best to share that information with the parents and/or troop. Reach out to parents about a meeting for the Girl Scouts to process their feelings (understand that some parents/guardians may choose not to have their Girl Scout participate)
3. If the loss is of a Girl Scout in your troop-gather the girls as soon as possible to help them process their feelings. You will need to have extra adults on hand in case any of the Girl Scouts need to leave the conversation and/or need more support-always make sure that an adult is with them if they leave. Have council staff at this meeting. The girls just need a safe space to vent and process their feelings with each other.
4. Provide parents with GSJS resource page information in case they need info
5. Get information about services and memorials-convey that information to parents/guardians
6. Contact your Regional Engagement Manager and inform them of the service memorial information
7. If you will be attending service/memorial-let your troop know and offer to meet to attend together
8. Check back in with parents/guardians and encourage them to inform you if any of the Girl Scouts are in need of more support and the troop moves forward



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## Level 2-Crisis

# Child Abuse/Neglect\*:

1. This is a mandatory reporting category: if any Girl Scout reports that they have been abused by someone, you will need to contact your Regional Engagement Manager and together report the information to:

Division of Children & Family  
1-877-652-2873  
1-877-NJ Abuse

2. The Division will ask you several questions such as:  
Who is the child  
Who their caregiver is  
The child's address  
Who the perpetrator is (if you know)  
What has been reported to you (this could be abuse or neglect)  
When it happened  
Where it happened

Just put it in your own words. If you write things down on your Crisis Incident Report you will have the information that you need for call. You might not have all the details and that is ok- just report what you have been told with the exact words- that were said to you

3. Remember you don't have to have all the answers and it is not your job to decide whether or not it is child abuse/neglect. You just need to pass the information on so that it can be investigated. Remember: You are immune from prosecution for reporting child abuse/neglect
4. The Division of Children and Family will set up interviews which you will not be part of
5. If you feel that the child is immediate danger (Parent shows up drunk for pick up) call 9-1-1
6. Make sure that you are in close contact with your Regional Engagement Manager to update them on the information and to help you process your feelings and to determine if GSJS Management needs to be involved
7. This information is confidential in nature and should be treated that way





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## Level 2-Crisis

# Death of Parent/Guardian of Girl Scout or Death of Troop Leader

1. Gather information about incident and the Girl Scouts impacted and complete Crisis Incident Report (if it is a troop leader-reach out for help with other leaders in your area)
2. Get information about services and memorials
3. Contact your Regional Engagement Manager and inform them of the information and complete your Crisis Incident Report. If a troop leader needs to have a replacement-determine with GSJS council who that will be
4. Inform Troop parents of the information
5. Gather your troop to share information with them and to give them a chance to process their feelings (Let parents know that you will be doing this in case they **choose not** to have their Girl Scout participate)
6. If you will be attending service/memorial-let your troop know and offer to meet to attend together
7. Discuss ways to support the Girl Scout/family that experienced the loss i.e., cards, text, phone calls
8. Have someone reach out to family (close friend, troop leader) to see if the Girl Scout wants to return to troop meetings or how troop can help them
9. Discuss with the Troop how they can support their fellow troop member and what things they should say or not say or do when Girl Scout returns
10. Provide any adults with resources to GSJS resource page if they need additional support
11. Put structure, support, and control in place to help everyone to move on



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## Level 2-Crisis

# Domestic Violence\*:

1. Domestic Violence is any unwanted physical, emotional, sexual abuse to anyone of the age 18 years or older
2. For anyone under 18 years of age that has been physically, emotionally or sexually abused follow the Child Abuse policy and procedure
3. If anyone reports domestic violence to you, please contact your Regional Engagement Manager for next steps
4. Make sure to document all reports on your Crisis Incident Report

Domestic Violence resources:

Monmouth County:  
180 Turning Lives Around  
24 Hour Hotline 1-888-843-9262

Ocean County:  
Providence House  
24 Hours Hotline  
1-800-246-8910

5. If anyone is in immediate danger, call 9-1-1



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## Level 2-Crisis

# Suicide Attempt:

1. If a Girl Scout makes a suicide attempt at a troop meeting/activity you must take action RIGHT AWAY
2. Quickly access the situation and call 9-1-1 for medical assistance. This is important if the Girl Scout has ingested something, is unresponsive, or is bleeding profusely, or has choked  
**\*\*\*DO NOT LEAVE THE GIRL SCOUT ALONE AT ANY TIME\*\*\*\***  
You may have to do CPR if the Girl Scout is unresponsive  
**Have the address of your location available**-and have one of leaders give directions to 9-1-1 dispatch if you are located in camp
3. If one of the Girl Scouts found the Girl Scout that attempted-ask them to share with you-what they observed, and what the Girl Scout may have said to them-which will be important for medical personnel  
**\*Take note if there are any pills or other items near the Girl Scout\***
4. Have another adult move the other Girl Scouts away from the situation to talk with them to reduce panic
5. That leader should try to assure the Girl Scouts that everything is being done for the Girl Scout that attempted. Do not make any promises-just listen and validate their feelings
6. One of the adults should **call GSJS Management** immediately-Make sure that one of the adults is completing the Crisis Incident Response Form to have all the info on hand
7. Once Medical response is on the scene-have all information to share with them about the Girl Scout: name, address, parent's name-contact info
8. If they determine that the Girl Scout needs to go to the hospital one of the adults from the troop will need to go with them
9. One of the adults will contact the Girl Scouts parents and give them information about what they know and where the Girl Scout is being transported to
10. GSJS Management will determine next steps and whether to have parents come get the remaining Girl Scouts
11. Inform the parents that you will be in contact with them to help the Girl Scouts process what has happened. Direct them to the GSJS resource page for additional resources
12. Take a breath-this is one of the most stressful situations that you will encounter. Try to take time to process with other adult leader to help you with your own feelings



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## Level 2-Crisis

# Death by Suicide:

1. If one of your Girl Scouts has died by suicide this will be a very challenging time for your troop
2. Contact your Regional Engagement Manager and together determine how to inform your Girl Scouts parents
3. Complete your Crisis Incident Report
4. Inform the parents that you would like to gather the Girl Scouts in the troop to allow them a time to grieve together. Understand that some parents may not want their Girl Scouts to attend it is a very personal decision
5. Provide the parents with the GSJS resource page information
6. Gather the troop together and allow the Girl Scouts to have a safe environment to process their feelings
7. Many of the Girl Scouts will have strong reactions and some may have none. Each person will need to process the event in their own way
8. Find out the arrangement information and share with the parents
9. You may decide to attend the viewing or funeral as a troop and if so, please share information with the parents so that they can determine what is best for their Girl Scout
10. The next meeting following services will be a very hard time-the Girl Scouts may still need time to process what they are feeling. An activity that can help them move forward would be to make cards and/or letters for the family-encourage the Girl Scouts to share a memory or something special about the Girl Scout that died (this is a good activity to do after the funeral-as the girls will be in shock and need to process things before you can jump to this activity
11. Do not memorialize the Girl Scout. This is a very sensitive topic; however, you want to honor the person-but not blow things up in such a way that someone else in your troop might be impacted
12. Understand that each of your Girl Scouts will be impacted in different ways. Watch for those that were close to the Girl Scout and also those that always were in conflict with that Girl Scout



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## Level 2-Crisis

### Violence:

1. If some type of violence breaks out, separate the parties and move the remaining Girl Scouts to a place of safety
2. If the event escalates, call 9-1-1
3. Contact GSJS Management
4. Complete your Crisis Intervention Report
5. Interview any Girl Scouts that may have witnessed the incident for information
6. Determine if the meeting should continue or if parents/guardians should be called for all Girl Scouts to leave or just those involved in incident
7. Reach out to the parents/guardians to report incident and to provide information about the GSJS Resource page
8. In conjunction with GSJS Management determine what next steps need to happen to allow the parties to return to Girl Scouts
9. If it is determined that a return will be allowed, set up a meeting with each of the Girl Scouts (separately) and their parent/guardian, adults leaders, and your Regional Engagement Manager
10. Determine and put in writing the conditions of allowing them to return to the troop that each of the parties agree to
11. Inform parents/guardians of safeguards that have been put in place and the no tolerance policy of violence in Girl Scouts



# Crisis Incident Report Level 2-Crisis

Must be completed within 5 days of incident

Online form: [gsFun.org/level2crisis](http://gsFun.org/level2crisis)



Date: \_\_\_\_\_ Regional Engagement Manager Contacted: \_\_\_\_\_ Troop Involved: \_\_\_\_\_

Troop Leader Name:

Contact Info:

Troop Leader Name:

Contact Info:

Who is Involved:  
Name/Parent Name/Contact Info:

Contact Info:

When Incident occurred-Date and Time:

Where incident happened-physical location:

Who was involved/impacted by incident-names:

Other groups to include:

Description of what happened:

Action Steps Taken:  
Who was involved:

### Troop Leaders Responsibility:

1.) Fill out incident report 2.) Contact Regional Liaison

### Important Numbers

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