

**Ready to Respond
Emergency Preparedness
Plan for Early Care and Education
Centers**

Ready to Respond
Emergency Preparedness Plan for Early Care and Education Centers

Table of Contents

Introduction	p. 3
Emergency Response Organization	p. 3
Overall Operational Roles and Responsibilities	p. 4
Emergency Numbers, Systems, and Locations	p. 5
Emergency Notification	p. 6
Center Evacuation Sites	p. 7
Evacuation Areas	p. 8
Evacuation Planning	p. 8
Center Evacuation Procedures	p. 9
Evacuation Process	p. 11
Center Accountability Process	p. 11
Evacuation Away from Center	p. 12
Sheltering In Place	p. 13
Medical Emergencies	p. 13
Snow and Ice Storms	p. 14
Tornado	p. 14
Classroom Tornado Procedures	p. 15
Hurricane	p. 16
Flooding	p. 16
Utility Disruption	p. 16
Fire	p. 17
Hazardous Materials	p. 18
Bomb Threats, Threatening Call or Message	p. 18
Suspicious Article	p. 18
Potentially Violent Situations	p. 18
Random Acts of Violence	p. 19
Disgruntled Employees, Parents or Representatives	p. 19
Impaired Employees, Parents, or Representatives	p. 20
Hostage Situations	p. 20
Missing Child	p. 21
Attachments	
A. Emergency Numbers List	p. 22
B. Emergency Evacuation Plan	p. 23
C. Emergency Kits and Supplies	p. 24
D. Guidelines for Handling Medical Emergencies	p. 25
E. Procedures for Conducting a Fire Drill	p. 27
F. Bomb Threat Report Form	p. 28
G. Organizational Roles and Responsibilities	p. 29
References	p. 30

INTRODUCTION

The intent of this plan is to assist the child care Director and staff in responding to emergency situations, provide information that can be used with family members concerning emergency planning, and provide a basis for restoration of services. The Director and staff of each center are considered responsible for the safety of children and will coordinate actions and/or requirements with community public safety officials, Sponsor or Landlord's security and facilities, and families/guardians.

***Note:** If local licensing regulations require more than this Emergency Response Plan, the licensing requirements will prevail. In addition, Sponsor emergency plans take the place of this plan where applicable.*

EMERGENCY RESPONSE ORGANIZATION

Where applicable, the Center's Emergency Response Plan is integrated into the Sponsoring Organization/Landlord's Emergency Response Plan. Emergency instructions and directions will be taken from the Sponsoring Organization/Landlord and/or the local emergency agency at event scenes at or near the Center. In the event of an emergency, the Director will oversee the situation at the Center. In the Director's absence, the emergency management responsibilities are delegated to the next in charge, i.e., Assistant Director, Program Coordinator, etc.

The ***Emergency Response Plan*** shall be reviewed periodically for modifications to the procedures, changes of key personnel or other resources, and additions of new emergency management information.

The ***Emergency Response Plan*** shall be controlled by the Center Director to ensure appropriate updates, changes, and reviews are incorporated in all distributed copies of this plan. A copy of the plan shall be maintained by the following:

- Center Director's Office
- Center's Assistant Director
- Center's Staff Room
- Sponsor Liaison or Landlord
- Additional Sponsor Representative

The following situations will be covered by this policy:

- Evacuation Procedures and Process
- Sheltering/Sheltering in Place
- Medical Emergencies
- Natural disaster; hurricane, tornado, severe storms*
- Utility disruption
- Fire/smoke emergencies

These materials are provided for informational purposes only, with the aim of assisting organizations in developing emergency preparedness plans. Permission is granted to adapt or reproduce these materials to assist you in this process. We only request that you credit the source as "Ready to Respond Emergency Preparedness Plan for Early Care and Education Centers, Bright Horizons Family Solution" when quoting directly from these materials. In exchange for this permission, you hereby release and agree to indemnify Bright Horizons Family Solutions for any injury or damage that might arise from your use of these materials. Before you act on any information, you must assess and adapt it to your own circumstances. Further, Bright Horizons Family Solutions, Inc. makes no warranty as to the reliability, accuracy, timeliness, usefulness or completeness of the information contained herein, nor is it responsible for, and cannot guaranty the suitability of this information to your organization or particular situation.

- Hazardous materials
- Bomb threat
- Suspicious Articles
- Potentially Violent Situations
- Random Acts of Violence
- Disgruntled Impaired Parents/Guardians, or Parent's/Guardian's Authorized Representatives
- Hostage Situations
- Missing Child

**For earthquake information, please refer to state specific requirements.*

OVERALL OPERATIONAL CRISIS/EMERGENCY ROLES & RESPONSIBILITIES

In the event of an emergency situation, the Center Director shall declare an emergency situation and institute the appropriate response actions. In the event that the Director is not available, the next person in authority shall assume the responsibilities of the Director.

Center Director: (name)

Alternate: (name and title)

1. Work with Sponsor/Landlord and local emergency agencies to arrange for evacuation locations and transportation away from the Center.
2. Familiarize all staff with the crisis/emergency response plan and ensure effective implementation.
3. Ensure that the Center's practice drill program is implemented and documented.
4. Ensure supplies and equipment are present and checked at least monthly.
5. Review each crisis/emergency situation to ensure that proper reports are completed and appropriate action is taken to prevent repetition of any ineffective efforts.
6. Act as team leader in a crisis/emergency situation. Identify the emergency situation and determine the course of action.
7. Activate contact with Sponsor Security and/or other local authorities to inform Center of potential or existing crisis/emergency situation.

Next in Charge (name and title):

Alternate Name: (name and title)

The responsibilities of the person Next in Charge are to assist the Director during an emergency, and in the absence of the Director, assume all responsibilities.

1. Become familiar with the Crisis/Emergency Response Plan.
2. Provide complete crisis/emergency response training to employees on a regular basis and updates as necessary.
3. Take the lead in planning, implementing, and tracking all training to update and check the accuracy of current crisis/emergency response procedures.
4. Work with the Center Director to investigate and evaluate each crisis/emergency situation to prevent repetition of ineffective efforts.
5. See that all injuries and issues are attended to immediately and referred to the Center Director to determine if contact with Sponsor or other authorities is necessary.

6. Coordinate a regular plan of inspection of work areas to detect unsafe conditions and work practices.
7. Act as team leader in a crisis/emergency situation. Identify the emergency situation and determine the course of action.

Employee responsibilities:

1. Notify the Director of emergency situations as they become aware of them.
2. Follow emergency procedures as outlined and directed by the person in charge.
3. Safety and well being of the children in their care.

Sponsoring Organization/Landlord

Where applicable, the Sponsor or Landlord is responsible for the safety of the building and grounds. The health and safety, security, and facilities procedures established by the Sponsor or Landlord shall be followed by the Center in conjunction with center policies and licensing regulations. For emergencies, the Director shall immediately notify the Sponsor or Landlord after calling 911 for medical, fire, or security emergencies. They will notify appropriate Sponsor or Landlord response personnel as necessary.

SPONSOR/LANDLORD EMERGENCY CONTACTS		
NAME	TITLE	PHONE NUMBER
Security (Main Number)		
(Name)	TITLE	Work Home Cell Pager
(Name)	TITLE	Work Home Cell Pager

EMERGENCY NUMBERS, SYSTEMS, AND LOCATIONS

Use Emergency Numbers list (see Attachment A); post by all phones and attach a copy to this plan.

All classrooms and common areas should have a floor plan outlining the evacuation route from that location as well as denoting the location of all fire extinguishers (red dots) and pull stations (blue squares). Unless otherwise required by your state licensing agency, these should be used as your posted evacuation plans throughout the center.

In addition to information on the floor plan, complete the following:

SYSTEM	YES	NO	LOCATION
Central Alarm Control Box			
Main Telephone Panel			
Central Sprinkler Shut Off			
Gas Shut Off			
Furnace Shut Off			
Emergency Power Source			
Water Shut-Off			

EMERGENCY NOTIFICATION

Introduction

The Center response for most emergencies generally involves either sheltering in or evacuation. The exception to this is providing emergency medical care and use of fire extinguishers for small, localized fires.

Protocol for Notifying Emergency Personnel and Other External Parties

All emergencies shall be reported as follows:

Emergency Event	Initial Notification	Secondary Notification	Actions
Fire Alarm, Smoke, Noxious/Toxic Fumes	Pull Fire Alarm 911	Sponsor Security (Number)	-Evacuate the Building.
Telephone Bomb Threat to Center; Security Issues	911	Sponsor Security (Number)	-Gather information from caller -Evacuate the building.
Suspicious Item left in the Center	- Sponsor Security (Number) - Call 911	Sponsor Security (Number)	-Follow instructions from Security/911 -Evacuate the building.
Suspicious Package Delivered to the Center	- Sponsor Security (Number) - Call 911	Sponsor Security (Number)	-Follow instructions from Security/911 -Evacuate the building.
Medical Emergencies	911	Sponsor Security (Number)	-Follow instructions from 911
Security Incidents (intrusion alarm, disgruntled person, break-in, etc.)	911	Sponsor Security (Number)	-Follow instructions from Security/911

Suspicious Package Delivered to the Center	- Sponsor Security (Number) - Call 911	Sponsor Security (Number)	-Follow instructions from Security/911 -Evacuate the building
Post Natural Disaster (building unsafe)	Sponsor Security -Call 911	911	-Follow instructions from Security/911 -Evacuate the building
SPONSOR Directed	Intercom (pull fire alarm)	N/A	
City FD/PD Directed	Intercom (pull fire alarm) Sponsor Security (Number)	N/A	

The Sponsor's/Landlord's Security shall notify the Center Director of emergency situations that may impact the facility and/or occupants.

Once the situation is under control, the Center Director shall contact their immediate supervisor (where applicable) to inform him/her of the situation and current status.

Signs and Postings

- A floor plan/diagram should be posted in all classroom and common areas indicating the primary and secondary routes for egress from each area. The diagram will also identify the building's shelter locations and evacuation assembly areas.
- Emergency phone numbers shall be prominently displayed by all telephones in the Center.
- The Center approved shelter areas are identified by a placard containing a tornado symbol over the door to the shelter (for those centers in tornado prone areas only).
- The emergency shut off for the HVAC system, water supply, and electric service supply shall have a sign placed by the control identifying it as the primary disconnecting/shutoff means. This information will be available in the Director's office.

CENTER EVACUATION SITES

Plans should be well thought out with regard to immediate area threats and more widespread area threats prior to designation. Provide information on where the center plans to evacuate for families. This information should be provided in an annual notice to families (see Attachment B Emergency Evacuation Plan).

1. Immediate Area Threat (i.e.: bomb threat, fire, flood, other major building problem, etc.)

Leave the building and gather in a predetermined location. This should be a safe place within walking distance; consider whether or not the area will be safe in all circumstances, e.g., rain, snow, etc. Seek permission if using a building or area for emergency use and determine if it is always available and suitable.

2. More Widespread Threat (i.e.: Sponsor evacuation, chemical spill, widespread fire, etc.)

Leave the building, Sponsor campus and/or neighborhood, pick a safe accessible spot, and seek permission of the owner, manager, principal, etc. The method of transportation should be addressed in anticipation of a situation. What method of transport are you using? Who is driving? If staff are transporting children decide beforehand who will go with him/her. While it is not recommended that teachers transport children, if the situation arises where children need to be in cars and transported immediately to another location, using staff transportation must be considered and planned for.

3. Mass Ordered Evacuation (i.e.: declared state of emergency)

Leave the building and evacuate to a mass shelter as determined by the Red Cross. Emergency personnel will want to know if you need transportation. Know which staff will go with which children to maintain supervision.

Emergency personnel (local police department) should have a copy of your evacuation plan on file.

Evacuation Areas

- The designated evacuation areas for the Center are the farthest points from the building within the fenced outside playgrounds and the center parking areas. If the Center Director determines that the designated evacuation areas do not provide adequate protection for the children, a previously determined alternate evacuation assembly area will be utilized.
- The designated transportation will be sent to the Center for assisting in the transportation of the children.
- Sponsor security or the emergency response team will assist in the orderly evacuation of the children.
- If an evacuation is ordered by the City emergency response organization, the Incident Commander for the City will identify the route and location of the nearest evacuation shelter.

Evacuation Planning

It is critical to conduct evacuation drills in order for children and staff to understand how to respond in the event of an emergency. Centers should hold drills monthly, or more frequently if required by the state licensing agency. Two of the drills should be held at naptime. In addition, if the Center is open more than twelve hours, two of the drills should be held during off-peak hours, i.e., very early morning and/or during evening hours.

Sheltering In Areas

In the event of a natural emergency, i.e. tornado, severe storms, or hazardous airborne chemicals incident outside the Center facility, the children and other occupants of the building will shelter in place in the prearranged designated areas as necessary (see page 15 for further definition).

All Centers should have a plan in place for the following:

- **Evacuation Assembly area within walking distance:**

- **Evacuation area at a distance for secured evacuation:**

- **Evacuation away from the center** (name, address, contact person, and telephone number of a facility that agrees to serve as short-term host facility until children are picked up). _____
 - **Transportation arrangements:** _____
 - **Shelter (in-place):**

Deleted: _

In the event of an emergency requiring an evacuation away from Center premises, the Center shall coordinate necessary provisions for the transportation and continued care of children until parent/guardian or an authorized individual picks up the child.

CENTER EVACUATION PROCEDURES

The following measures should be taken during an evacuation:

- Check attendance and compile an accurate attendance list. Use list during evacuation and take it along during transport to host facility.
- Account for all children, staff, and visitors during the evacuation process.
- Transport all necessary medications, supplies, records, emergency numbers, and cell phone.
- Coordinate all actions with community public safety and/or emergency management officials.
- Confirm required transportation resources and arrival time.
- Determine host facility based on situation.
- Pre-determined assembly area nearby requiring short walk or transportation.
 - Transportation to host facility some distance away.
- Contact host facility with estimated time for arrival of children and staff.
- Notify families of evacuation and host facility information, if possible.
- Make arrangements for support of children at host facility until reunited with families or return to evacuated facility.

Specific Duties and Responsibilities for Evacuation or Drills

Definitions of people responsible during an evacuation:

1. Emergency Assembly Area - An area outside the Center building that is designated for assembly of the building occupants in the event of an emergency.
2. Evacuation Chief (*normally the Director*) - The person responsible for the evacuation of Center building occupants.
3. Searcher (*usually the Director and Assistant Director, however in large centers with Program Coordinators or Head Teachers, etc. these people may be designated as Searchers and*

assigned these responsibilities) - The person(s) responsible for checking that all occupants have evacuated the Center building.

The Director and any other Center employees not counted in ratio will assist in all duties and responsibilities as designated by the Director.

The Center Director (Evacuation Chief) is responsible for notifying building occupants to initiate evacuation of the building, ensuring that the building has been safely evacuated, and for ensuring accountability for all occupants.

Pre-evacuation duties:

- To assure evacuation assembly areas and routes are posted in all areas.
- Ensure that all assigned employees are knowledgeable of how, when, and where to evacuate when necessary.

Evacuation duties:

- Initiate evacuation procedure by either pulling the fire alarm box and/or notifying building occupants through the intercom system, if available.
- Notify Sponsor's security of evacuation initiation.
- Report to the designated assembly area.
- Ensure searchers carry out their assignments.
- Ensure accountability of building occupants through the reports of the coordinators.
- Determine if evacuation area provides adequate safety of children. Initiate further evacuation to other facility if necessary.
- Coordinate with the City emergency response personnel as needed.

The Assistant Director's/2nd in charge primary responsibility is to ensure that all Center occupants assigned to their area are evacuated when necessary and accountability is reported to the Director (Evacuation Chief).

Pre-evacuation duties:

- To be knowledgeable of the duties of the Evacuation Chief and searchers.
- To have access to a list of all occupants in their area for accountability purposes.
- To ensure all exits are marked, unobstructed, and signs are lit (if applicable).
- To check that all evacuation signs are posted and are accurate.

Evacuation duties:

- Maintain order during the evacuation.
- Ensure the searchers perform their duties as assigned.
- Provide accountability for all occupants in their assigned areas and report results to the Evacuation Chief.
- Stay with the evacuated group until notified by emergency response personnel.

Any center employees other than the Director and Asst. Director who are not counted in ratio at the time (Searchers) are appointed by the Director (Evacuation Chief) and are responsible for ensuring that all occupants in their assigned areas safely and properly evacuate to their designated assembly areas.

Pre-evacuation duties:

- Pre-plan all areas that require searching in the event of an emergency; i.e., restrooms, closets, structures on playground areas, etc.
- Be knowledgeable of the responsibilities of searchers.

Evacuation duties:

- Upon notification of an evacuation, all employees should begin assisting with the orderly evacuation of occupants.
- A staff member from each classroom should conduct a thorough search of assigned areas when occupants have evacuated, reporting findings to the Evacuation Chief for their area. Where possible, employees not assigned to a classroom should be assigned this responsibility.
- Assist the Director and Asst. Director as necessary.

Evacuation Process

The decision to evacuate the Center building will be made by the Director/Designee.

When the decision is made to evacuate the Center building, the Director (*Evacuation Chief/Designee*) will make the announcement in the most expeditious way possible that all persons are to evacuate to their assigned assembly area and await further instructions and/or activate the building fire alarm. The Director will notify appropriate personnel.

Center staff will evacuate their children as follows:

Infants

Put up to four non-mobile babies in an evacuation crib and move children to the evacuation assembly area. Take attendance sheets, child rosters, and information sheets. For inclement weather, *if possible*, take appropriate supplies to protect the infants.

Toddlers and Preschool

Gather children in a group and supervise an orderly evacuation to the designated assembly area. Take attendance sheets, child rosters, and information sheets. For inclement weather, *if possible*, take appropriate supplies to protect the children.

Center Searchers will assist the staff with the evacuation and then proceed to perform their assigned duties.

Note: *Under no circumstances are staff to stop for any of their own or children's personal belongings, including, jackets, shoes, etc.*

Center Accountability Process

In the event of an evacuation, if it is available, the Evacuation Chief will take a printout of the children and employees logged into the Center and a list of the visitors in the building. These lists will be taken to the designated assembly areas and attendance will be taken.

The Evacuation Chief will notify appropriate authorities; i.e., City Fire Department, Police Department, Sponsor's Security, of the results and report any missing children, staff or visitors, providing information as to possible locations.

EVACUATION AWAY FROM THE CENTER

Procedures at Evacuation Location Site

There are 5 essential jobs during a Center evacuation (assume responsibilities if possible during an emergency):

1. Evacuation Chief
2. First Aid
3. Communications
4. Play space operations
5. Child pick-up point

Before an emergency occurs, a person and alternate should be assigned to each of these jobs.

1. **Evacuation Chief: Director** **Alternate: Asst Director or 2nd in charge**
 - a. Make sure all children are accounted for.
 - b. Determine the safest location for continued operations until children can be picked up and the safest path for all staff and children to get there.
 - c. Activate the parent/guardian pick-up point assignment. This should be the best location away from the play space areas and first aid station.
 - d. Activate the communications assignment and provide specific phrases for the caller and information about the parent/guardian pick-up point – when possible, be the one to make contact with those families whose children are injured as a result of the event.
 - e. Inform Sponsor/Landlord of your circumstances as soon as you are able.

2. **First Aid Assignment:** Administer First Aid as necessary

Key materials: Complete First Aid Kit, flashlights, batteries, cell phone, and radio, contained in a bright, labeled bag.

3. **Communications Assignment:**
 - a. Check with Evacuation Chief about exact info to give to families when calling (emphasis should be placed on the child's condition and the pick-up location).
 - b. Locate nearest phone and collect the emergency information from the Evacuation Chief with family phone numbers.
 - c. Discuss with the Evacuation Chief, the exact wording to offer families whose children have been injured in some way by the event.
 - d. Report back to Evacuation Chief with updates, needs, and problems during his/her rounds.

4. **Play Space Assignment:** Determine where to set up different groups of children
 - a. If possible, use blankets, tables, and chairs to define areas.
 - b. Determine the nearest and safest bathroom and arrange for supervision.
 - c. Report back to the Evacuation Chief with updates, needs, and problems during his/her rounds.

Key materials: Prepared Emergency Evacuation Kit (see Emergency Kits and Supplies, Attachment C) including some play materials.

5. **Pick-Up Assignment:** Establish an area away from the primary play area and first aid areas to control access.
- Collect all the sign-in sheets to monitor family pick-ups.
 - Select a staff member to collect children and bring them to the pick-up point.
 - Report back to the Evacuation Chief with updates, needs, and problems during his/her rounds.

Key materials: Sign-in sheets; marker/pens and paper; highly visible cap.

SHELTERING/SHELTERING IN PLACE

Sheltering is conducted in response to tornadoes and severe storms. **Sheltering in place** is defined as moving people into the building and isolating the building environment from the outside. Emergency response personnel will shut down air handling (HVAC), water, and electrical systems, as required, however, many air handling systems will shut down automatically. Sheltering in place is conducted in response to hazardous materials incidents.

Sheltering: Any sheltering area should be identified on the center plan.

- Identify shelter areas that provide the most structural resistance from collapse.
- Shelter areas within the facility will be appropriately marked.
- Shelter areas will be free of items that may fall on sheltered people.
- Shelter areas will have a flashlight or emergency light available.
- Shelter areas will have blankets available.
- A primary and alternate staff member will be assigned for shutting off systems as directed. These members will be trained by the Center or Sponsor maintenance and utility personnel in the proper procedures.

Sheltering in place: Shelter in place involves keeping all windows and doors closed and covering all air intake vents to provide protection from airborne hazardous materials.

- Ensure all Center staff and children are in the building (outside playground areas are unoccupied).
- Ensure all doors and windows are closed and secured.
- If necessary, emergency response personnel will shut off all HVAC systems to isolate the outside air from the building if the system has not already shut down.
- Remain in the building until notified by the emergency response authorities that the situation has been resolved or that an evacuation has been ordered.

MEDICAL EMERGENCIES

Life Threatening Medical Emergency means that the patient requires immediate medical intervention to stabilize and prevent the medical condition from deteriorating. Examples of life threatening medical emergencies are: compound fractures; severe lacerations; internal bleeding; severe burns; difficulty in breathing; heart problems; shock; severe allergic reactions to insect bites/foods, medications; poisonous plant contact or animal bites; ingestion of chemicals/poisoning; and unconsciousness.

Procedure For Life Threatening Emergencies

Person finding injured or ill person shall:

- Remain calm, render first aid, and call for help. Do not move the injured or sick person unless his/her safety and health are at risk.
- Call 911 for emergency medical services and report the incident or request someone else to call. Stay on line with the dispatcher and provide information as requested.

Center Director or designee shall:

- Report the incident to Sponsor Security, or call 911 if they have not already been called.
- Assign an individual to meet the emergency medical personnel to guide them to the location.
- Pull the medical release form of the injured from the files and provide it to the emergency medical personnel upon arrival.
- Assign a staff member to accompany the patient to the hospital.
- Make notification to applicable emergency contact of the patient.
- Insure that the appropriate paperwork is completed.
- Contact the following to report the incident:
 - Licensing Representative, if necessary
 - Sponsor Liaison or immediate supervisor
- Maintain communications with staff member assigned to stay with the patient for progress reports.

For more information on general guidelines, see Attachment D - Guidelines for Handling Medical Emergencies.

SNOW AND ICE STORMS

Monitor winter storm watch, warnings, blizzard warnings or travel advisories. Check the status of battery powered radios, flashlights, back-up lighting, power, heat, and cell phones.

Consider pre-storm closing (night before) or early closing depending on conditions (secure Sponsor approval, if necessary). Release non-essential staff in accordance with center closing procedures.

Arrange for snow and ice removal as well as possible debris removal such as fallen trees and utility lines.

TORNADO

A tornado watch means that a tornado is likely over a large area. A tornado warning means that a tornado has been sighted or is indicated on weather radar in a specific area. Monitor tornado watch, warnings, or severe thunderstorm watch/warning.

Tornado Cover – Administrative Procedures

Take Cover Announcements are issued by the Director when one or more of the following conditions exist:

- A tornado is sighted
- A tornado siren is heard
- A tornado warning is issued that affects the Center
- High winds at or exceeding 60 miles/hour

- Golf ball size hail or larger
- Rapidly dropping pressure; dark greenish clouds

Watch Conditions are issued by the national Weather Service for the area

- Tornado spotters are alerted
- Radios should be monitored at the Center office
- All teachers should be notified of the watch
- Tornado shelters should be visited by an administrator to ensure that they are clear

When the announcement to take cover is given, the Director and other management take the emergency information (children and staff emergency contact numbers) and assist in the cover procedures in rooms with infants and non-ambulatory children first. If more than one administrator is present, divide the building into sections and move to assist. Director and other management need to check all areas for “hidden” children.

When security/other authorities give the all-clear sign, check with the teachers from each room to make sure all children are accounted for.

If there is any question about damage to the Center, do not re-enter the building until security or other emergency personnel have surveyed the building. Inform all the teachers of any facility hazards.

Determine if any areas or routes must be closed from access and inform staff.

If it is unsafe to remain at the Center, assess whether the Alternate site is a safe back-up and evacuate the children to this location.

Classroom Tornado Procedures

Each classroom teacher should be assigned the following responsibilities in anticipation of being instructed to take cover in the event of a tornado warning.

Designated Teacher 1

- Begin evacuating all children to the designated tornado shelter.
- Avoid windows and glass doorways.
- Close doors to the outside rooms.
- Protect the heads of staff and children with blankets.

Designated Teacher 2

- Take the attendance.
- Take the first aid kit.
- Last check for children in “hidden” areas.
- Evacuate any remaining children and close the shelter door.

Note: When you are the only staff person in the classroom, you will be responsible for the roles of teacher 1 & 2.

Remain in the shelter area until given further instruction by security or Center administrative personnel.

HURRICANE

- Monitor Hurricane Watch and Warnings.
- Secure outside equipment.
- Check status of battery powered radio and alternate light sources.
- Remain indoors until storm passage is confirmed.
- Prepare to evacuate. If necessary, evacuate children and staff to a more secure facility depending on road and safety conditions. Provide information on where the center plans to evacuate for families.

FLOODING

- Monitor announcements of Flood Watch or Warnings.
- Close or evacuate (see evacuation procedures, page 10) facility if needed. Heed evacuation order from public safety officials.

UTILITY DISRUPTION (water, heat, electricity, water)

If utilities are disrupted in the Center, the Center will make every effort to remain open. The decision to close the Center or delay its opening will be based on the following factors:

- The amount of natural light in the Center
- The temperature in the Center
- The ability and necessity of heating food and formula
- The risk to the health and well being of children and staff.

Note: check state licensing regulations concerning the procedure for utility disruption.

The staff will begin calling parents/guardians to inform them of the situation after 1 hour of disrupted service. Infant families will be called first and may need to be called sooner depending on how much disruption has occurred to basic caregiving routines. This time period will allow the Center to assess the situation and provide families with as much accurate information as is available.

Notify your state licenser of the situation, if applicable.

The Center may close or delay opening (confirm with the Sponsor and/or immediate supervisor) if the following conditions are present:

- The temperature on the Center thermostats register 64° or below, or 85° or higher for one hour, unless otherwise noted by the local state licensing agency, with no expectation of heat/air conditioning restoration within the next one to two hours, and/or the room conditions prevent adequate ventilation and breathing.
- The natural light in the Center is diminished to the point that children and staff are at risk.
- The main phone line will be inoperable for more than one hour, and no auxiliary cellular phones are available.
- The nutritional needs of the children cannot be met.
- Live wires will require the immediate closing of the Center and the transfer of the children.
- Loss of water that disrupts appropriate diapering, hand washing, and toileting with clean running water for more than 1 hour.

Reporting Facility System Emergencies

In the event that any of the critical systems for the Center become inoperative, the Director/2nd in Charge shall immediately notify his or her immediate supervisor and/or the Sponsor's or Landlord's Facilities Manager. The Facilities person will assess the situation and provide the necessary resources to correct the problem. Facilities will arrange for temporary services, i.e. electrical power, portable toilets, drinkable water, etc., if possible, if the problem can not be corrected in a timely manner. If support is not available to the center, the Director shall make contact with the appropriate repair personnel and arrange for the necessary resources to correct the problem.

The Center Director/Designee shall communicate with Sponsor or Landlord's Facilities to estimate the duration of the event. If the duration of the event is likely to pose a sanitary or safety threat, or if the disruption would make the facility environment untenable, the Center may need to close early at the direction of the Center Director/Designee, and appropriate Sponsor personnel.

In the event of a major incident involving a critical system, i.e., explosion, building collapse, electrical sparking, etc., call 911 and order an evacuation of the center.

FIRE

Fire Procedures

Each facility should have a fire emergency plan including an evacuation procedure, marked exits, fire/smoke detectors, fire extinguishers, safe storage and use of flammable materials, and fire safety training and fire drills. The fire plan should specify when and how to evacuate in case of fire and under which conditions staff should attempt to control a fire using extinguishers.

Check with fire officials to remain current on fire safety such as regular inspections and use of fire extinguishers, detectors, and alternate heating sources.

Conduct regular fire safety training and fire drills. Refer to Attachment E Procedures for Conducting a Fire Drill.

FIRE EMERGENCIES

All Center staff are to familiarize themselves with the fire emergency procedure and maintain their areas free from the accumulation of combustible materials. Staff are responsible for ensuring that all fire extinguishers, alarm boxes, exits, and paths to exits are unobstructed at all times.

Response to Fires

- If a fire/smoke is discovered, immediately activate the nearest pull station/call 911 and, if available, activate the duress button to report the fire and begin evacuation per the evacuation procedure.
- If the fire is small (waste paper basket size) extinguish the fire by using water, blanket, fire extinguisher, etc. **DO NOT TAKE RISKS.** Personal safety and that of the children come first.
- If the fire is larger, or if the smoke makes it difficult to determine the fire location, evacuate the area and report to the evacuation area.
- When possible, the Center Director/Designee shall notify Sponsor Security of the situation.

HAZARDOUS MATERIALS

Hazardous materials are substances that are flammable, combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant or radioactive.

If a hazardous materials accident occurs within close proximity of your Center, notify the fire department and follow safety directions. Be prepared to evacuate or shelter-in-place.

BOMB THREATS, THREATENING CALL OR MESSAGE

Calls of a threatening nature should be recorded as accurately as possible and reported to police. Depending on the nature of the call, appropriate action should be taken to protect lives and property, including evacuation. If possible, record the threatening message carefully with attention to details. If caller ID is operational, record telephone number. Notify police immediately. Get advice from your local police to help determine how to handle the situation. See Attachment F - Bomb Threat Report Form)

SUSPICIOUS ARTICLE

Evidence of a suspicious article, package, or letter should be reported to the Center Director immediately. Communication to security or police is advised. Do not touch or attempt to move the article unless instructed to do so by police. Follow advice of police to determine appropriate procedures to take within the center.

POTENTIALLY VIOLENT SITUATIONS

A potentially violent situation (i.e., hostage situation, disgruntled person, unstable custody) may be cause for a selective evacuation procedure. The premise behind a selective evacuation is that it enables large numbers of children and staff to move out of harms way when an individual is on-site who is potentially violent.

If a potentially violent individual gains access to your facility and leaves:

1. Immediately call 911/Police and notify Security.
2. Indicate to security and another Center administrator that you may have a condition for a selective evacuation (this may be within the building if the potentially violent person does not leave the area). If you have any reason to believe the individual has a weapon, order a selective evacuation from non-affected areas (this may be another room within the facility).
3. If the individual cannot be isolated and chooses to leave the premises, allow them the freedom to exit making sure to note their car make and model, license plate, and the direction of their travel. Communicate this immediately to the 911 dispatcher.

Note: If the individual is leaving and taking a child or staff member, it is still often better to let the individual leave rather than prompt a confrontation that would increase the risk of injury.

If a potentially violent individual gains access to your facility and remains:

- Immediately call 911/Police and notify Security and seek advice on how to handle the situation.
- Indicate to Security and another Center administrator that you may have a condition for a selective evacuation. If you have any reason to believe the individual has a weapon, order a selective evacuation, if possible.
- Try to isolate the potential aggressor from as many adults and children as possible. Seek to draw the individual(s) to the office, break room, conference

room, or other less populated space. If the individual has entered a classroom, seek to draw him into the least utilized portion of the room.

- If comfortable doing so, engage the potential aggressor in agreeable conversation to de-escalate the situation.
- Remain calm and be polite.
- Do not physically restrain or block their movements.
- While you are engaging the potentially violent individual, other available persons should direct unaffected classrooms to move to locations around the facility that are farthest from the incident point. This selective evacuation should proceed room-by-room and as orderly and quietly as possible, being careful to use routes not visible to the incident point.
- The other administrator should also make sure no other individuals, other than emergency personnel, enter the space where you have isolated the potentially violent individual.
- Once the police arrive they will take over the situation, negotiate and dictate further movements.
- If a decision is made to relocate to the alternate site while negotiations go on, follow the appropriate evacuation procedures.

RANDOM ACTS OF VIOLENCE

If the Center is affected by random acts of violence (e.g., drive by shooting), implement the following:

- Remain calm
- Activate the duress button and/or immediately call 911 and Security
- Staff members will alert other staff personnel of the problem
- Alerted staff members will close the doors of their areas of responsibility and have the children lay on the floor
- Brief Security of the problem once they arrive
- Report the incident to the Sponsor, and immediate supervisor.

DISGRUNTLED EMPLOYEES, PARENTS/GUARDIANS, OR PARENT'S/GUARDIAN'S AUTHORIZED REPRESENTATIVES

In the event of having to deal with Disgruntled Employees, Parents/Guardians, or Parent's/Guardian's Authorized Representatives, implement the following:

- Remain calm
- Remain polite
- Activate the duress button and/or immediately call 911 and Sponsor Security
- Staff members who observe the problem will go to the nearest telephone and call Security (back-up call)
- Staff members will alert other staff personnel of the problem
- Alerted staff members will close the doors of their areas of responsibility
- If the disgruntled individual's child is immediately known, move the child to another room, out of sight
- Turn the child over to parent/guardian or authorized representative in accordance with center procedures
- Report the incident to the Sponsor, and immediate supervisor

IMPAIRED EMPLOYEES, PARENTS/GUARDIANS, OR PARENT'S/GUARDIAN'S AUTHORIZED REPRESENTATIVES

If you have reasonable cause to suspect that any person picking a child up is under the influence of alcohol or drugs, or is physically or emotionally impaired in any way and may endanger a child, you may have cause to refuse to release the child. If so, request that another adult be called to pick up the child or call the numbers listed on the Child Release Form.

In the event of having to deal with employees, parents/guardians, or parent's/guardian's authorized representatives, implement the following

- Remain calm
- Remain polite
- If the person becomes agitated and/or confrontational, activate the duress button and/or immediately call 911 and Sponsor Security
- Staff members who observe the problem will go to the nearest telephone and call Security (back-up call)
- Staff members will alert other staff personnel of the problem
- Alerted staff members will close the doors of their areas of responsibility
- Turn the child over to the other parent/guardian or alternative authorized representative in accordance with center procedures
- Report the incident to the Sponsor Liaison and immediate supervisor

HOSTAGE SITUATIONS

Although considered improbable, the Center may be subject to hostage situations either from disgruntled employees, parents/guardians, parent's/guardian's authorized representative, or other people. In the event of a hostage situation:

- Remain calm
- Remain polite
- Follow the hostage takers instructions
- Do not resist
- **ANY** available staff member will activate the duress button and/or immediately call 911 and Security
- Staff members will alert other staff of the problem if time permits - **DO NOT PUT YOURSELF IN DANGER**
- Alerted staff members will close the doors of their areas of responsibility
- If staff members believe it is safe, evacuate children from the Center moving in the opposite direction from the incident. Report your location to Security immediately.

Perimeter Issues

Administrative Procedures for Playground Clearance (i.e., protest/riot adjacent to facility, toxic spill, sniper, suspicious parked vehicles, loiterers)

- Call Security or local authorities to investigate the situation and consult with them to determine the level of potential crisis.
- If the situation is of marginal concern or greater, require that the entire Center remain inside. Immediately require any groups outside to come inside.
- Lower blinds to further obscure visibility and consider bringing those classrooms in the direct line of site into the “core” play space or another classroom/area until the situation is resolved.
- Be prepared to fully evacuate the facility should security or other emergency services make this request. Consider whether existing evacuation routes will suffice or if an alternate route must be taken due to the location of the incident. Make staff aware of any changes to their evacuation routes if necessary.
- Coordinate your actions with security and any other support services (police, fire dept., bomb squad) based on the nature of the incident.

MISSING CHILD

- Immediate notification of the police and security should be made once an initial search of the facility has been made and rapid attempts have been made to confirm whether or not a family member may have picked up the child.
- Conduct a search of all areas of the facility, including closets, cabinets, etc., and the immediate surrounding area.
- Make all other required notifications.
- *Continue searching while waiting for the police/security to show.*
- The Director is to remain at the center as the point person and to gather information/description of the child to share with authorities.

EMERGENCY NUMBERS

Name/Company	Contact/Town	Telephone Number
Director		
Ambulance		
Fire		
Poison Control		
Police		
Local Health Department		
Building Inspector		
Sponsor Liaison		
Sponsor Security		
Dept. of Social Services		
Health Consultant		
State Licensor		
Air Conditioning		
Appliance Repair		
Cleaning/Maintenance		
Copy Machine		
Electric Company		
Electrician		
Glass Company		
Heating Company		
Locksmith		
Plumber		
Snow Removal		
Taxi		
Trash Removal		
Water Department		

EMERGENCY EVACUATION PLAN

In the event of an emergency situation that requires an evacuation of _____, one of the following plans shall be implemented. In all situations, the caregiver in charge when evacuating shall:

- Take an accurate attendee list;
 - Account for all children and staff as they board/depart vehicles;
 - Bring any necessary medications/supplies and emergency records;
 - Take a cellular phone if available to be used for emergency notifications.
1. If the emergency environment is confined to the immediate area of the child care facility, e.g. fire or toxic fumes and the children cannot stay on the premises the children will be brought to _____, by _____ where they will remain accompanied by caregivers while family/guardian/emergency contacts are notified of the situation and arrangements are made for either the transporting home or care taking for the remainder of the day. The place of safety should be close by and within walking distance if appropriate.
 - 1A. In the event of exposure to toxic materials or gases and a physical examination is recommended, children will be transported by _____ to _____ where they will be examined and family/guardian/emergency contacts will be notified.
 2. If the emergency is more widespread and encompasses a larger area such as a neighborhood or several homes, due to a non-confined environmental threat, e.g. toxic fumes from a spill, floodwaters, brush fires, etc. and the children cannot remain in the area, the children will be brought to _____, by (method of transportation) _____ where they will remain accompanied by caregiver(s) while family/guardian/emergency contacts are notified and arrangements for either transportation home or a continuation of care are made.
 3. In the event of a major environmental hazard that necessitates a larger area evacuation such as several neighborhoods, a city/town or geographical area, due to a large non-confined hazard, e.g. a nuclear incident, earthquake, hurricane, etc., children will be transported to: a Red Cross designated mass shelter by _____ where they will remain accompanied by caregiver(s) while family/guardian/emergency contacts are notified and arrangements are made for their pick up.
 - 3A. Those childcare programs in Nuclear Power Plant Evacuation Areas should follow the procedures established by the State Emergency Management Agency. Those procedures should be shared with all family/guardian of children enrolled.

Staff will remain with and care for the children at all times during an event. Attendance will be checked whenever children are moved. Staff will bring any necessary medications, supplies, and emergency records.

EMERGENCY KITS AND SUPPLIES

This list contains the *minimum* items you should have in your center in case of an emergency. Please check your licensing regulations to determine if your state requires any additional items.

Center Emergency Kit

(Should be packed in a backpack or other container that is mobile in the event of an evacuation and be located in a central and easily accessible location)

- Copies of all contact lists
 - o For families **and** staff, include the name, phone number, and e-mail as well as information for someone preferably out-of-state, at least out of the immediate area*
 - o Phone numbers and e-mails for your Sponsor Liaison and/or immediate Supervisor*
- Flashlights with extra batteries
 - o Long-life, emergency flashlights*
- Battery-operated radio and extra batteries
 - o AM/FM, weatherband/TV band*
- Manual can-opener
- First Aid kit
 - o Add gloves and Kleenex*
- Notepad and pens/pencils
- Scissors
- Hand-sanitizer and cleansing agent/disinfectant
- Whistle
- Disposable Cups
- Wet Wipes

In the Center in General

- Charged cell phone
- One gallon of water for every four children and staff
- Disposable cups
- Non-perishable food items like soft granola bars, cereal, cheese and crackers, cans of fruit, and special infant items, etc. – should be nut-free in case of allergies
- Extra supplies of critical medication such as insulin, epi-pens, etc. for children and staff

Each Child Should Have:

- A change of seasonally appropriate clothing
- A blanket
- Extra diapers (one-day supply as space allows)
- Extra formula (one-day supply as space allows)

Location of Emergency Kits: _____

Locations of Additional Emergency Supplies: _____

Location of Cell Phone: _____

Guidelines on Handling Medical Emergencies

The following information is provided as a quick reference to help you make decisions in a stressful emergency situation. This information is by no means intended to substitute for adequate first aid training. Staff involved in the direct care of children should maintain current certification in First Aid and CPR for infants and children.

By applying standard principles of action in every medical situation, staff can prevent further harm and avoid overlooking factors that may affect a child. It is important for staff to recognize signs and symptoms requiring immediate action and ambulance transport to the nearest hospital emergency department, as opposed to those that are not emergencies and can be treated at the Center and/or while waiting for the child to be picked up. The teacher who is with the child should provide first aid according to the principles of emergency action.

Medical Emergency Conditions

Listed below are some examples of conditions that are considered serious medical emergencies requiring immediate medical care by a health care professional. Call an ambulance and then notify the child's parent/ guardian immediately for any of the following:

- semi consciousness (able to arouse but extremely lethargic) or unusual confusion
- breathing difficulties including:
 - rapid, noisy breathing (barking, gurgling or crowing sounds, severe wheezing)
 - labored breathing (takes so much effort that child cannot talk, cry, drink, or play)
- severe bleeding (large or multiple wounds that cannot be controlled with direct pressure)
- unequal pupils (black centers in eyes)
- first-time seizure or seizure lasting more than 15 minutes in a child with a known seizure disorder
- injury that causes loss of consciousness
- neck or back injury
- continuous clear drainage from the nose or ears after a blow to the head
- non-injury-related severe headache, stiff neck, or neck pain when the head is moved
- hives (a rash that looks like welts) that appear quickly, especially if hives involve face, lips, tongue, and/or neck
- very sick-looking or sick-acting child who seems to be getting worse quickly
- repeated forceful vomiting after eating in an infant under four months of age
- severe abdominal pain that causes the child to double up and scream
- abdominal pain without vomiting or diarrhea following a recent blow to the abdomen or a hard fall
- possible broken bones, especially if the child shows symptoms of shock or the body part cannot be adequately splinted or otherwise immobilized for transport by parent/guardian

The teacher should apply appropriate first aid measures for all medical emergencies and minor illnesses or injuries as outlined in Red Cross *Pediatric First Aid*. Keep a copy of this section with the first aid kit.

Notifying a Parent/Guardian

The parent/guardian of a sick or injured child should be contacted by telephone as soon as possible. The Center Director or a staff member should continue to try to reach a parent/guardian or emergency contact. However, whether or not he or she is able to contact a parent/guardian, the child should still be taken to the hospital whenever a medical emergency exists.

Procedures For Conducting a Fire Drill

1. **Inform the staff in advance.** The Center Director informs the staff that there will be a fire drill later in the day/week.
2. **Staff members talk to the children about the drill.** Teachers talk to the children in their classroom about the bell/alarm, rules, and procedures for vacating the building.
3. **Evacuate the building.** When the alarm goes off:
 - **Evacuating Infants and Toddlers:** The designated member of the management team goes to the infant/toddler area.
 - Children who are not walking are placed in an evacuation crib (four to a crib) and the crib is wheeled outside to the designated area.
 - Toddlers (walkers) proceed immediately with staff to the outside-designated area.

Teachers count their children and take attendance sheets with them. No one can stop for coats or any other personal items.

 - **Evacuating All Other Children:** Teachers count their children and leave the building in groups, taking attendance sheets with them. No one can stop for coats or any other personal items. Everyone should go to his or her designated place on the playground or other space. Once outside, teachers recount their children.
 - **The Center Director** or designee checks bathrooms, closets, and “hiding places” for “lost children” and for possible sources of smoke or fire during a real alarm.
4. **Retrieve files of parent/guardian names and phone numbers.** The Center Director retrieves the files of all parent/guardian names and telephone numbers and takes them outside.
5. **Time the drill.** The Center Director times how long it took to vacate the building and checks with each group to verify an accurate recount of all persons.
6. **Verify accurate recount of all persons.** The Center Director or designee checks with each group to verify an accurate recount of all persons.
7. **Return to the building.** The Center Director or designee gives approval to reenter the building. The Center Director or designee helps with infants and toddlers.
8. **Document the Completed Fire Drill.** The Center Director completes written documentation that contains the specifics of the drills: date, time to vacate building, weather conditions of the fire drill.

BOMB THREAT REPORT FORM

BOMB THREAT REPORT	1. DATE	2. TIME	3. TIME CALL ENDED
INSTRUCTIONS (COMPLETE AS MUCH AS POSSIBLE)			
IF YOU RECEIVE A BOMB THREAT, REMAIN CALM, LISTEN CAREFULLY AND DO NOT INTERRUPT THE CALLER. BY DISCREET PREARRANGED SIGNAL, ALERT A SECOND PERSON. COMPLETE AS MUCH INFORMATION AS POSSIBLE. CONVERSE WITH THE CALLER AS NECESSARY.			
4. ASK THESE QUESTIONS TO PROLONG THE CALL			
a. When is the bomb going to explode?		d. What does the bomb look like?	
b. What kind of bomb is it?		e. Why did you place the bomb?	
c. Where is the bomb right now?		f. Where are you calling from?	
5. TRY TO DETERMINE THE FOLLOWING (CHECK APPROPRIATE DESCRIPTION)			
a. Callers Identity			
Age _____	Male _____	Female _____	Adult _____ Juvenile _____
b. Language			
Good _____	Poor _____	Foul _____	Slang _____
c. Accent			
Local _____	Not Local _____	Foreign _____	
d. Tone of Voice			
Raspy _____	Pleasant _____	Intoxicated _____	Pitched _____ Loud _____ Deep _____ Soft _____ High _____
e. Speech Pattern			
Distinct _____	Slurred _____	Fast _____ Lisp _____	Slow _____ Nasal _____ Stutter _____
f. Manner			
Coherent _____		Laughing _____	Calm _____ Angry _____ Rational _____ Irrational _____ Incoherent _____ Deliberate _____ Emotional _____ Other _____
g. Background Noise			
Voices _____		Bedlam _____	Trains _____ Factory Machines _____ Animals _____ Airplanes _____ Music _____ Quiet _____ Harbor/Ocean _____ Party _____ Office _____
6. Was the voice familiar?			
Yes _____	No _____	If yes, Whose?	
7. Exact words of caller?			
8. Did the caller use familiar terms?			
Yes _____	No _____	If yes, describe	
IMMEDIATELY AFTER CALL NOTIFY YOUR SUPERVISOR AND CENTRAL SECURITY. TALK TO NO ONE ELSE, UNLESS INSTRUCTED TO DO SO.			
9. Person receiving call		10. Receiving telephone	

ORGANIZATIONAL ROLES AND RESPONSIBILITIES

List all staff names, addresses, and phone numbers (regular and emergency) as well as position in the program.

For each person, list whom that person reports to, in order of responsibility. Be able to show at a glance who is in charge if someone above is unable to respond.

List roles and responsibilities in an emergency. Consider overlaps in case someone is not able to fulfill their role.

Answer these questions:

- Who will provide first aid?
- Who will take any medications?
- Who will take the first aid kit?
- Who will take emergency information on each child?
- Who will call for help?
- Who will carry the cellular phone?
- Who will carry the emergency kits?
- Which groups of children go with which staff?
- Who makes sure everyone is out of the building?

Share the list with the staff and discuss it so there is no surprise during an emergency. Everyone should know their primary and back up responsibilities.

Maintain an attendance list at all times; do not put children, staff, visitors, or emergency personnel at risk by not knowing these three things:

- Who is in the building?
- When did they arrive?
- When did they leave?

Have emergency information with the attendance list. Make sure you know health information and have permission for emergency medical treatment and know of any special requirements or medications for children and staff.

REFERENCES

WWW.READY.GOV, Federal Emergency Management Association's official Web site for emergency preparedness. *This Web site specifically directs parents to consult with their child's school/child care facility about their emergency plans.*

Emergency Management Guide for Business and Industry, ARC 5025, November 1993.

Coping With Children's Reactions to Hurricanes and Other Disasters, FEMA 184, October 1989.

Helping Children Cope with Disaster, FEMA L-196, February 1993.