

**Children's Village- BR  
2904 NE Burton Rd  
Vancouver, WA 98662**

## **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 childcare center.

This policy was last reviewed and updated on: October 18, 2004

Our Center's address is: 2904 NE Burton Rd  
Vancouver, WA 98662

Our center's Phone Number is: 360-944-0123

Our nearest cross-streets are: Andresen and Fourth Plain  
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## **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 child was last seen
  
- Notify Director 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: Administration Files

## **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
  - Medical status, if appropriate
  - Time and location child was last seen
  - Person with whom child was last seen
  
- 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: Administration Files

## **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 will 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/birth date
  - 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: Administration Files

## **Assault on Child and Staff**

- Call 911 if ant 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 Supervisor 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: Administration Files

## **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 along the following items with you:
  - Disaster supplies which are stored in each classroom bin
  - 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 complete a written incident report at the earliest opportunity; incident reports are stored: Administration Files
- ❑ 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 are stored in each classroom bin
  - Class/staff attendance sheets and visitor sign-in sheet
  - 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 Kmart Parking Lot
- ❑ Take attendance
- ❑ If possible, turn gas off with the wrench stored: in utility room cabinet
- ❑ Have the following items ready for police and fire personnel:
  - Location of leak, if known
  - Number 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: Administrative Files
- ❑ 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 injuries
- ❑ Check evacuation routes for damages
- ❑ 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 are stored in each classroom bin
  - Class/staff attendance sheets and visitor sign-in sheet
  - 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 disruptions/damage (gas, water, sewer); if you smell gas, turn the gas off with the wrench stored: in utility room cabinet
- ❑ Have a team of two individuals (at least 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: \_\_\_\_\_
- ❑ Determine if it is safe for a rescue team to go into building to locate anyone missing or injured
- ❑ Listen to 750 am for information on the surrounding area
- ❑ Determine the status of emergency supplies and equipment
- ❑ Call childcare’s out-of-area contact with information on the center’s status (injuries, evacuation, children remaining in care, children should 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 n 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 the center status information; if not possible, report center status to (750 am) station for announcement over the air for parents to hear
- ❑ If parents cannot be contacted after 2 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: Administrative Files

***“DROP, COVER and HOLD” should be taught and practiced with the children at least once a month***

## **Flooding**

***If the center is in a flood prone area:***

- ❑ During severe weather, Director or designee will listen to (750 am) for flood watch and flood warning reports
- ❑ If a flood warning is issued, move children and staff to alternate site location; follow the Site Evacuation plan on page 11
- ❑ Director will notify parents immediately
- ❑ Director will report incident to Licensor
- ❑ Director will complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files
- ❑ Director will call insurance company (if needed)

## **Building and Site Evacuation**

### **Building evacuation:**

- ❑ Make a quick assessment of the situation in the classroom 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 are stored in each classroom bin
  - Class/staff attendance sheets and visitor sign-in sheet
  - Children's emergency and medical information/supplies
  - Cell phone, if available
- ❑ Staff should assemble the 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 assisting them to walk and carrying them
- ❑ 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 the Site Evacuation procedure on page 11), or stay put until it is safe to 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: Administrative Files
- ❑ All parents will be notified of incident

***Site Evacuation:***

- If it is determined that staff and children will be move to the alternate site location distant from the childcare, assign children to a designated teacher
- Staff should bring the following items to the alternate sites:
  - Disaster supplies are stores in each classroom bin
  - Class/staff attendance sheets and visitor sign-in sheet
  - Children's emergency and medical information/supplies
  - Cell phone, if available
- Children will be taken to the alternate site location by: company vans & busses
- 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 communicate with parents and coordinate pick-up of children
- Director will report incident to Licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files

## **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 child care
- ❑ Director will report incident to licensor
- ❑ Director will complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files
- ❑ 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 located: throughout building and classrooms

- Call 911 if concerned about a fire and safety hazard
- Unplug all electrical equipment; turn off all but one light
- Director to contact property manager, if needed
- Director to call PUD
- Call Clark County Health district 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 can 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 (2 hours)
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files

## **Storms & Snow**

Director will determine prior to opening hours, whether or not to open the center; families will be notified by email and answering machine

- 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 Administrative Files

## **External Hazardous Material 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 weather: Shelter in Place”(page 15) or Building and Site Evacuation (page 10)
  - Notify parents of move to alternate site location
  - If “Shelter-in-Place” occurs, and media attention is significant, call parents and let them know the situation
  -
- ❑ Director will report incident to licensor
- ❑ Director will complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files
- ❑ 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 complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files
- ❑ All parents will be notified of incident

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 children inside
- ❑ Call 911 if you haven't already done so; Director or designee should turn on and listen to the radio (750 am). Listen for emergency information from your local fire or police department
- ❑ Director or facility maintenance person 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 rooms, 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 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 up from the childcare 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 complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files

## **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: Administrative Files
- All parents will be notified of incident

## **Emergency Lockdown / Intruder Alert Procedures**

From time to time, schools and childcares have been faced with the threat of unauthorized individuals entering the facility. An intruder is defined as any visitor who, through act or deed, poses a perceived threat to the safety and welfare of children and employees. If at any time you are dealing with a person you feel uncomfortable around or are fearful for your safety or the safety of others, then you may be faced with an intruder situation.

**There are key recommendations to implement regarding a lockdown, including those conducted because of an intruder:**

1. It is important that all members of the buildings staff understand, support and participate in the Intruder Alert procedures
2. It is important to practice the Intruder Alert procedures in the facility several times per year, just as you practice fire drills
3. Lockdown information will be given to parents upon enrollment. Parents will be notified of all lockdown drills and events. The facility will provide written materials for parents to help children understand and cope.
4. Parents will be given a pre-designated pick up site if children and staff are evacuated. Parents should not try to enter the facility during lockdown and may be kept away from the childcare until authorities determine it is safe.

### ***Administrator (Director or designee) Responsibilities---- Intruder Alert***

- If a person(s) comes into the facility, assess the situation. If you are uneasy or suspicious of the person(s) immediately call 911
- **If a weapon is present, DO NOT CONFRONT**- give a pre-determined hand signal to another staff member for them to call 911 immediately
- If **no** weapon is suspected, confront the intruder in the following manner:
  - Approach the individual in non-confrontational manner with the assistance of another staff member
  - Introduce yourself and the person with you to the individual in a non-confrontational way
  - Ask the individual who they are and how you can be of assistance
  - Inform the individual of the policy that all visitors need to sign in and guide him/her to the area where that is done
  - If the individual refuses, do not confront him/her. Give the other staff member the pre-designated hand signal to call 911

***If it is determined that the safety and children and staff are in jeopardy:***

- **Intruder Alert Procedure:** If the intruder is already inside the building, a hand signal (which has been predetermined and is known by all staff) shall be made to the first staff member seen. That staff member will pass on the hand signal to others throughout the building and will call 911.

- ❑ If the suspected intruder is not yet in the building, an announcement will be made (or a bell sounded) to the staff of potential danger. The announcement will be “This a Code Red Emergency, repeat, this is a Code Red Emergency.”
- ❑ If children are outside when a “Code Red” is called, or shots heard/fired, teachers will **quickly** direct and move the children back into the facility and into the nearest classroom for lockdown

***Upon hearing the chosen lockdown announcement the following steps must be implemented:***

- ❑ Staff should quickly check the hall and restrooms closest to their classrooms to get children into the rooms
- ❑ Lock all doors, close and lock all windows, cover all windows and doors, and turn off lights
- ❑ Keep children away from windows and doors; position children in a safe place against walls or on the floor; turn a classroom table on its side to use as a buffer
- ❑ Staff will maintain (as best they can) a calm atmosphere in the room, keeping alert to emotional needs of the children. (Tip: gather in a story circle behind the table) along with items to keep them quiet, such as bottles, pacifiers, and small quiet toys
- ❑ Teacher will keep all children in the classroom until an all clear signal has been given
- ❑ Director or designee will immediately call 911 and stay on the phone until help arrives. Await further instructions from emergency response personnel. You will be informed when it is safe to move about and release children from your rooms. Children should not be released to parents until “all clear” has been called.
- ❑ Upon arrival, the local police, in conjunction with the Director will assume controlling responsibility and may evacuate the building per police standard operating procedures
- ❑ When “All Clear” is heard, the Director will apprise the staff of the situation and counsel with children. When the threat has been eliminated, normal activities should be resumed as soon as possible as instructed by the Director
- ❑ Director will apprise parents of all “lockdowns” whether practice or real
- ❑ Director will complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files
- ❑ All parents will be notified of incident

## **Crisis Response**

When a tragedy strikes, teachers and staff are torn between the need to deal with children's reactions at the same time they are coping with their own reactions. With some advanced planning, this process can be much smoother than when tragedy takes a childcare center by surprise.

**Crisis:** A sudden, generally unanticipated event that profoundly and negatively affects a significant segment of the childcare population and often involves serious injury or death. The psychological and emotional impact will be moderate to severe. Outside assistance may be needed.

- ❑ Director will determine whether or not to maintain normal schedules or to set aside the normal schedule for an all out effort to deal with the crisis. Depending on the crisis, it may be necessary to close the center for the day.
- ❑ Director will determine if parent notification becomes an item of priority or can wait for a letter to go home for the evening
- ❑ If Center specific- Director will keep the local radio station (750 am ) informed as to the status of the childcare so parents will have accurate information
- ❑ Identify high risk children, staff and parents likely to be most affected by the news (e.g. children of the children who is deceased/injured or parents whose children are in the same class as the deceased)
- ❑ Gather and inform closest friends of the victims, provide support and information to them before a general announcement is made. If close friends or classmates are absent, assure that a supportive adult gives the news to them, ensuring that they do not initial information from the media.
- ❑ Prepare a formal statement for initial announcement, include minimum details and note additional information will be forthcoming. Also prepare statements for telephone and media inquiries. Have someone who does not get overly emotional to answer phones.
- ❑ Give teachers the facts about the tragedy and instructions on how to share the information with the children in their care as well as suggestions for assisting children to cope (see information in Appendix G on page 35)
- ❑ Send a letter home to parents explaining the situation. Include specific factual information and information on how childcare is handling the situation. Some parents will need to be contacted by phone, particularly if their child's reaction to the crisis is severe
- ❑ Determine if additional community resources are needed to be on "stand by" to effectively manage the crisis. It is essential to minimize the number of "strangers" standing around
- ❑ Facilitate a staff meeting and, if possible, a parent meeting to provide information related to the crisis. The following are some suggestions:
  - Assist with children's processing of information about the crisis
  - Provide counselors to work with children/staff individually or in groups in a variety of locations

- Provide support and counseling for parents
  - Provide helpful, factual information to parents
  - Have an individual assist with answering phones, providing information and handling non-media inquiries
  - Maintain a record of offers of assistance and ensure that proper personnel respond
  - Deal with the “empty chair/desk” problem. For example, a counselor would provide therapy while sitting in the child’s chair. The chair would then be moved to the back of the classroom. Finally the chair would be removed. Make sure children are part of the entire process.
- Angela Benedict will deal with media/reporters promptly and factually
  - Provide information as requested by police, hospital, or other agencies
  - When appropriate, contact the friends/family of the deceased to get information regarding funeral arrangements and pass on information to childcare staff and parents who may attend
  - Director will report incident to Licensor
  - Director will report incident to Child Protective Services as necessary
  - Arrange for a childcare/community debriefing 48-72 hours after the event
  - Director will complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files
  - Other considerations:
    - Have designated locations for the use of media, family, friends and workers, as needed
    - Have transportation available to assist the family
    - Young members of the victim’s family should be cared for if possible
    - Children and staff should be given permission to feel a range of emotions. Typically, individuals go through a sequence of emotional reactions following a crisis: High anxiety, denial, anger, remorse, grief and reconciliation

## **Suspicious Mail or Package**

- Do not touch, smell or taste unknown substances
- Cover substance with paper, trash can, clothes, or other material
- Evacuate and seal off room
- Wash hands thoroughly
- Mark room as “Dangerous”
- Call 911
- Make list of all staff and children present in the room at the time of the incident to provide to local health authorities and the police
- Director will report incident to Licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored: Administrative Files
- All parents will be notified of incident