Lakemont Stars Family Childcare:

**Crisis/Disaster Response Handbook**

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

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

            This policy was last reviewed and updated on:  December 31, 2021

OUR ADDRESS IS: 17002 SE Newport Way., Bellevue, WA 98006

**OUR CENTER?S PHONE NUMBER IS:   425-829-0871**

**OUR NEAREST CROSS-STREETS ARE: Lakemont BLVD and Newport Way**

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**Missing Child**

***To determine if you are missing a child, you are to report to the director or supervising staff. That person is to check: (1) attendance sheet, (2) parent sign IN/OUT sheet, (3) alert other staff members, (4) all areas of facility in which a child may be hiding, and (4) areas which are off limits to children. Director calls parents to double check that the child has not been picked up. Then:***

           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 main hallway in both buildings.**

**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 main hallway in both buildings.**

**Child Abuse**

           Report abuse or suspected abuse to the Director

           Director will make a report to Child Protective Services and the licensor (see list under next item for the type of information that may be asked)

           Director and appropriate staff will write down the following information on an incident report\*:

         Date and time of calls to Child Protective Services and Division of Child Care and Early Learning (licensor)

         Child?s name

         Child?s age/birthdate

         Address

         Name and address of parent or guardian and other children in the home (if known)

         Any statements made by the child (but do NOT interview them)

         The nature and extent of the injury or injuries, neglect, and/or sexual abuse

         Any evidence of previous incidences of abuse or neglect including nature and extent

         Any other information which may be helpful in establishing the cause of the child?s injury or injuries, neglect or death and the identity of the perpetrator or perpetrators

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

           Incident reports are stored **in the main hallway in both buildings.**

**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 telephone 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 the main hallway in both buildings..**

**Fire Alarm/Emergency**

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

           Activate fire alarm if not sounding

           Evacuate children, visitors, and staff (see page 10 if necessary); drop and crawl to avoid smoke and close doors behind you; take the following items with you:

         disaster supplies which are stored **opposite building**

         class/staff attendance sheets and visitor sign-in sheets

         children?s emergency and medical information/supplies

         cell phone, if available

           Call 911 from outside the building

           Take attendance; if safe to do so, search the building for anyone missing

           Director or staff member will check area of concern and use fire extinguisher if safe to do so

           Have the following items ready for police and fire personnel:

         Number of children in care, staff, volunteers, and visitors

         Knowledge of anyone remaining in the building

         Floor plan and internal systems information (see appendix E, page 31)

           If it is determined that the building is unsafe, move children to alternate site location; follow Site Evacuation Procedure on page 11

           Director will notify parents of evacuation and alternate site location, if applicable

           Director will report incident to licensor

           Director will complete a written incident report at the earliest opportunity; incident reports are stored **in the main hallway in both buildings.**

           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 the opposite building

         class/staff attendance sheets and visitor sign-in sheets

         children’s emergency and medical information/supplies

         cell phone, if available

           Call 911 from outside the building

           Move children to a designated area no less than one block from the childcare; This location is: **Lakemont Family Childcare**

**17002 SE Newport Way, Bellevue, WA 98006  (425) 829-0863**

           Take attendance

           If possible, turn gas off with the wrench stored **above each gas meter located on the West side of each building.**

           Have the following items ready for police and fire personnel:

         Location of leak, if known

         Number of children in care, staff, volunteers, and visitors

         Knowledge of anyone remaining in the building

         Floor plan and internal systems information (see appendix E, page 31)

           Director will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location; if necessary to move to the alternate site location, follow Site Evacuation procedure on page 11

           Director will report incident to licensor

           Director will complete a written incident report at the earliest opportunity; incident reports are stored **in the main hallway in both buildings.**

           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 on the playground

         class/staff attendance sheets and visitor sign-in sheets

         children?s emergency and medical information/supplies

         cell phone, if available

           Staff will render first aid to those who need it

           Director will take attendance outside to account for all children and adults

           Check utilities for disruption/damage (gas, water, sewer); if you smell gas, turn the gas off with the wrench stored on the west side of each building above the gas meter.

           Have a team of two individuals (at least one trained in building assess-ment) 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: Craig Hittle

           Determine if it is safe for a rescue team to go into building to locate anyone missing or injured

           Listen to KIRO 710 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 KRKO radio station 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 the main hallway in both buildings.**

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

**Flooding**

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

           During severe weather, director or designee will listen to KIRO Radio 710 AM for flood watch and flood warning reports

           If a flood warning is issued, move children and staff to the alternate site location; follow Site Evacuation plan on page 11

           Director will notify all parents immediately

           Director will report incident to licensor

           Director will complete a written incident report at the earliest opportunity; incident reports are stored **in the main hallway in both buildings.**

           Director will call insurance company (if needed)

**Building and Site Evacuation**

***Building Evacuation:***

           Make a quick assessment of the situation in the classroom and of any injuries to the children or adults

           Owner evaluates the evacuation route to be sure that it appears clear of obstructions

           Owner 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 on the playground

         class/staff attendance sheets and visitor sign-in sheets

         children?s emergency and medical information/supplies

         cell phone, if available

           Staff should assemble children 2 by 2 to evacuate the building (preferably one teacher leading the children and one teacher following behind). Infants will be put into rolling evacuation cribs. Young toddlers will be evacuated by:  **Toddler teacher walks the children out of the building. Any floating staff or teachers that have successfully evacuated their class assists the toddler teacher.**

           Take attendance; if safe to do so, search the building for anyone missing

           Have children sit down if possible

           Owner 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.

           Owner will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location

           Owner will report incident to licensor

           Owner will complete a written incident report at the earliest opportunity; incident reports are stored **in the main hallway in both buildings**.

           All parents will be notified of incident

***Site Evacuation:***

           Staff should bring the following items to the alternate sites:

         disaster supplies which are stored **already on the playground**

         class/staff attendance sheets and visitor sign-in sheets

         children?s emergency and medical information/supplies

         cell phone, if available

         **Emergency Medications (epi-pen & insulin)**

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

           Owner will report incident to licensor

           Owner will complete a written incident report at the earliest opportunity; incident reports are stored **in the main hallway of both buildings.**

**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 main hallway of both buildings.**

           Director will call insurance company (if needed)

**Power Outage**

           Owner will contact Puget Sound Energy.

           All parents will be notified if power outage is prolonged

           Owner will report incident to licensor

**Storms & Snow**

           Owner will determine prior to opening hours, whether or not to open the center; families will be notified by (how?) **We follow the Issaquah School District?s decision regarding weather. We will also leave a message on our voice mail if possible.**

           If the child-care must close during hours of operation because of snow or storm the owner will notify parents by telephone or text.

           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.

**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.

Notify the parents first.

           Call 911 if additional assistance is needed

           Owner will report incident to licensor

           Owner will complete a written incident report at the earliest opportunity; incident reports are stored **in the main hallway of both buildings.**

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.