

Mustard Seed 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/crises 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 Mustard Seed Childcare Center.

This policy was last reviewed and updated on: _____

**OUR CENTER’S ADDRESS IS: 12835 N.E. Newport Way
Bellevue WA. 98006**

OUR CENTER’S PHONE NUMBER IS: 425-643-6639

OUR NEAREST CROSS-STREETS ARE: Newport Way and 129th Pl.

Emergency Telephone Numbers

Fire/Police/Ambulance 911

Hospital Overlake 425-462-520

Children's Hospital 206-526-2000

Poison Control Center: 1-800-222-1222

PUD (Electricity) 425 – 783-1000

Puget Sound Energy (Gas)

Bellevue Water 425-452-7840

KRKO Radio-1389 am 425-304-1381 ext.117

KIRO Radio-710 am 206-421-5476

Director Home Phone 425-277-2977 Cell 425-466-0404

Child Protective Services 1-800-562-5624

Child Care Licensor 425-649-4314

Alternate Site Location (Near Child Care Center)

Holy Cross Lutheran Church 425-641-4848

4315-129th Place S.E.

Bellevue Wa 98006

Alternate Site Location

Joan Burns

4242 S.E. Newport Way

Bellevue WA. 98006

Missing Child

To determine if a child is missing, you are to report to the director or supervising staff. That person is to (1) Alert all other staff members (2) Check sign in sheet to see if parent has checked in and out. (3) Check all areas of the childcare inside and out. Director calls parent to make sure parent has not 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 a 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 file cabinet next to computer

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 procedures

Have child's information including a picture if possible, available for the police upon their arrival

Director will notify parent of missing child; inform parents of situation and steps taken

Director will report incident to licensor and Child Protective Services

Director will implement Crises Response plan

Director will complete a written incident report at the earliest opportunity; incident reports are stored in the file cabinet next to computer

Child Abuse

Report abuse or suspected abuse to the Director

Director will make a report to Child Protective Services and the licensor

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 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 know)
- Any statements made by the child(but do NOT interview them)
- The nature and extent of the injuries, neglect including nature and extent

- Any other information which might be helpful in establishing the cause of the child's 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.

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"

Follow Emergency Lockdown Procedure

Victim's family will be notified by telephone when safe to do so.

If medical treatment is required, director will call Child Protective Service

Director will report to licensor

Director will complete a written incident report at the earliest opportunity, incident reports are in the file cabinet next to computer

Fire Alarm/Emergency

If smoke or fire is seen:

Activate fire alarm if not sounding

Evacuate children, visitors, and staff according to our Evacuation Plan. Take the following items with you:

- disaster supplies which are stored in garbage can outside the 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

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 file cabinet next to computer

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 garbage cans outside 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 child care; this location is: Joan Burns, 4242 S.E. Newport Way, Bellevue, Wa. 98006

Take attendance

If possible, turn gas off with the wrench stored under Director's desk

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)

Director will notify parents immediately of 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

Director will report incident to licenser

Director will complete a written incident report at the earliest opportunity; incident reports are stored in file cabinet next to computer

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 you 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 and close doors behind you; take the following items with you:

- Disaster supplies which are stored outside in garbage can. The key is under the garbage can.
- Class/staff attendance sheets and visitor sign-in sheets

- Children’s emergency and medical information/supplies
- Cell phone, if available
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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 under the Director’s desk

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

Listen to regional radio station (1000AM) for information on the surrounding area

Determine status of emergency supplies and equipment

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

Call parents with center status information; if not possible, report center status information to local radio station (1000AM) 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 file cabinet next to the computer

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

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
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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 file cabinet next to the computer

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 our earthquake kit and kitchen

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 Puget Sound Energy 425-788-7000

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 in the file cabinet next to the computer

Storms & Snow

Director will determine prior to opening hours, whether or not to open the center; families will be notified by calling the Center and listening to the recorded message on the answering machine

If the child care must close during hours of operation because of snow or storm the director will notify parents by telephone

If weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the center staff will care for the child (maintaining proper child:staff ratios) until such time as the parent, legal guardian, or emergency contact person can safely claim the child. The disaster supplies will be used as needed.

If the above persons cannot claim the child within 72 hours of the center closing, the director will contact police to transport the child to a Child Protective Services care site

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity; incident reports are stored in file cabinet next to the computer

External Hazardous Materials Accident

Call 911 immediately; have staff initiate a “Shelter in Place” procedure 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)

Follow instructions given by responding agency for either “Shelter in Place” or Building and Site Evacuation

- 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 file cabinet next to computer

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 file cabinet next to the computer

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