



# The first hour – volunteers at incident

## 1. Recognise

- **Take immediate steps to manage the situation** and make it safe, including contacting emergency services.
- If the incident happens while away, inform the home contact. The home contact should get in touch with families/carers linked to the injured person first.
- Where a home contact isn't needed, the commissioner or unit leader must get in touch with families/carers.

## 2. Report

- The home contact, commissioner or unit leader must contact **the Girlguiding emergency line** at the earliest opportunity to report the incident.
- The emergency line will advise on immediate action.
- If the incident happens during an activity or event, it's the **leader in charge's** responsibility to make sure the above actions are carried out.

## 3. Respond

Support will be available from country/region and HQ teams including:

- Guidance on immediate response, including informing parents/ carers and other contacts.
- Contact for emotional and wellbeing support.
- Legal advice.
- Management of all press enquiries.