

# Crisis Disaster Response Handbook



9000 Ridgetop Blvd NW  
Silverdale, WA 98383  
360-286-2217  
[greengablesmontessori@gmail.com](mailto:greengablesmontessori@gmail.com)

# **Crisis/Disaster Response Handbook**

The purpose of this handbook is to give childcare center providers 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, "Provider" means the childcare provider or assistant. "Parent" means the child's parent or legal guardian. This handbook was written by the Snohomish County Department of Emergency Management, reviewed and edited by the Snohomish Health District Partners in Child Care program, and individualized by the childcare center.

This policy was last reviewed and updated on November 26, 2017

Our address is: 9000 Ridgetop Blvd NW; Silverdale, WA 98383

Our Phone Number is: 360-286-2377

Our nearest cross-streets are: Silverdale Way

# Emergency Phone Numbers

<b>Emergency Assistance</b>	<b>Numbers</b>
Police	911
Fire/Medics	911
St. Michael's ER	564-240-2100
Poison Control Center	800-732-6985
Puget Sound Energy (Gas and Electric)	888-225-5773
Bremerton Water District	360-473-5920
Coupe General Insurance (Bus Policy)	360-373-21595
Bratrude Middleton Insurance Agency	360-373-2595
CPS	360-475-3688
Child Care Licensor	360-475-3411
Kitsap Health District	360-337-5235
Alternative Site Location	Field next to Silverdale Community Church
Provider's Cell Number	360-990-1075

## **Child Abuse**

- Provider 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)
- The provider and staff will write 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 not to 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 the nature and extent
  - Any other information which may be helpful in establishing the cause of the child's injury or injuries, 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 will be stored in the Director's office.

## **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)
- Provider will follow "Administrator Responsibilities - Intruder Alert" in the Lockdown procedure on page 17
- If the suspect is confrontational, follow the Lockdown Procedure on page 17
- An adult will stay with the victim
- The victim's family will be notified by phone when it is safe to do so
- If medical treatment is required, the provider will call Child Protective Services.
- The provider will report the incident to the licensor
- Provider will complete a written incident report at the earliest opportunity; incident reports are stored in the Director's office.

## Gas Leak

If gas odor is detected:

- DO NOT activate the fire alarm system or any other electrical equipment
- Evacuate children and other individuals in the building (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 the shed
  - Attendance 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 childcare; This location is: the field next to the Silverdale Community Church
- Take attendance
- If possible, turn the gas off with the wrench stored in the shed
- Have the following items ready for police and fire personnel
- Location of leak, if known
- Number of children in care
- Knowledge of anyone remaining in the building
- Floor plan and internal systems information (see Appendix D, page 31).
- The Provider will notify parents immediately if evacuation looks to be long-term or if children are moved to an alternate site location; if necessary to move to the alternate site location, follow the Site Evacuation procedure on page 11
- Provider will report incident to licensor
- Provider will complete a written incident report at the earliest opportunity; incident reports are stored in the Director's Office
- All parents will be notified of the incident
- Call the childcare's out-of-care contact with information on the status of the childcare (injuries, evacuation, children remaining in care, children who have been picked up)
- Have the individual trained in building assessment determine if it is safe to move children back into the building, or whether it is best to evacuate; follow the post-earthquake damage assessment list in Appendix D on page 28
- If it is decided to evacuate to an alternate location, post a notice indicating your new location, date, and time you left; follow the Site Evacuation procedure on page 11

- Call parents with child care status information; if this is not possible, report child care status information to KITZ 1400 AM radio station for announcement over the air for parents to hear
- If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called if possible
- The provider will report the incident to the licensor
- The provider will complete a written incident report at the earliest opportunity; the report is stored in the Director's Office.

"Drop, cover, and hold" should be taught and practiced with the children at least once a month.

### **Flooding**

If the childcare is in a flood prone area:

- During severe weather, the provider or designee will listen to KRIP Radio 710 AM for flood watch and flood warning reports.
- If a flood warning is issued, move children and staff to the alternate site location; follow the site evacuation procedure on page 11
- The provider will notify all parents immediately
- The provider will report the incident to the licensor
- The provider will complete a written incident report at the earliest opportunity; incident reports are stored in the Director's Office
- Provider will call the insurance company (if needed)

Site Evacuation

- Provider should bring the following items to the alternate sites
  - o Disaster supplies, which are stored in the Shed
  - o Attendance sheets
  - o Children's emergency and medical information/supplies
  - o Cell phone, if available
- Children will be taken to the alternate site location by: children will be taken on foot
- Once at the alternate site location, take attendance again. The provider must remain with the children until all children are picked up by parents or emergency contacts.

- The provider will continue to communicate with parents and coordinate pick-up of children
- The provider will report the incident to the licensor
- The provider will complete a written report at the earliest opportunity. Incident reports are stored in the Director's Office.

### **Power Outage**

- Provider or designee will try to locate the problem and activate alternate lighting system; flashlights and batteries are located in the Shed, in each classroom and in the daycare room
- Call 911 if concerned about a fire or safety hazard
- Unplug all electrical equipment; turn off all but one light
- If center is rented, provider will contact property manager
- Provider to call PUD
- Call Kitsap Health District to help determine if child care 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 alternative site?
  - Can you safely transport the children?
  - How will you notify parents?
- All parents will be notified if the power outage is prolonged
- The provider will report the incident to the licensor.
- Provider will complete a written incident report at the earliest opportunity

### **Storms and Snow**

- Provider will determine, prior to opening hours, whether or not to open the childcare; families will be notified by following the Central Kitsap School District's late opening or closure schedule
- If the childcare must close during hours of operation because of snow or storm, the provider will notify parents by telephone
- If weather conditions prevent a parent or legal guardian from reaching the facility to recover the child, the provider will care for the child (maintaining proper child:staff ratios) until 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 childcare closing, the provider will contact the police to transport the child to a Child Protective Services care site.

- The provider will report the incident to the licenser
- The provider will complete a written incident report at the earliest opportunity

### **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 into one room, preferably one with few windows
- Call 911 if you haven't already done so. Provider or designee should turn on and listen to the radio, KIRO 97.3FM or KITZ 1400AM; listen for emergency information from your local fire or police department.
- 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 and the laundry room.
- 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 a danger of explosion, close the window shades, blinds, or curtains; to avoid injuries, keep children away from windows.
- The provider should stay in touch with responding agencies/emergency personnel
- Provider and emergency personnel in charge will determine whether to stay sheltered in place or to evacuate
- Advise parents not to pick up their children from the childcare until the incident is over. The presence of parents searching for their children will only cause confusion and may expose them 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 the plastic, and turn the ventilation system back on
- The provider will report the incident to the licenser

- The provider will complete a written incident report at the earliest opportunity. Incident reports are stored in the Director's Office

### **Emergency Lockdown/Intruder Alert Procedure**

Occasionally, childcare facilities faced unauthorized individuals entering the premises. An intruder is defined as any visitor who, through actions or behavior, poses a perceived threat to the safety and well-being of children and staff. If at any time you encounter someone you feel uncomfortable around or are worried about your safety or the safety of others, you may be dealing 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 adults in the center understand, support, and participate in the Intruder Alert procedures
2. It is important to practice the Intruder Alert procedure in the children's care
3. Lockdown information will be given to parents upon enrollment. Parents will be notified of all lockdown drills and events. The childcare will provide written materials for parents to help children understand and cope
4. Parents will be given a pre-designated alternate pick-up site if children and staff are evacuated. Parents should not try to enter the facility during a lockdown and may be kept away from the childcare until authorities determine it is safe.

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

- If a person(s) comes into your center, assess the situation. If you are uneasy or suspicious of the person(s) immediately call 911
- **If a weapon is present, DO NOT CONFRONT. Call 911**
- If no weapon is suspected, confront the intruder in the following manner:
  - Approach the individual in a non-confrontational manner, and bring another adult with you if possible
  - 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 them to an area away from the children
  - **If the individual refuses, do not confront him/her. Call 911**

## **Crisis Response**

When a tragedy strikes, providers and staff are torn between the need to deal with children's reactions and the need to cope with their own reactions. With some advanced planning, this process can be much smoother than when tragedy takes a childcare 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.

- ❑ The provider will determine whether to maintain normal schedules or set aside the normal schedule for an all-out effort to address the crisis. Depending on the crisis, it may be necessary to close the childcare for the day.
- ❑ The provider will determine if parent notification becomes an item of priority or can wait for a letter to go home in the evening
- ❑ The provider will keep the local radio station (KITZ) informed about 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 teacher who is deceased/injured or parents whose children are in the same class as the deceased/injured) .
- ❑ Gather and inform the victims' closest friends and provide them with support and information before a general announcement is made. If close friends or classmates are absent, ensure that a supportive adult delivers the news to them so they do not receive initial information from the media.
- ❑ Prepare a formal statement for the initial announcement, including minimum details, and note that additional information will be forthcoming. Also, prepare statements for telephone and media inquiries. Have someone who does not get overly emotional answer the phone, if possible.
- ❑ Give staff 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 the 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 an additional community resources file is needed to be on "stand by" to effectively manage the crisis. It is essential to minimize the number of "strangers" standing around.

### **Suspicious Mail or Package**

- Do not touch, smell, or taste unknown substances
- Cover the substance with paper, a trash can, clothes, or other material
- Evacuate and seal off the room
- Wash your hands thoroughly
- Mark the room as "Dangerous"
- Call 911
- Make a list of all adults and children present in the room at the time of the incident to provide to local health authorities and the police
- The director will inform all parents of the incident
- The director will report the incident to the licensor
- The director will complete a written incident report at the earliest opportunity. Incident reports are stored in the Director's Office

### **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 the child was last seen
  - Person with whom the child was last seen
- Have the child's information, including a picture, if possible, available for the police upon their arrival
- Provider will notify parents of missing child and attempt confirmation that the child is with family; if not, - inform parents of the situation and steps taken
- Provider will report incident to the licensor and Child Protective Services
- Provider will complete a written incident report at the earliest opportunity; Incident reports are stored in the Director's office

## **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 the child was last seen
  - Vehicle information and direction of travel
- Follow the emergency lockdown procedure on page 17
- Have the child's information, including a picture if available, for the police upon their arrival
- Provider will notify parents of the missing child; inform parents of the situation and steps taken
- The provider will report the incident to the licenser and Child Protective Services
- The provider will implement the Crisis Response plan
- The provider will complete a written report at the earliest opportunity. Incident reports are stored in the Director's Office

## **Fire Alarm/Emergency**

If smoke or fire is seen:

- Activate fire alarm is not sounding
- Evacuate children and other individuals in the building; drop and crawl to avoid smoke and close doors behind you; take the following items with you:
  - Disaster supplies, which are stored in the shed
  - Attendance 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.
- The provider or assistant will check the area of concern and use a fire extinguisher if safe to do so
- Have the following items ready for police and fire personnel
  - Number of children in care
  - Knowledge of anyone remaining in the building

- Floor plan and internal systems information.
- If it is determined that the building is unsafe, move the children to an alternate site location; follow the site Evacuation Procedure.
- The provider will notify parents of evacuation and alternate site location, if applicable
- Provider will report the incident to the licensor
- The provider will complete a written incident report at the earliest opportunity; incident reports are stored in the Director's Office.
- All parents will be notified of the incident

### **Earthquake**

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

- Provider and 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, entertainment centers, and filing cabinets. Hold on to 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," keep 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 the children.

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

- Provider and staff check themselves and children for any injuries
- Check evacuation routes for damage
- Evacuate children and staff, and close doors behind you; take the following items with you;
  - Disaster supplies, which are stored in the Shed
  - Attendance sheets
  - Children's emergency and medical information/supplies
  - Cell phone, if available
- Adults will render first aid to those who need it
- Provider 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 in the shed

- Have an individual 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 provider
- Determine whether it is safe for someone to enter the building to locate anyone who is missing or injured.
- Listen to KJRP 710 AM for information on the surrounding area
- Determine the status of emergency supplies and equipment.

### **Field Trip Incident**

- Before leaving for a field trip, make sure the provider 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 vehicle driver, vehicle license number
  - List of important phone numbers significant to the trip (including children's emergency contact information and chaperone's cell phone numbers)
  - First aid kit
- Attend to any medical needs if there are injuries or complaints of pain
- Call 911 if medical treatment or police are required
- Provider contacts parents, gives an update, and indicates any actions being taken, including any meeting locations or pickup times at the childcare
- Provider will report the incident to the licensor
- Provider will complete a written incident report at the earliest opportunity. Incident reports are stored in the Director's Office
- Provider will call the insurance company (if needed)

## **Building and Site Evacuation**

- Make a quick assessment of the situation in the center and of any injuries to the children or staff
- The provider evaluates the evacuation route to be sure that it appears clear of obstructions
- The provider gives instructions to evacuate
- If possible and time allows, have children bring their jackets and coats
- The provider should take the following items:
  - Disaster supplies, which are stored in the shed
  - Attendance sheets
  - Children's emergency and medical information/supplies
  - Cell phone, if available
- The provider should assemble children in groups of 2 to evacuate the building. (preferably one adult leading the children and one adult following behind if possible). Young toddlers will be evacuated by use of the multi-person stroller
- Take attendance; if safe to do so, have another adult search the building for anyone missing
- Have children sit down if possible
- If a gas leak or other incident requires moving individuals farther from the childcare, move children to the pre-designated area at least one block from the childcare. The pre-designated location is the field that is near the Silverdale Community Church.

## Appendix A: Sample Parent Letter

Date

Dear Child Care Parents

Attached please find a copy of our "Crisis/Disaster Response Handbook". With the implementation of this handbook, you can rest assured that we will do everything we can to protect your child in the event of a crisis or disaster.

With any disaster or crisis, your cooperation is necessary for the following:

- Encourage and explain to your child why the best place for them is at the childcare
- Explain that if you are unable to pick them up quickly, I will care for them until you or your emergency contact comes to get them
- Please do not telephone the childcare. Telephone lines will be needed for emergency communications for the first 4 hours
- Listen to KIRO or KITZ radio for updates
- Provide an emergency/comfort kit for your child
- Include an out-of-state contact number with your kit
- Provide a 72-hour supply of any medication or medical supplies/equipment that your child may need

I will care for your child until you or your designee can reach them. Be sure to keep your child's emergency release card up to date. Children will only be released to those you specify on their card. We will also utilize the phone numbers on the emergency release card should we need to relocate to our alternate site.

If local telephone lines are unavailable, utilize your out-of-state contact number for information. If possible, we call that number to give information on your child and to see if you have left any information for us.

Thank you for your attention to this matter. Please feel free to contact me if you have any questions regarding our crisis/disaster response handbook.

Keeping your children safe,

Child Care Provider

## Appendix B: Disaster Supply Lists

Our Disaster Kits contain the following items:

- Batteries
- Bleach, unscented
- Books or games
- Bucket
- Can opener (manual)
- Comfort kids for children
- Crowbar
- Disaster Plan (copy)
- Disposable diapers/wipes
- First Aid Kit (for disasters)
  - Adhesive bandages
  - Acetaminophen (children's)
  - Alcohol wipes
  - Bandages (roller gauze, elastic)
  - Butterfly adhesive strips
  - Cotton balls
  - Eyedrops (saline)
  - First aid book
  - Gauze dressing
  - Gloves, disposable
  - Medications or equipment for children/staff with special needs
  - Pocket CPR mask
  - Safety pins
  - Sanitary napkins
  - Scissors
  - Splints
  - Tape, 2" non-allergenic
  - Tissue
  - Thermometer
  - Tweezers
- Emergency information cards for children
- Flashlights
- Food (3 days supply)
- Gloves (heavy material/leather)
- Hand sanitizer
- Lighter or matches
- Money, change, and small bills
- Office Supplies (pen, paper, tape)
- Paper towels
- Pine Sol or similar product
- Plastic garbage bags (large, one per child for rain protection)
- Plastic kitchen supplies
- Pliers
- Radio
- Soap
- Tarp or tent
- Toilet paper
- Water (3 day supply)
- Whistle
- Wrench