Chapter 4: Safety-Wise

In Girl Scouting, the emotional and physical safety and well-being of girls is always a top priority. Here's what you need to know.

Knowing Your Responsibilities

You, the parents/guardians of the girls in your group, and the girls themselves share the responsibility for staying safe. The next three sections flesh out who's responsible for what.

Responsibilities of the Volunteer: Girl Scout Safety Guidelines

Every adult in Girl Scouting is responsible for the physical and emotional safety of girls, and we all demonstrate that by agreeing to follow these guidelines at all times.

1. **Follow the Safety Activity Checkpoints.** Instructions for staying safe while participating in activities are detailed in the Safety Activity Checkpoints, available from your council. Read the checkpoints, follow them, and share them with other volunteers, parents, and girls before engaging in activities with girls.
2. **Arrange for proper adult supervision of girls.** Your group must have at least two unrelated, approved adult volunteers present at all times, plus additional adult volunteers as necessary, depending on the size of the group and the ages and abilities of girls. Adult volunteers must be at least 18 years old (or the age of majority defined by the state, if it is older than 18) and must be screened by your council before volunteering. One lead volunteer in every group must be female.
3. **Get parent/guardian permission.** When an activity takes place that is outside the normal time and place, advise each parent/guardian of the details of the activity and obtain permission for girls to participate.
4. **Report abuse.** Sexual advances, improper touching, and sexual activity of any kind with girl members are forbidden. Physical, verbal, and emotional abuse of girls is also forbidden. Follow your council's guidelines for reporting concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting.
5. **Be prepared for emergencies.** Work with girls and other adults to establish and practice procedures for emergencies related to weather, fire, lost girls/adults, and site security. Always keep handy a well-stocked first-aid kit, girl health histories, and contact information for girls' families.
6. **Travel safely.** When transporting girls to planned Girl Scout field trips and other activities that are outside the normal time and place, every driver must be an approved adult volunteer and have a good driving record, a valid license, and a registered/insured vehicle. Insist that everyone is in a legal seat and wears her seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.
7. **Ensure safe overnight outings.** Prepare girls to be away from home by involving them in planning, so they know what to expect. Avoid having men sleep in the same space as girls and women. During family or parent-daughter overnights, one family unit may sleep in the same sleeping quarters in program areas. When parents are staffing events, daughters should remain in quarters with other girls rather than in staff areas.
8. **Role-model the right behavior.** Never use illegal drugs. Don't consume alcohol, smoke, or use foul language in the presence of girls. Do not carry ammunition or firearms in the presence of girls unless given special permission by your council for group marksmanship activities.

9. **Create an emotionally safe space**. Adults are responsible for making Girl Scouting a place where girls are as safe emotionally as they are physically. Protect the emotional safety of girls by creating a team agreement and coaching girls to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions; resolving conflicts constructively; and avoiding physical and verbal bullying, clique behavior, and discrimination.
10. **Ensure that no girl is treated differently**. Girl Scouts welcomes all members, regardless of race, ethnicity, background, disability, family structure, religious beliefs, and socioeconomic status. When scheduling, helping plan, and carrying out activities, carefully consider the needs of all girls involved, including school schedules, family needs, financial constraints, religious holidays, and the accessibility of appropriate transportation and meeting places.
11. **Promote online safety.** Instruct girls never to put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts. On group websites, publish girls' first names only and never divulge their contact information. Teach girls the Girl Scout Online Safety Pledge and have them commit to it.
12. **Keep girls safe during money-earning activities.** Girl Scout cookies and other council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of girls, money, and products. In addition, a wide variety of organizations, causes, and fundraisers may appeal to Girl Scouts to be their labor force. When representing Girl Scouts, girls cannot participate in money-earning activities that represent partisan politics or that are not Girl Scout–approved product sales and efforts.

Responsibilities of Parents and Guardians

You want to engage each parent or guardian to help you work toward ensuring the health, safety, and well-being of girls. Clearly communicate to parents and guardians that they are expected to:

- Provide permission for their daughters to participate in Girl Scouting as well as provide additional consent for activities that take place outside the scheduled meeting place, involve overnight travel, involve the use of special equipment, and/or cover sensitive issues.
- Make provisions for their daughters to get to and from meeting places or other designated sites in a safe and timely manner and inform you if someone other than the parent or guardian will drop off or pick up the child.
- Provide their daughters with appropriate clothing and equipment for activities, or contact you before the activity to find sources for the necessary clothing and equipment.
- Follow Girl Scout safety guidelines and encourage their children to do the same.
- Assist you in planning and carrying out program activities as safely as possible.
- Participate in parent/guardian meetings.
- Be aware of appropriate behavior expected of their daughters, as determined by the council and you.
- Assist volunteers if their daughters have special needs or abilities and their help is solicited.

Responsibilities of Girls

Girls who learn about and practice safe and healthy behaviors are likely to establish lifelong habits of safety consciousness. For that reason, each Girl Scout is expected to:

- Assist you and other volunteers in safety planning.
- Listen to and follow your instructions and suggestions.
- Learn and practice safety skills.
- Learn to "think safety" at all times and to be prepared.

- Identify and evaluate an unsafe situation.
- Know how, when, and where to get help when needed.

Knowing How Many Volunteers You Need

Girl Scouts' adult-to-girl ratios show the **minimum** number of adults needed to supervise a specific number of girls. (Councils may also establish **maximums** due to size or cost restrictions.) These supervision ratios were devised to ensure the safety and health of girls—for example, if one adult has to respond to an emergency, a second adult is always on hand for the rest of the girls. It may take you a minute to get used to the layout of this chart, but once you start to use it, you'll find the chart extremely helpful.

	Group Meetings		**Events, Travel, and Camping**	
	Two unrelated adults (at least one of whom is female) for this number of girls:	Plus ***one*** additional adult for each additional number of this many girls:	***Two*** unrelated adults (at least one of whom is female) for this number of girls:	Plus ***one*** additional adult for each additional number of this many girls:
Girl Scout Daisies (grades K–1)	12	6	6	4
Girl Scout Brownies (grades 2–3)	20	8	12	6
Girl Scout Juniors (grades 4–5)	25	10	16	8
Girl Scout Cadettes (grades 6–8)	25	12	20	10
Girl Scout Seniors (grades 9–10)	30	15	24	12
Girl Scout Ambassadors (grades 11–12)	30	15	24	12

Here are some examples: If you're meeting with 17 Daisies, you'll need three unrelated adults, at least two of whom are unrelated (in other words, you and someone who is not your sister, spouse, parent, or child), and at least one of whom is female. (If this isn't making sense to you, follow the chart: you need two adults for 12 Daisies and one more adult for up to six more girls. You have 17, so you need three adults.) If, however, you have 17 Cadettes attending a group meeting, you need only two unrelated adults, at least one of which is female (because, on the chart, two adults can manage up to 25 Cadettes).

In addition to the adult-to-girl ratios, please remember that adult volunteers must be at least 18 years old or at the age of majority defined by the state, if it is older than 18.

Transporting Girls

How parents decide to transport girls between their homes and Girl Scout meeting places is each parent's individual decision and responsibility.

For planned Girl Scout field trips and other activities—outside the normal time and place—in which a group will be transported in private vehicles:

- Every driver must be an approved adult* volunteer and have a good driving record, a valid license, and a registered/insured vehicle. Any adult transporting girls other than their daughter must be a registered Girl Scout.
- **Girls never drive other girls**.
- If a group is traveling in one vehicle, there must be at least two unrelated, approved adult volunteers in the vehicle, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed.
- If a group is traveling in more than one vehicle, the entire group must consist of at least two unrelated, approved adult volunteers, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed. Care should be taken so that a single car (with a single adult driver) is not separated from the group for an extended length of time.

*"Adult" is defined by the age of majority in each state.

Private transportation includes private passenger vehicles, rental cars, privately owned or rented recreational vehicles and campers, chartered buses, chartered boats, and chartered flights. Each driver of motorized private transportation must be at least 21 years old and hold a valid operator's license appropriate to the vehicle—state laws must be followed, even if they are more stringent than the guidelines here. Anyone who is driving a vehicle with more than 12 passengers must also be a professional driver who possesses a commercial driver's license (CDL)—check with your council to determine specific rules about renting large vehicles.

Please keep in mind the following non-negotiable points regarding private transportation:

- Even though written agreements are always required when renting or chartering, you are *not* authorized to sign an agreement or contract—even if there is no cost associated with the rental. Such an agreement must instead be signed by the Chief of Staff. Proposed contract must be submitted together with the Trip Approval Form found in the Forms Chapter pg 167-168.
- Check with your council to make sure you are following accepted practices when using private transportation; this ensures that both you and your council are protected by liability insurance in the event of an accident.
- If your council has given permission to use a rented car, read all rental agreements to be sure you comply with their terms and avoid surprises. Note the minimum age of drivers (often 25), as well as the maximum age (often under 70). Be sure the car is adequately insured, knowing who is responsible for damage to or the loss of the vehicle itself. Also, ensure you have a good paper trail, with evidence that the vehicle rental is Girl Scout–related.
- Obtain parent/guardian permission for any use of transportation outside of the meeting place.

Checklist for Drivers

When driving a car, RV, or camper, take the following precautions and ask any other drivers to do the same:

- Ensure all drivers are adults—girls should not be transporting other girls. All drivers transporting girls other than their daughters must be registered Girl Scouts.
- Never transport girls in flatbed or panel trucks, in the bed of a pickup, or in a camper-trailer.
- Keep directions and a road map in the car, along with a first-aid kit and a flashlight.
- Check your lights, signals, tires, windshield wipers, horns, and fluid levels before each trip and check them periodically on long trips.
- Keep all necessary papers up to date, such as your driver's license, vehicle registration, any state or local inspections, insurance coverage, and the like.
- Wear your seat belt at all times, and insist that all passengers do the same; keep girls under 12 in the back seats.
- Follow all the established rules of the road in your state (following the speed limit, keeping a two-car-length between you and the car ahead of you, not talking or texting on a cell phone or other personal electronic device, not using earbuds or headphones, driving with your headlights on, and so on).
- Avoid driving for extended periods at night, when tired, or taking medication that makes you drowsy.
- Plan rest stops every few hours; if driving with others, prearrange stopping places along the way. When planning longer trips, arrange for relief drivers. Check with your council for specific guidelines.

Approaching Activities

How can you, as a Girl Scout volunteer, determine whether an activity is safe and appropriate? Good judgment and common sense often dictate the answer. What's safe in one circumstance may not be safe in another. An incoming storm, for example, might force you to assess or discontinue an activity. If you are uncertain about the safety of an activity, call your council staff with full details and don't proceed without approval. Err on the side of caution and make the safety of girls your most important consideration. Prior to any activity, read the specific Safety Activity Checkpoints (available on your council's website or from your support team in some other format) related to any activity you plan to do with girls.

If Safety Activity Checkpoints do not exist for an activity you and the girls are interested in, *contact the Director of Program Services at the North Charleston Service Center* **before** making any definite plans with the girls. A few activities are allowed only with written council pre-approval and only for girls 12 and over, while some are off-limits completely:

- ***Caution:*** You must get written pre-approval from your council for girls ages 12 and older who will operate motorized vehicles, such as go-carts and personal watercraft; use firearms; take trips on waterways that are highly changeable or uncontrollable; experience simulated skydiving and zero-gravity rooms; or fly in noncommercial aircraft, such as small private planes, helicopters, sailplanes, untethered hot air balloons, and blimps.
- ***Warning:*** The following activities are never allowed for any girl: potentially uncontrolled free-falling (bungee jumping, hang gliding, parachuting, parasailing, and trampolining); creating extreme variations of approved activities (such as high-altitude climbing and aerial tricks on bicycles, skis,

snowboards, skateboards, water-skis, and wakeboards); hunting; shooting a projectile at another person; riding all-terrain vehicles and motor bikes; and taking watercraft trips in Class V or higher.

When planning activities with girls, note the abilities of each girl and carefully consider the progression of skills from the easiest part to the most difficult. Make sure the complexity of the activity does not exceed girls' individual skills—bear in mind that skill levels decline when people are tired, hungry, or under stress. Also use activities as opportunities for building teamwork, which is one of the outcomes for the Connect key in the GSLE.

Health Histories (Including Examinations and Immunizations)

Each council handles health histories differently. GSESC requires a girl health history form for girls attending resident camp and a list of immunizations. Parents' are encouraged to share any medical or behavioral concerns with the camp director and/or the troop leader.

For various reasons, some parents/guardians may object to immunizations or medical examinations. Councils must attempt to make provisions for these girls to attend Girl Scout functions in a way that accommodates these concerns.

It is important for you to also be aware of any medications a girl may take or allergies she may have.

- Medication, including over-the-counter products, must never be dispensed without prior written permission from a girl's custodial parent or guardian. (Your council can provide this form.) Some girls may need to carry and administer their own medications, such as bronchial inhalers, an EpiPen, or diabetes medication.
- Common food allergies include dairy products, eggs, soy, wheat, peanuts, tree nuts, and seafood. This means that, before serving any food (such as peanut butter and jelly sandwiches, cookies, or chips), **ask** whether anyone is allergic to peanuts, dairy products, or wheat! Even Girl Scout Daisies and Brownies should be aware of their allergies, but double-checking with their parents/guardians is always a good idea.

Girl Scout Activity Insurance

Every registered Girl Scout and registered adult member in the Girl Scout movement is automatically covered under the basic plan upon registration. The entire premium cost for this protection is borne by Girl Scouts of the USA. The basic plan is effective during the regular fiscal year (October to the following October). Up to 14 months of insurance coverage is provided for new members who register in the month of August. This insurance provides up to a specified maximum for medical expenses incurred as a result of an accident while a member is participating in an approved, supervised Girl Scout activity, after the individual's primary insurance pays out. This is one reason that all adults and girls should be registered members. Non-registered parents, tagalongs (brothers, sisters, friends), and other persons are not covered by basic coverage.

This insurance coverage is **not** intended to diminish the need for or replace family health insurance. When $130 in benefits has been paid for covered accident medical or dental expense, any subsequent benefits will be payable only for expenses incurred that aren't compensable under another insurance policy. If there is no family insurance or healthcare program, a specified maximum of medical benefits is available.

An optional plan of activity insurance is available for Girl Scouts taking extended trips and for non-members who participate in Girl Scout activities. These plans are secondary insurance that a council may offer to cover participants taking part in any council-approved, supervised Girl Scout activity. Optional insurance coverage is available for any Girl Scout activity that involves non-Girl Scouts or lasts longer than three days and two nights. Contact your council to find out how to apply. Your council may make this mandatory, in some cases, particularly for overseas travel.

All registered Girl Scouts are covered under Girl Scout Activity Insurance Basic Coverage (Plan 1) for accidents occurring during the course of approved Girl Scout activities. Basic Girl Scout accident insurance does not cover any activity for more than two nights unless one night of the three is a federal holiday. **Refer to your Girl Scouts Activity Accident Insurance pamphlet for more information**.
Leaders should always have an Insurance Claim Form as a part of the troop's supplies. In case of an accident, the doctor and the leader should complete the Claim Form. The 3-ply Claim Form can be picked up at any Service Center. The white and yellow copies of the form must be mailed to the Florence Service Center for validation. Please retain pink copy for your records. If using the **Insurance Claim Form found in the Forms Chapter pages 171-172** make copies and mail two into Council and retain one copy for your records. **For trips lasting more than two (2) nights, additional insurance must be purchased.** Please use the **Extra Insurance Request Form (Forms Chapter page 169)**. Within four (4) weeks prior to your trip or event, submit the Extra Insurance Form, your itinerary, list of participants, dates of the activity and a check made payable to GSESC (minimum premium is $5) for the cost of the optional insurance, **along with a Trip Approval Form (Forms Chapter pgs 167-168).**

OPTIONAL PLANS	RATE	PURPOSE
Plan 2 – Accident insurance for activities or events excluded under the basic plan special coverage for members and non-members	.11 per day per participant	Provides accident insurance for events or activities not covered under the Basic Plan such as those lasting more than two nights (3nights when one of the nights is a federal holiday). If sickness insurance is desired, see Plan 3. Provides accident insurance for non-members participants in approved supervised activities.
Plan 3E, 3P, 3PI – Accident and sickness insurance activities or events excluded under the basic plan	3E: .29 per day – Coordinates with any Family health plan 3P: .70 per day – Primary Coverage 3PI: $1.17 per day – International Trips	Provides accident and sickness insurance for activities lasting more than two nights or when sickness insurance is needed in addition to accident insurance, e.g. resident camp, core camps, Our Cabana, Wider Opportunities, longer trips, etc. Non-members may be covered.

How to File a Claim

- Every troop leader should carry the Activity Accident Insurance Basic Coverage Brochure and First Report of Accident/Injury (Forms Ch pg 174) form along with the girls' health records and permission slips on all outings.
- When a girl sustains an injury at a Girl Scout activity, the leader completes the front page of the Insurance Claim form (Forms Ch pg 171-172) and gives it to the doctor to complete the back page or attach his own form. The leader also completes the First Report of Accident/Injury form (Forms Ch pg 174).
- The troop leader keeps a copy of each for her file and submits the originals and a copy to the Charleston Service Center for filing with Mutual of Omaha.
- Mutual of Omaha will act on the claim within a reasonable period of time.

Certificate of Insurance/Contracts

Often Girl Scouts are requested to furnish a Certificate of insurance in order to use a facility. Any contract that is binding on the council may only be signed by those authorized by the board to sign legal or quasi-legal documents in the name of Girl Scouts of Eastern South Carolina. To avoid delays or cancellations, ask early whether or not a contract or certificate of insurance is required; if so, process immediately. Contact the Charleston Service Center to request a certificate of insurance.

Review the Girl Scouts insurance plan description here or at http://www.mutualofomaha.com/girl_scouts_of_the_usa/forms.html

Experts

The Safety Activity Checkpoints for most activities require having an expert on hand to help girls learn an activity. Please remember that **all experts must be approved by your council.** To make it a bit easier, many councils keep lists of local experts (such as sailing instructors) and facilities (such as rollerskating rinks) they've already approved. If your council doesn't keep these lists, you'll have to present an expert for the council's consideration. Some things to keep in mind:

- **Does the person have documented training and experience?** She or he should have documented experience for the activity in question, such as course completion certificates or cards, records of previous training to instruct the activity, and letters of reference.
- **What does she or he need to be able to do?** This person should have the knowledge and experience to make appropriate judgments concerning participants, equipment, facilities, safety considerations, supervision, and procedures for the activity. At the very least, he or he should be able to give clear instructions to girls and adults, troubleshoot unexpected scenarios, and respond appropriately in an emergency.

Please contact the Director of Program Services at the North Charleston Service Center for more information on our council's guidelines for vetting experts and what is acceptable as "documented training and experience".

Providing Emergency Care

As you know, emergencies can happen. Girls need to receive proper instruction in how to care for themselves and others in emergencies. They also need to learn the importance of reporting to adults any accidents, illnesses, or unusual behaviors during Girl Scout activities. To this end, you can help girls:

- **Know what to report.** See the "Procedures for Accidents" section later in this chapter.
- **Establish and practice procedures for weather emergencies.** Certain extreme-weather conditions may occur in your area. Please consult with your council for the most relevant information for you to share with girls.
- **Establish and practice procedures for such circumstances as fire evacuation, lost persons, and building-security responses.** Every girl and adult must know how to act in these situations. For example, you and the girls, with the help of a fire department representative, should design a fire evacuation plan for meeting places used by the group.
- **Assemble a well-stocked first-aid kit that is always accessible.** First-aid administered in the first few minutes can mean the difference between life and death. In an emergency, secure professional medical assistance as soon as possible, normally by calling 911.

First-Aid/CPR

Emergencies require prompt action and quick judgment. For many activities, Girl Scouts recommends that at least one adult volunteer be first-aid/CPR-certified. For that reason, if you have the opportunity to get trained in council-approved first-aid/CPR, do it! You can take advantage of first-aid/CPR training offered by chapters of the American Red Cross, National Safety Council, EMP America, American Heart Association, ECSI (Emergency Care and Safety Institute), or other sponsoring organizations approved by your council. Try to take age-specific CPR training, too—that is, take child CPR if you're working with younger girls and adult CPR when working with older girls and adults.

Caution: First-aid/CPR training that is available entirely online does not satisfy Girl Scouts' requirements. Such courses do not offer enough opportunities to practice and receive feedback on your technique. If you're taking a course not offered by one of the organizations listed in the previous paragraph, or any course that has online components, get approval from your support team or council.

First-Aider

A first-aider is an adult volunteer who has taken Girl Scout-approved first-aid and CPR training that includes specific instructions for child CPR. If, through the American Red Cross, National Safety Council, EMP America, American Heart Association, or ECSI (Emergency Care and Safety Institute) you have a chance to be fully trained in first-aid and CPR, doing so may make your activity-planning go a little more smoothly. The Safety Activity Checkpoints always tell you when a first-aider needs to be present.

Activities can take place in a variety of locations, which is why first-aid requirements are based on the remoteness of the activity—as noted in the Safety Activity Checkpoints for that activity. For example, it's possible to do a two-mile hike that has cell phone reception and service along the entire route and EMS (Emergency Medical System) is, at maximum, 30 minutes away at all times. It is also possible to hike more remotely with no cell phone service at a place where EMS would take more than 30 minutes to arrive. It's important that you or another volunteer with your group has the necessary medical experience (including knowledge of evacuation techniques) to ensure group safety.

The levels of first aid required for any activity take into account both how much danger is involved and how remote the area is from emergency medical services. See below:

Access to EMS	Minimum Level of First Aid Required
Less than 30 minutes	First Aid
More than 30 minutes	Wilderness First Aid (WFA) or Wilderness First Responder (WFR)*

**Although a WFR is not required, it is strongly recommended when traveling with groups in areas that are greater than 30 minutes from EMS.*

It is important to understand the differences between a first-aid course, and a wilderness-rated course. Although standard first-aid training provides basic incident response, wilderness-rated courses include training on remote-assessment skills, as well as the emergency first-aid response, including evacuation techniques, to use when EMS is not readily available.

Note: The presence of a first-aider is required at resident camp. For large events—200 people or more—there should be one first-aider for every 200 participants. The following healthcare providers may also serve as first-aiders physician, physician's assistant, nurse practitioner, registered nurse, licensed practical nurse, paramedic, military medic, and emergency medical technician.

First-Aid Kit

Make sure a general first-aid kit is available at your group meeting place and accompanies girls on any activity (including transportation to and from the activity). Please be aware that you may need to provide this kit if one is not available at your meeting place. You can purchase a Girl Scout first-aid kit, you can buy a commercial kit, or you and the girls can assemble a kit yourselves. The Red Cross offers a list of potential items in its Anatomy of a First Aid Kit. (Note that the Red Cross's suggested list includes aspirin, which you will not be at liberty to give to girls without direct parent/guardian permission.) You can also customize a kit to cover your specific needs, including flares, treatments for frostbite or snake bites, and the like.

In addition to standard materials, all kits should contain your council and emergency telephone numbers (which you can get from your council contact). Girl Scout activity insurance forms, parent consent forms, and health histories may be included, as well.

GSESC Procedures for Accidents

Although you hope the worst never happens, you must observe council procedures for handling accidents and fatalities. At the scene of an accident, first provide all possible care for the sick or injured person. Follow established council procedures for obtaining medical assistance and immediately reporting the emergency. To do this, you must always have on hand the names and telephone numbers of council staff, parents/guardians, and emergency services such as the police, fire department, or hospital emergency technicians. Check with your council for emergency contact information.

IN THE EVENT OF SERIOUS ACCIDENT, MAJOR EMERGENCY OR FATALITY:

Person in charge at the scene will:

1. Give priority attention to providing all possible care for the sick or injured person(s). Immediately secure a doctor, ambulance, police and clergy as appropriate.
2. In the event of a fatality, notify the police, retain a responsible adult at the scene of the accident and see that no disturbance of victim or surroundings is permitted until the police have assumed authority.
3. Contact the Chief of Staff to report the emergency and to secure additional assistance, as well as for your legal protection.
4. Exercise care that no statements are made orally or in writing that could be interpreted either as an assumption or rejection of responsibility for the accident until all facts are known. Refer all questions (media and general public) to the Chief Executive Officer.
5. The adults in charge of the activity must notify parents of serious illness or accidents as quickly as possible.
6. In case of a serious accident during Girl Scout Service Center hours, you MUST contact one of the individuals listed below (in the order listed). After office hours contact, in the order listed, one of the individuals at her home.

Florence Service Center-(843) 669-5174 or (800) 786-8704
Myrtle Beach Service Center – (843) 626-5190
North Charleston Service Center-(843) 552-9910 or (800) 868-9911
Melissa Cox, Chief of Staff-(843) 830-7277
Loretta Graham, Chief Executive Officer-(843) 614-2417
Corinne Holder, Manager of Evaluation, Research and Reports – (843) 224-6450
Tina Carter, Director of Membership Services – (843) 696-1492

The Florence Service Center will secure additional assistance if needed, and will send the proper insurance claim form or contact the proper insurance agent.

After receiving a report of an accident, council staff will immediately arrange for additional assistance, if needed, at

the scene, and will notify parents/guardians, as appropriate. If a child needs emergency medical care as the result of an accident or injury, first contact emergency medical services, and then follow council procedures for accidents and incidents. Your adherence to these procedures is critical, especially with regard to notifying parents or guardians. If the media is involved, let council-designated staff member discuss the incident with these representatives.

In the event of a fatality or other serious accident, notify the police. A responsible adult must remain at the scene at all times. In the case of a fatality, do not disturb the victim or surroundings. Follow police instructions. Do not share information about the accident with anyone but the police, your council, and, if applicable, insurance representatives or legal counsel.

All forms necessary for accidents or injury can be found in the Forms Chapter pages 170-174.