

Your Center's Name Here

Crisis/Disaster Response Handbook

The purpose of this handbook is to give child care center personnel step-by-step procedures on how to respond to disaster/crisis situations during the first 30 minutes. Following the listed instructions in sequential order will help to prioritize notification of emergency response personnel and to limit escalation and injury during the initial impact of the situation. In this document, "Director" means the center director or the person-in-charge at the time of the incident or disaster. "Parent" means the child's parent or legal guardian.

This handbook was written by Snohomish County Department of Emergency Management, reviewed and edited by Snohomish Health District Partners in Child Care program, and individualized by the child care center.

This policy was last reviewed and updated on:

7-27-12

OUR CENTER'S ADDRESS IS:

6820 32nd St. N.W.
Gig Harbor, Wa. 98335

OUR CENTER'S PHONE NUMBER IS:

(253) 265-8773

OUR NEAREST CROSS-STREETS ARE:

70th + 32nd St. N.W.

Snohomish County Dept. of Emergency Management
3509 109th Street SW
Everett, WA 98204
425-423-7635



Snohomish Health District
3020 Rucker Avenue, Ste. 204
Everett, WA 98204
425-339-5230



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Emergency Phone Numbers

Emergency Assistance

Number(s)

<input checked="" type="checkbox"/>	Police	911
<input checked="" type="checkbox"/>	Fire/Medics	911
<input type="checkbox"/>	<u>Saint Anthony</u> Hospital Emergency Room	_____
<input type="checkbox"/>	<u>Saint Anthony</u> Hospital Emergency Room	_____
<input checked="" type="checkbox"/>	Poison Control Center	1-800-222-1222
<input type="checkbox"/>	Electricity	_____
<input type="checkbox"/>	Gas	_____
<input checked="" type="checkbox"/>	<u>Well Water</u> Water District	_____
<input checked="" type="checkbox"/>	Property Manager: <u>None</u>	_____
<input type="checkbox"/>	Insurance Agency	_____
	Auto Policy Number: <u>None</u>	_____
	Building Policy Number: _____	_____
<input checked="" type="checkbox"/>	Local Radio Station <u>None</u> (AM)	_____
<input checked="" type="checkbox"/>	Regional Radio Station <u>710 Kiro</u> (AM)	_____
<input checked="" type="checkbox"/>	Center Cell Phone - <u>No</u>	_____
<input checked="" type="checkbox"/>	Director Home Phone	<u>(206) 422-8682</u>
<input type="checkbox"/>	Out-of-Area Contact	_____
<input type="checkbox"/>	Child Protective Services	1-800-562-5624
<input checked="" type="checkbox"/>	Child Care Licensor: <u>Sharon Bell</u>	<u>(360) 405-5831</u>
<input checked="" type="checkbox"/>	Local Health Department	_____
<input type="checkbox"/>	Alternate Site Location (Near Child Care Center)	_____
	<u>Soccer Field</u>	_____
<input type="checkbox"/>	Alternate Site Location (Evacuation Site)	_____
	<u>Soccer Field</u>	_____
<input type="checkbox"/>	Location of Nearest Payphone	_____

Missing Child

- Call 911 immediately; provide the following information:
- Child's name and age
 - Address
 - Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks
 - Medical status, if appropriate
 - Time and location child was last seen
 - Person with whom the child was last seen

Notify Director immediately and search the facility again

Have child's information including picture, if possible, available for the police upon their arrival

Director will notify parents of missing child and attempt confirmation that child is with family; if not - inform parents of situation and steps taken

Director will report incident to licensor and Child Protective Services

Director will complete a written incident report at the earliest opportunity; incident reports are stored File cabinet in office (top)

Kidnapping

- Call 911 immediately; provide the following information:
- Child's name and age
 - Address
 - Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks
 - Physical and clothing description of the suspect
 - Medical status, if appropriate
 - Time and location child was last seen
 - Vehicle information and direction of travel

Notify Director immediately

Follow Emergency Lockdown procedure on page 17

Have child's information including picture, if possible, available for the police upon their arrival

Director will notify parents of missing child; inform parents of situation and steps taken

Director will report incident to licensor and Child Protective Services

Director will implement Crisis Response plan (see page 19)

Director will complete a written incident report at the earliest opportunity; incident reports are stored File cabinet in office (top)

Child Abuse

- Report abuse or suspected abuse to the Director
- Director will make a report to Child Protective Services and the licensor (see list under next item for the type of information that may be asked)
- Director and appropriate staff will write down the following information on an incident report*:
 - Date and time of calls to Child Protective Services and Division of Child Care and Early Learning (licensor)
 - Child's name
 - Child's age/birthdate
 - Address
 - Name and address of parent or guardian and other children in the home (if known)
 - Any statements made by the child (but do NOT interview them)
 - The nature and extent of the injury or injuries, neglect, and/or sexual abuse
 - Any evidence of previous incidences of abuse or neglect including nature and extent
 - Any other information which may be helpful in establishing the cause of the child's injury or injuries, neglect or death and the identity of the perpetrator or perpetrators

*Note: These reports may become legal documents. Confidentiality of these reports must be strictly observed.

Incident reports are stored _____

Assault on Child or Staff

- Call 911 if any medical treatment is needed or if police are required (if in doubt – go ahead and call)
- Director will follow “Administrator Responsibilities – Intruder Alert” in the Emergency Lockdown procedure on page 17
- Follow Emergency Lockdown Procedure on page 17
- Staff member or teacher will stay with the victim
- Victim's family will be notified by phone when safe to do so
- If medical treatment is required, director will call Child Protective Services
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in office - ~~grey~~ cabinet
Black

Fire Alarm/Emergency

If smoke or fire is seen:

- Activate fire alarm if not sounding
- Evacuate children, visitors, and staff (see page 10 if necessary); drop and crawl to avoid smoke and close doors behind you; take the following items with you:
 - disaster supplies which are stored in child care shed
 - class/staff attendance sheets and visitor sign-in sheets
 - children's emergency and medical information/supplies
 - cell phone, if available
- Call 911 from outside the building
- Take attendance; if safe to do so, search the building for anyone missing
- Director or staff member will check area of concern and use fire extinguisher if safe to do so
- Have the following items ready for police and fire personnel:
 - Number of children in care, staff, volunteers, and visitors
 - Knowledge of anyone remaining in the building
 - Floor plan and internal systems information (see appendix E, page 31)
- If it is determined that the building is unsafe, move children to alternate site location; follow Site Evacuation Procedure on page 11
- Director will notify parents of evacuation and alternate site location, if applicable
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in grey black file cabinet in office
- All parents will be notified of incident

Gas Leak

If gas odor is detected:

- DO NOT activate the fire alarm system or any other electrical equipment
- Notify center Director
- Evacuate children and staff (see page 10 if necessary) and close doors behind you but leave a window open; take the following items with you:
 - disaster supplies which are stored in child care shed
 - class/staff attendance sheets and visitor sign-in sheets
 - children's emergency and medical information/supplies
 - cell phone, if available
- Call 911 from outside the building
- Move children to a designated area no less than one block from the child care; This location is: Soccer field
- Take attendance
- If possible, turn gas off with the wrench stored No gas on campus
- Have the following items ready for police and fire personnel:
 - Location of leak, if known
 - Number of children in care, staff, volunteers, and visitors
 - Knowledge of anyone remaining in the building
 - Floor plan and internal systems information (see appendix E, page 31)
- Director will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location; if necessary to move to the alternate site location, follow Site Evacuation procedure on page 11
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored In black cabinet in office
- All parents will be notified of incident

Earthquake

In the event of ground movement the following procedures should be carried out:

- Staff "drop, cover and hold." Direct all children to "**DROP, COVER and HOLD**" and remain that way until the earth stops moving – stay away from windows, bookcases, and filing cabinets. Hold onto the item you are using as a cover, if it moves, move with it. Keep talking to children until it is safe to move.
- If no items are available for cover, crouch by a load-bearing wall and cover your head with your arms
- If outside "drop, cover and hold," keeping away from glass, bricks, and power lines. If you are outside near a building and there is no safer location, take cover in a doorway to protect yourself and children.

When the earthquake stops the following procedures should be carried out:

- Teachers and staff check themselves and children for any injuries
- Check evacuation routes for damage
- Evacuate children and staff (see page 10 if necessary) and close doors behind you; take the following items with you:
 - disaster supplies which are stored in shed
 - class/staff attendance sheets and visitor sign-in sheets
 - children's emergency and medical information/supplies
 - cell phone, if available
- Staff will render first aid to those who need it
- Director will take attendance outside to account for all children and adults
- Check utilities for disruption/damage (gas, water, sewer); if you smell gas, turn the gas off with the wrench stored NO gas
- Have a team of two individuals (at least one trained in building assessment) inspect the exterior of the building following the post-earthquake damage assessment list in appendix D on ~~page 28~~ and report findings to the Director; the trained adult is: C.C. Director & Head of School
- Determine if it is safe for a rescue team to go into building to locate anyone missing or injured
- Listen to regional radio station (7/10 AM) for information on the surrounding area
- Determine status of emergency supplies and equipment

- Call child care's out-of-area contact with information on the center's status (injuries, evacuation, children remaining in care, children who have been picked up)
- Have the same team of two individuals (one person trained in building assessment) assess the interior of the building and determine if it is safe to move children back into the building or to whether it is best to evacuate; follow the post-earthquake damage assessment list in appendix D on page 28 and report findings to the Director
- If it is decided to evacuate to an alternate location, post a notice indicating your new location, date and time you left; follow Site Evacuation procedure on page 11
- Call parents with center status information; if not possible, report center status information to local radio station (NONE AM) for announcement over the air for parent to hear
- If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called if possible
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored In office black file cabinet

"DROP, COVER and HOLD" should be taught and practiced with the children at least once a month.

Flooding

If center is in a flood prone area:

- During severe weather, director or designee will listen to regional or local radio station for flood watch and flood warning reports
- If a flood warning is issued, move children and staff to the alternate site location; follow Site Evacuation plan on page 11
- Director will notify all parents immediately
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored In office black file cabinet
- Director will call insurance company (if needed)

Building and Site Evacuation

Building Evacuation:

- Make a quick assessment of the situation in the classroom and of any injuries to the children or adults
- Director evaluates the evacuation route to be sure that it appears clear of obstructions
- Director gives instruction to evacuate
- If possible and time allows, have children take jackets and coats
- Staff should take the following items:
 - disaster supplies which are stored in shed
 - class/staff attendance sheets and visitor sign-in sheets
 - children's emergency and medical information/supplies
 - cell phone, if available
- Staff should assemble children 2 by 2 to evacuate the building (preferably one teacher leading the children and one teacher following behind). Infants will be put into rolling evacuation cribs. Young toddlers will be evacuated by: (how?) NO Infants or toddlers
- Take attendance; if safe to do so, search the building for anyone missing
- Have children sit down if possible
- If a gas leak or other incident that requires individuals be located further away from the child care, have teachers move children to the pre-designated area or no less than one block from the child care; The pre-designated location is: Soccer field
- Director will evaluate the situation with the help of responding agencies (fire, police, etc.) and determine if it is safe to enter building. If not, determine if it is necessary to move to the alternate site location (follow Site Evacuation procedure on page 11), or to stay put until it is safe re-enter the building.
- Director will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity. incident reports are stored In file cabinet in office
- All parents will be notified of incident

Site Evacuation:

If it is determined that staff and children will be moved to the alternate site location distant from the child care, assign children to a designated teacher

Staff should bring the following items to the alternate sites:

- disaster supplies which are stored In shed
- class/staff attendance sheets and visitor sign-in sheets
- children's emergency and medical information/supplies
- cell phone, if available

Children will be taken to the alternate site location by: (how?) _____

teacher assisting children to
soccer field on foot.

Once at the alternate site location, take attendance again. Teachers must remain with their group of children until the children are picked up by parents or emergency contacts.

Director will continue to communicate with parents and coordinate pick-up of children

Director will report incident to licenser

Director will complete a written incident report at the earliest opportunity; incident reports are stored IN office black file cabinet

Field Trip Incident



Before leaving for a field trip, make sure the trip coordinator has the following information:

- Child list by assigned vehicle
- Supervisor/Chaperone list by assigned vehicle
- Map of intended route
- Children's emergency and medical information/supplies
- Name and license number of driver, vehicle license number
- List of important phone numbers significant to the trip (including children's emergency contact information and chaperone cell phone numbers)
- First aid kit



Attend to any medical needs if there are injuries or complaints of pain



Call 911 if emergency medical treatment or police are required



Contact center and provide update and actions being taken; center should consider deploying personnel to the scene, hospital, or to appropriate locations



Director will contact parents and give update of actions being taken; indicate meeting locations or pick-up times at the child care



Director will report incident to licensor



Director will complete a written incident report at the earliest opportunity;

Incident reports are stored In office black file cabinet



Director will call insurance company (if needed)

Power Outage

- Director or designee will try to locate the problem and activate alternate lighting system; flashlights and batteries are located: In desk drawer in office
- Call 911 if concerned about a fire or safety hazard
- Unplug all electrical equipment; turn off all but one light
- Director to contact property manager, if needed
- Director to call electricity provider Peninsula Light
- Call the local health department to help determine if center needs to be closed. Also, consider the following items in making your decision:
 - Can you safely prepare/store food?
 - Do you need to move to an alternate site?
 - Can you safely transport the children?
 - How will you notify parents?
- All parents will be notified if power outage is prolonged
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored In office, black file cabinet

Storms & Snow

- Director will determine prior to opening hours, whether or not to open the center; families will be notified by (how?) Radio 97.3 FM TV Station King 5 (refer to center's parent policy)
- If the child care must close during hours of operation because of snow or storm the director will notify parents by telephone
- If weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the center staff will care for the child (maintaining proper child:staff ratios) until such time as the parent, legal guardian, or emergency contact person can safely claim the child. The disaster supplies will be used as needed.
- If the above persons cannot claim the child within 72 hours of the center closing, the director will contact police to transport the child to a Child Protective Services care site
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored In black file cabinet in office

External Hazardous Materials Accident

- Call 911 immediately; have staff initiate a "Shelter in Place" procedure (see page 15) unless directed to do otherwise by emergency personnel via the dispatcher
- Have the following items ready for police and fire personnel:
 - Location and description (liquid, gas) of hazard, if known
 - Number of children in care, staff, volunteers, and visitors
 - Floor plan and internal systems information (see appendix E, page 31)
- Follow instructions given by responding agency for either "Shelter in Place" (page 15) or Building and Site Evacuation (page 10)
 - If evacuated, call on transportation resource to take children and staff to alternate child care site; our transportation resource is:
Cars
 - Notify parents of move to alternate site location
 - If "Shelter-in-Place" occurs, and media attention is significant, call parents to let them know of situation
- Director will report incident to licenser
- Director will complete a written incident report at the earliest opportunity; incident reports are stored In black file
- All parents will be notified of incident

Internal Hazardous Materials Accident

- In the event a person comes into direct contact with a suspected hazardous material, follow safety precautions posted on-site or listed on the container. Call the hospital emergency room for additional instruction. Contact poison control center for common household product poisonings.
- Call 911 if additional assistance is needed
- Director will report incident to licenser
- Director will complete a written incident report at the earliest opportunity; incident reports are stored In black file cabinet in office

It is strongly suggested that all potentially Hazardous Materials be removed from within the Center. Household toxic chemicals should be stored separately, locked up, and stationary so as not to fall over in the event of an earthquake.

Shelter-in-Place Procedure

Shelter-In-Place should be conducted when you are instructed to do so by emergency personnel or your radio or television; or if you see a vapor cloud or smell an unusual odor outside.

- Gather all children inside
- Call 911 if you haven't already done so; director or designee should turn on and listen to the regional or local radio station; listen for emergency information from your local fire or police department
- Director or facility maintenance person to turn off all fans, heating, cooling, or ventilation systems and clothes dryers
- Close and lock windows and doors (Locked windows seal better) and close as many interior doors as possible
- Close off non-essential rooms such as storage areas, laundry room, etc.
- Seal gaps around windows, doors, heating/air conditioning vents, bathroom and kitchen exhaust fans, stove, and dryer vents with pre-cut plastic sheeting, wax paper, or aluminum foil and duct tape
- Stay alert to loudspeaker announcements; emergency personnel from your local police or fire departments may give you specific instructions via loudspeaker or door-to-door
- If determined necessary, you can provide a minimal amount of breathing protection by covering mouths and noses with a damp cloth
- If you are told there is danger of explosion, close the window shades, blinds, or curtains; to avoid injuries, keep children away from windows
- Director should stay in touch with responding agencies/emergency personnel
- Director and emergency personnel in charge will determine whether to stay sheltered in place or to evacuate
- Advise parents not to pick children up from the child care until the incident is over. The presence of parents searching for their children will only cause confusion and may lead to exposure to toxic chemicals. Once sheltered in place you will not want to open the door to let parents in and out.
- Have emergency disaster supplies and emergency contact cards handy
- Once the incident is over; inform parents, take down plastic, turn ventilation system back on
- Director will report incident to licenser
- Director will complete a written incident report at that earliest opportunity.
Incident reports are stored In black cabinet in office

Bomb Threat

During the Bomb Threat Call:

DO NOT HANG UP! KEEP THE CONVERSATION GOING AND ATTEMPT TO GET THE FOLLOWING INFORMATION:

- Where is the bomb?
- What time will it go off?
- What kind of bomb is it?
- Who are you?
- Why is this going to happen?

LISTEN FOR:

- Voice of male or female
- Speech impediment or accent
- What kind of background noise there is
- Cell phone or land-line

NOTE: Time _____ Date _____

Immediately After the Call

Notify Center Director

Call 911

Initiate a lockdown; follow Emergency Lockdown procedure on page 17

Confer with fire and police about evacuation

Have floor plan ready for police/fire personnel (see appendix E, page 31)

Have teachers and staff glance around their area for suspicious items (**DO NOT MOVE SUSPICIOUS ITEMS**)

If the decision is made to evacuate, follow Building and Site Evacuation procedure on page 10

Director will notify parents if evacuated or moved to alternate location

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity; incident reports are stored In black file cabinet in office

All parents will be notified of incident