

## **!!! CRISIS PROCEDURES !!!**

*Keep this with you at all times when at any Girl Scout activity*

### **FOR A SERIOUS HEALTH OR SAFETY ISSUE ONLY**

**(injury, immediate safety/health crisis, or when fire, police or rescue are needed)**

- 1. Dial 911 to report the situation  
Do not hang up – wait for the operator to end your connection**
- 2. Immediately dial the Girl Scout Crisis Line at 212-903-4472 (toll free number: 800-476-0293) to report the situation. You will be asked to:**
  - Notify parents
  - Give all facts
  - Provide return phone number(s)
  - Wait for further instructions

### **FOR A FACILITIES EMERGENCY**

**(an alarm sounding, broken exterior door, flooding)**

- 1. Immediately dial the Girl Scout Crisis Line at 212-903-4472 (toll free number: 800-476-0293) to report the situation.**

### **FOR NON-EMERGENCY NEEDS**

**(technology issues, password requests, contaminated Girl Scout cookies, or other incidents that do not require emergency response)**

- 1. Contact GSSNE during business hours at 401 331-4500 (toll free 800-331-0149) or email [CustomerCare@gssne.org](mailto:CustomerCare@gssne.org)**