

# 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 policy was last reviewed and updated on: May 21, 2018

**OUR CENTER'S ADDRESS IS: 35 West Main, Suite 110  
Spokane, WA 99201**

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**OUR CENTER'S PHONE NUMBER IS: 509-209-2596 or  
509-777-0822**

**OUR NEAREST CROSS-STREETS ARE: Browne  
Division**

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# Emergency Phone Numbers

Emergency Assistance	Number(s)
<input type="checkbox"/> Police	911
<input type="checkbox"/> Crime Check	509-456-2233
<input type="checkbox"/> Fire/Medics	911
<input type="checkbox"/> Building Security Officer	509-496-6859
<input type="checkbox"/> Sacred Heart Hospital Emergency Room	509-474-3344
<input type="checkbox"/> Multi-Care Hospital Emergency Room	509-473-5800
<input type="checkbox"/> Poison Control Center	1-800-222-1222
<input type="checkbox"/> Electricity Avista Power Company	1-800-227-9187
<input type="checkbox"/> Gas Avista Power Company	1-800-227-9187
<input type="checkbox"/> City of Spokane Water District	509-625-7800
<input type="checkbox"/> Facilities Manager: Austen White 714-0055 or Warrin Bazile 216-1148	
<input type="checkbox"/> Building Coordinator: Pat Coleman 232-1950	
<input type="checkbox"/> Insurance Agent Annette Hunter	509-891-1000
<input type="checkbox"/> Local Radio Station	KXLY 920(AM)
<input type="checkbox"/> Regional Radio Station	KXLY 920(AM)
<input type="checkbox"/> Center Director Cell Phone	509-939-6084
<input type="checkbox"/> Child Protective Services	509-363-3333
<input type="checkbox"/> Child Care Licensor: Judy Davis	509-789-3832
<input type="checkbox"/> Local Health Department	509-324-1500
<input type="checkbox"/> Alternate Site Location (Near Child Care Center)	

City Fire Station # 1

Station Contact Person – Brian Schaeffer 509-625-7002 or 509-435-7002 (c)

Fire Dispatch 509-532-8900

44 W Riverside (directly behind the Center) Spokane

Alternate Site Location (Evacuation Site)

District #81 Administrative Offices 200 N. Bernard 354-5900

Contact person – Jason Conley 370-0675 (cell) Office – 354-7320

## **Missing Child**

- Call 911 immediately; provide the following information:
  - Child's name and age
  - Address
  - Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks
  - Medical status, if appropriate
  - Time and location child was last seen
  - Person with whom the child was last seen
- Notify Director immediately and search the facility again
- Have child's information including picture, if possible, available for the police upon their arrival
- Director will notify parents of missing child and attempt confirmation that child is with family; if not - inform parents of situation and steps taken
- Director will report incident to licensor and Child Protective Services
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in the filing cabinet 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 child was last seen
  - Vehicle information and direction of travel
- Notify Director immediately
- Follow Emergency Lockdown procedure on page 17
- Have child's information including picture, if possible, available for the police upon their arrival
- Director will notify parents of missing child; inform parents of situation and steps taken
- Director will report incident to licensor and Child Protective Services
- Director will implement Crisis Response plan (see page 19)
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in the filing cabinet in Director's office.

## Child Abuse

- Report abuse or suspected abuse to the Director
- Director will make a report to Child Protective Services and the licensor (see list under next item for the type of information that may be asked)
- Director and appropriate staff will write down the following information on an incident report\*:
  - Date and time of calls to Child Protective Services and Department of 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 in the filing cabinet 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)
- 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 Director when safe to do so
- If medical treatment is required, director will call Child Protective Services
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in top drawer of filing cabinet in Center office.

## **Fire Alarm/Emergency**

### ***If smoke or fire is seen:***

- Activate fire alarm if not sounding (*preschool smoke detector is used as alarm*)
- Evacuate children, visitors, and staff (see page 10 if necessary); drop and crawl to avoid smoke and close doors behind you; take the following items with you:
  - disaster supplies which are stored in each class's "to go" backpack.
  - class/staff attendance sheets and visitor sign-in sheets
  - children's emergency and medical information/supplies
  - cell phone
- 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
- If it is determined that the building is unsafe, move children to alternate site location; follow Site Evacuation Procedure on page 11
- Director will notify parents of evacuation and alternate site location, if applicable
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in top drawer of the file cabinet in Director's office.
- All parents will be notified of incident

## Gas Leak

### *If gas odor is detected:*

- DO NOT activate the fire alarm system or any other electrical equipment
- Notify center Director
- Evacuate children and staff (see page 10 if necessary) and close doors behind you but leave a window open; take the following items with you:
  - disaster supplies which are stored in each classrooms' "to go" backpack in their rooms.
  - class/staff attendance sheets and visitor sign-in sheets
  - children's emergency and medical information/supplies
  - cell phone
- Call 911 from outside the building
- Move children to a designated area no less than one block from the child care; This location is: District #81 Administration Building, 200 N Bernard
- Take attendance
- Contact Austin White or Warrin Bazill to turn off gas.
- Have the following items ready for police and fire personnel:
  - Location of leak, if known
  - Number of children in care, staff, volunteers, and visitors
  - Knowledge of anyone remaining in the building
  - Floor plan and internal systems information
- Director will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location; if necessary to move to the alternate site location, follow Site Evacuation procedure on page 11
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in top drawer of filing cabinet in Center office
- All parents will be notified of incident

## **Earthquake**

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

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

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

- Teachers and staff check themselves and children for any injuries
- Check evacuation routes for damage
- Evacuate children and staff (see page 10 if necessary) and close doors behind you; take the following items with you:
  - disaster supplies which are stored in the orange backpack in the office closet.
  - class/staff attendance sheets and visitor sign-in sheets
  - children’s emergency and medical information/supplies
  - cell phone, if available
- Staff will render first aid to those who need it
- Director will take attendance outside to account for all children and adults
- Call Dave Edwards/Dave Sanders to check utilities for disruption/damage (gas, water, sewage)
- Have a team of two individuals (at least one trained in building assessment) inspect the exterior of the building following the post-earthquake damage assessment list in appendix D on page 28 and report findings to the Director; the trained adult is Dave Sanders
- Determine if it is safe for a rescue team to go into building to locate anyone missing or injured
- Listen to regional radio station (920 AM) for information on the surrounding area
- Determine status of emergency supplies and equipment



- Call child care's out-of-area contact with information on the center's status (injuries, evacuation, children remaining in care, children who have been picked up)
- Have the same team of two individuals (one person trained in building assessment) assess the interior of the building and determine if it is safe to move children back into the building or to whether it is best to evacuate; follow the post-earthquake damage assessment list in appendix D on page 28 and report findings to the Director
- If it is decided to evacuate to an alternate location, post a notice indicating your new location, date and time you left; follow Site Evacuation procedure on page 11
- Call parents with center status information; if not possible, report center status information to local radio station (920 AM) for announcement over the air for parent to hear
- If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called if possible
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in top drawer of office filing cabinet

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

## **Building and Site Evacuation**

### ***Building Evacuation:***

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

**Site Evacuation:**

- If it is determined that staff and children will be moved to the alternate site location distant from the child care, assign children to a designated teacher
- Staff should bring the following items to the alternate sites:
  - disaster supplies which are stored in the orange backpack in the office closet.
  - class/staff attendance sheets and visitor sign-in sheets
  - children's emergency and medical information/supplies
  - cell phone, if available
- Follow instructions given by responding agency for either neighborhood or distant site evacuation
  - If a distant site is necessary, the director will call on our transportation resource to take children and staff to alternate site location; our transportation resource is:
 

Community Building Children's Center staff cars
Community Building tenant's cars
  - Children will be taken to a neighborhood alternate site location by: Preschoolers will walk two by two with one teacher in front and one behind the group. Toddlers will ride in bye-bye buggies.
- Once at the alternate site location, take attendance again and notify all parents of incident. Teachers must remain with their group of children until the children are picked up by parents or emergency contacts.
- Director will continue to communicate with parents and coordinate pick-up of children
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in top drawer of office filing cabinet

## **Field Trip Incident**

- Before leaving for a field trip, make sure the trip coordinator has the following information:
  - Child list by assigned vehicle
  - Supervisor/Chaperone list by assigned vehicle
  - Map of intended route
  - Children's emergency and medical information/supplies
  - Name and license number of driver, vehicle license number
  - List of important phone numbers significant to the trip (including children's emergency contact information and chaperone cell phone numbers)
  - First aid kit
- Attend to any medical needs if there are injuries or complaints of pain
- Call 911 if emergency medical treatment or police are required
- Contact center and provide update and actions being taken; center should consider deploying personnel to the scene, hospital, or to appropriate locations
- Director will contact parents and give update of actions being taken; indicate meeting locations or pick-up times at the child care
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in the top drawer of the office filing cabinet
- Director will call insurance company (if needed)

## Power Outage

- Director or designee will try to locate the problem and activate alternate lighting system; flashlights and batteries are located in the disaster supply backpack
- Call 911 if concerned about a fire or safety hazard
- Unplug all electrical equipment; turn off all but one light
- Director to contact property manager, if needed
- Director to call electricity provider Avista 1-800-227-9187
- Call the local health department to help determine if center needs to be closed. Also, consider the following items in making your decision:
  - Can you safely prepare/store food?
  - Do you need to move to an alternate site?
  - Can you safely transport the children?
  - How will you notify parents?
- All parents will be notified if power outage is prolonged
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored top drawer of the office filing cabinet.

## Storms & Snow

- Director will determine prior to opening hours, whether or not to open the center; families will be notified by (how?) **Center will follow School District's 81 closure decision that is announced on local tv and radio stations** (refer to center's parent policy)
- If the child care must close during hours of operation because of snow or storm the director will notify parents by telephone
- If weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the center staff will care for the child (maintaining proper child:staff ratios) until such time as the parent, legal guardian, or emergency contact person can safely claim the child. The disaster supplies will be used as needed.
- If the above persons cannot claim the child within 72 hours of the center closing, the director will contact police to transport the child to a Child Protective Services care site
- Director will report incident to licensor and will complete a written incident report at the earliest opportunity; incident reports are stored in the top drawer of the office filing cabinet.

## **External Hazardous Materials Accident**

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

## **Internal Hazardous Materials Accident**

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

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

## **Shelter-in-Place Procedure**

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

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

## **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
- 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 licenser
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in the top drawer of the office filing cabinet
- All parents will be notified of incident



## Hostile person and lockdown policy (updated 11/10/17)

### **When responding to an unfamiliar person at the front door:**

- Before going to the door, we will notify another staff member of the situation.
- We will not open the door but talk through the door asking the person “how can I help you?”
- If the person at the door poses an immediate threat, we will alert others by saying/yelling “Call Director Strong” which will initiate a lockdown of the center
- If possible pull the shades on the door and window while near them

Other situations that may call for a lockdown of the center are notification by authorities or other building tenants about a hostile person in the building or neighborhood, hostile person in the alley or in front of the toddler windows. Any teacher who becomes aware of these immediate threats will initiate lockdown by saying/yelling Call Director Strong.

### **Lockdown Procedure**

- Notify all teachers in both classrooms
- One or two teachers from each classroom will gather children to the “safe spot”  
Toddlers – bathroom space or studio. Preschool – under and around loft space.
- One or two teachers from each room will
  1. Lock outside doors
  2. Close and secure toddler and purple door
  3. Close all blinds
  4. Turn off lights
- All teachers/children stay out of sight, preferably sitting on the floor maintaining a calm atmosphere by reading and talking quietly to children
- Call 911
- Remain in lockdown until resolved as notified by authorities. \*Law enforcement will be in charge and decide whether it is safe for parents to pick up their children.
- Notify parents about any lockdown whether real or a drill

### **Disaster drill plan for hostile person/lockdown**

“Safe Spot” introduction at Circle Time:

- Tell children “we are going to practice getting to our “safe spot” in case we ever have an **“emergency”** at our school.
- Have children move calmly into the toddler bathroom or under and around the loft area and sit together.
- Talk about what we may do while we are in our “safe spot” – reading, talking quietly, and singing quietly....

- Return to circle and praise the children for their efforts and tell them that we are going to practice again right before lunch time. Remind them to listen to their teachers when they tell them it is time to go to our “safe spot”.

**A lockdown drill will be practiced and reviewed twice each year**

## **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 child care center by surprise.

***Crisis:*** A sudden, generally unanticipated event that profoundly and negatively affects a significant segment of the child care 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 in the evening
- If Center specific - Director will keep the local radio station ( 920 AM) informed as to the status of the child care 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)
- 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 get 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 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 the child care 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.
- Anita Morgan 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 child care staff and parents who may wish to attend
- Director will report incident to licensor
- Director will report incident to Child Protective Services if necessary
- Arrange for a child care/community debriefing 48-72 hours after the event
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in the top drawer of the office filing cabinet
- 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

- Provide for grief counseling through local grief hospice program, \_\_\_\_\_; the phone number is \_\_\_\_\_.

**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 a 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 inform all parents of the incident
- Director will report incident to licensor
- Director will complete a written incident report at the earliest opportunity; incident reports are stored \_\_\_\_\_

