



Crisis/Disaster Response Plan and Guidelines

Main Building Phone Number

(509) 327-3111

Portable Phone Number

(509) 473-9726

Address

1104 W Heroy
Spokane, WA, 99205

Physical Location

One block South of Wellesley, one block West of Monroe

Emergency Numbers

<p><u>OWNERS</u> Melissa Wells: (509) 368-1631 John Wells: (509) 220-0838</p>	
Police/Fire/Medics	911
Holy Family Hospital Emergency Room	(509) 482-2640
Sacred Heart Hospital Emergency Room	(509) 474-3131
Poison Control Center	1 (800) 222-1222
Electricity & Water District	Avista: (509) 489-0505
Property Managers	Father Mike: (509) 326-0421 Anitra: (509) 325-1321
Property Maintenance	Brian: (253) 381-0804
Local Radio Station	KGA 1510 AM
Child Protective Services	M-F 8am-5pm (509) 363-3333 After Hours 1 (800) 562-5624
Spokane Regional Health District	(509) 324-1500

Communication

Emergency phone numbers are posted by each phone in the center.

The center has designated an emergency contact. This contact number is (509) 270-6033. Parents are instructed to call this number if they cannot get through to the center on the local phone grid.

Children will only be released to individuals listed on the child’s emergency contact form. The Center must ensure parents keep these up-to-date.

Make sure that all parents have reviewed the disaster plan and understand the steps that the center will take in the event of an emergency. Discuss with parents their plans and availability to pick up a child after a major disaster. Some parents work nearby, while others have a long commute. If roads are blocked, it could be quite some time before the parents are able to pick up their children.

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To ensure the safety of all the children who attend this center and the staff who work here, Lil’ Hawks has developed a comprehensive Crisis/Disaster Response handbook. By putting together this plan and sharing it with both staff and parents, we are working to be prepared when disaster strikes.

Lil Hawks has taken many steps to prepare the facility, children, staff, and parents, for the unexpected. Child care centers must follow WAC 170-295-5030 for disaster planning and WAC 212-12-044 for fire drills.

All staff is trained in First Aid, CPR, and Blood borne Pathogens annually or as required.

Practicing for a disaster

Child care centers are required by licensing to conduct monthly fire drills and record the date and time of each. Disaster drills need to be conducted at least quarterly. It is up to the center to choose which type of disaster they will practice for each time. It is advisable to practice earthquake drills frequently.

Periodic practicing of lockdowns and shelter in place is also important. Some situations are difficult to practice for during normal operation of the center. For such scenarios involving site evacuation, it is a good idea to run through the situation verbally as a group during a staff meeting. In this way, questions can be answered and possible hurdles can be overcome.

All staff should receive regular training on disaster preparedness. The entire plan should be reviewed at least annually, and with all new staff as they start work. Use this handbook during staff meetings to review procedures for various disasters. Make sure you have discussed roles and responsibilities for different scenarios. Staff should be familiar with how to use a fire extinguisher and it is best if they have had practice actually using one. Make sure all staff has CPR and First Aid training up to date on their certification.

Conducting Drills

Drills are essential to provide staff with the skills necessary to respond in times of an emergency. There are 3 different emergency drills that should be practiced on a regular basis.

Fire (evacuation drill) – practiced ***monthly***, as required by WAC (WAC 212.12 and 170.295.5030)

Earthquake (Drop, Cover, & Hold) –practiced quarterly, minimum

Lockdown (secure building, stay together) –practiced at least once a year, minimum

There are two designated escape routes from each area. Evacuation maps are posted in each classroom.

Kits

The center has gathered 72-hour preparedness supplies that are kept in the kitchen/dining room and the storage room. A 72-hour supply of any medications or supplies for those with special needs.

The center checks its emergency kits, first-aid kits, and emergency medication expiration dates on a regular basis. For those with special needs or life-threatening health conditions who require medication or supplies on a regular basis or on an as-needed basis, those medications or supplies are kept on-site and will be taken along if evacuation is required.

Fire extinguishers are located by the front door, and by the kitchen. They are inspected as required by state law. The center's smoke alarms, and carbon monoxide alarms are checked monthly.

Hazard Mitigation

Hazard mitigation is the process reducing or eliminating the impacts of disasters before they occur. For example, securing a bookcase to the wall before an earthquake can topple it and injure occupants. An important step in disaster planning is to ensure you are operating in a safe environment. Hazard mitigation plays a huge role when it comes to preventing injuries, both on a daily basis and during a disaster.

Lil Hawks has undertaken hazard mitigation in all classrooms and main areas. Teachers and staff conduct a hazard mitigation and maintenance daily, and monthly a formal walk-through by Director/Designee will be conducted.

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/Designee immediately and search the facility again.
- Have child's information and, if possible, a picture for the police upon their arrival.
- Director/Designee will notify parents of missing child and attempt confirmation that child is with family; if not - inform parents of situation and steps taken.
- Director/Designee will report incident to licensor at earliest convenience and Child Protective Services.
- Director/Designee will complete a written incident report at the earliest opportunity

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 Department of Early Learning (licensor)
 - Child's name, 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

These reports may become legal documents. Confidentiality of these reports must be strictly observed.

Storms & Snow

As a rule, if Spokane Public School District deems the conditions unsafe and closes the schools- Lil Hawks will always follow this recommendation.

- Director/Designee will determine prior to opening hours, whether or not to open the center; families will be notified by the director. If the child care must close during hours of operation because of snow or storm Director/Designee 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/Designee will contact the police. Child may be transported to Child Protective Services if necessary.

Power Outage

- Director or designee will try to locate the problem and activate alternate lighting system; flashlights and batteries are located in the classrooms, and extras are kept in the office.
- Call 911 if concerned about a fire or safety hazard.
- Unplug all electrical equipment; turn off all but one light.
- Director/Designee to contact property manager, if needed.
- Director/Designee to call AVISTA to report outage and/or get additional information.
- Call Spokane Regional Health District 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/Designee will report incident to licensor, and complete incident report at earliest convenience.

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/Designee will contact parents and give update of actions being taken; indicate meeting locations or pick-up times at the child care.
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.
- Director/Designee will call insurance company (if needed).

Building Evacuation

- Make a quick assessment of the situation in the classroom and of any injuries to the children or adults.
- Director/Designee evaluates the evacuation route to be sure that it appears clear of obstructions; then gives instructions to evacuate
- If possible and ONLY time allows, have children take jackets and coats.
- Staff should take the following items:
 - disaster supplies which are stored in the storage room
 - class/staff attendance sheets and visitor sign-in sheets
 - children's emergency and medical information/supplies
 - cell phone, if available.
- Staff should assemble children in pairs to evacuate the building (preferably one teacher leading the children and one teacher following behind). Infants and young toddlers will be placed into rolling evacuation cribs for evacuations.
- Have children sit down if possible. Take attendance; if safe to do so, search the building for anyone missing.
- If a gas leak or other incident that requires individuals be located further away from the child care occurs, have teachers move children to the pre-designated area or no less than one block from the child care.

The pre-designated location is 4618 N Adams

- Director will evaluate the situation with the help of responding agencies (fire, police, etc.) and determine if it is safe to enter the building. If not, determine if it is necessary to move to the alternate site location (follow *Site Evacuation* procedure as follows), or to stay put until it is safe to re-enter the building.
- Director/Designee will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.
- 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 storage room
 - class/staff attendance sheets and visitor sign-in sheets
 - children's emergency and medical information/supplies
 - cell phone, if available.
- Children will be taken to the alternate site location by walking to 4618 N Adams
- Once at the alternate site location, take attendance again. Teachers must remain with their group of children until the children are picked up by parents or emergency contacts.
- Director/Designee will continue to communicate with parents and coordinate pick-up of children.
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.

Fire Alarm/Emergency

If smoke or fire is seen or if there is another emergency requiring evacuation:

- Activate fire alarm if not sounding.
- Evacuate children, visitors, and staff (follow *Building Evacuation procedure* in this plan); drop and crawl to avoid smoke and close doors behind you; take the following items with you:
 - disaster supplies which are stored in the kitchen and storage room
 - 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.
- 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, assistants, family members, 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* in this plan.
- Director/Designee will notify parents of evacuation and alternate site location, if applicable.
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.

Suspicious Mail or Package

- Do not touch, smell, or taste unknown substances.
- Cover substance with paper, trash can, clothes, or other material.
- Evacuate room, seal off room, and mark room as "Dangerous".
- Wash hands thoroughly.
- 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/Designee will report incident to licensor, and complete incident report at earliest convenience.

Shelter-in-Place Procedure

Shelter-In-Place should be conducted when you are instructed to do so by emergency personnel or Emergency Alert System (EAS) broadcasts on 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 radio. Listen for emergency information from your local fire or police department.
- Director or facility maintenance person should 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 a damp cloth.
- 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/Designee should stay in touch with responding agencies/emergency personnel. 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/Designee will report incident to licensor, and complete incident report at earliest convenience.

Flooding

If center is in a flood prone area:

- During severe weather, director or designee will listen to radio 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* procedure in this plan.
- Director/Designee will notify all parents immediately.
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.
- Director/Designee will call insurance company (if needed)

Internal Hazardous Materials Accident

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.

- 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 911 or the hospital emergency room for additional instruction. Contact poison control center for common household product poisonings.
- Call 911 if not already done so.
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.

External Hazardous Materials Accident

- Call 911 immediately; have staff initiate the *Shelter-in-Place procedure* in this plan 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.
- Follow instructions given by responding agency for either *Shelter-in-Place procedure* or *Building and Site Evacuation procedure* in this plan.
- If evacuated, 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/Designee will report incident to licensor, and complete incident report at earliest convenience.

Gas Leak

****All staff should know where the main gas valve is for your facility, prior to any emergency****

If gas odor is detected:

- DO NOT activate the fire alarm system or any other electrical equipment. Notify center Director/Designee.
- Evacuate children and staff (see *Building Evacuation procedure* in this plan) and close doors behind you but leave a window open; take the following items with you:
 - disaster supplies which are stored in the kitchen and storage room
 - class/staff attendance sheets and children's emergency and medical information/supplies
 - cell phone, if available.
- Call 911 from outside the building.
- Move children to a designated away the child care. This location is 4618 N Adams. Take Attendance
- Have the following items ready for police and fire personnel:
 - Location of leak, if known and floor plan/internal systems information.
 - Number of children in care, staff, volunteers, and visitors
 - Knowledge of anyone remaining in the building
- Director/Designee 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* in this plan.
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.

Earthquakes and Tornados

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 an interior wall and cover your head with your arms. Instruct children to do the same.
- 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 *Building Evacuation* section of this plan if necessary) and close doors behind you; take the following items with you:
 - disaster supplies which are stored in the kitchen and storage room
 - 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/Designee will take attendance outside to account for all children and adults.
- Check utilities for disruption/damage (gas, water, sewer);
- Listen to radio 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).
- If it is decided to evacuate to an alternate location, post a notice indicating your new location, date and time you left; follow the *Site Evacuation* procedure in this plan. The notice will be posted accordingly.
- Call parents with center status information; if not possible, report center status information to local radio station KGA 1510 AM
- If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called if possible.
- Director/Designee will report incident to the licensor, at earliest convenience, and will complete a written incident report at the earliest opportunity

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

Intruder Alert Procedure / Lockdown / Building Lockout

From time to time, schools and child cares have been faced with the threat of unauthorized individuals entering the facility. An intruder is defined as any unauthorized individual who, through act or deed, poses a perceived threat to the safety and welfare of children and employees. If at any time you are dealing with a person you feel uncomfortable around or are fearful for your safety or the safety of others, then you may be faced with an intruder situation. If the intruder is already in the building, initiate the intruder alert procedure and lockdown. Children will be locked down WITHIN their classrooms. If there is suspicious or criminal activity occurring outside the facility, the child care will go into a building lockout. Doors to the outside will be locked and access restricted, but staff and children will be allowed to move between the classrooms inside the building, if necessary.

There are key recommendations to implement regarding a lockdown, including those conducted because of an intruder:

- It is important that all members of the building's staff understand, support and participate in the Intruder Alert, lockdown, or lockout procedures.
- It is important to practice these procedures in the facility several times per year, just as you practice fire drills.
- Lockdown information will be given to parents upon enrollment. Parents will be notified of all lockdown/lockout drills and events. The facility will provide written materials for parents to help children understand and cope.
- Parents will be given a pre-designated alternate pick up site if children and staff are evacuated. Parents should not try to enter the facility during a lockdown or lockout and may be kept away from the child care until authorities determine it is safe.

Building Lockout

If the suspected intruder is not yet in the building, an announcement will be made (or a bell sounded) which alerts the staff of potential danger. The announcement will be (*"This is a Code Red Emergency, repeat, this is a code red emergency."*)

- Any children outside the facility on the playground must be brought inside immediately.
- Immediately lock all exterior doors, close and lock all windows, and cover all windows.
- Director or designee will immediately call 911 and stay on the phone until help arrives; await further instructions from emergency response personnel.
- Keep children away from windows and doors.
- Staff will maintain (as best they can) a calm atmosphere in the building, keeping alert to emotional needs of the children. Activity within the building may continue, but no access to the outside is permitted.
- Teachers will keep all children in the building until an all-clear signal has been given.
- Upon arrival, the local police, in conjunction with the Director/Designee will assume controlling responsibility and may evacuate the building per police standard operating procedures or may allow parents to pick up children if deemed safe.
- When "All Clear" is heard, the Director/Designee will apprise the staff of the situation and counsel children. When the threat has been eliminated, normal activities should be resumed as soon as possible as instructed by the Director/Designee.
- Director/Designee will apprise parents of all lockdowns or lockouts whether practice or real.
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.

Intruder Alert / Lockdown

If a person(s) comes into the facility, assess the situation. If you are uneasy or suspicious of the person(s) immediately have someone call 911.

- **If a weapon is present, or suspected, DO NOT CONFRONT** – give pre-determined hand signal to another staff member for them to call 911 immediately. This signal is telephone. Initiate Intruder Alert / Lockdown Procedure.
- If **no** weapon is suspected, confront the intruder in the following manner:
 - Approach the individual in a non-confrontational manner with the assistance of another staff member
 - Introduce yourself and the person with you to the individual in a non-confrontational way
 - Ask the individual who they are and how you can be of assistance
 - Inform the individual of the policy that all visitors need to sign in and guide him/her to the area where that is done.
 - If the individual refuses, do not confront him/her. Give the other staff member the pre-designated hand signal to call 911
 - Initiate Intruder Alert / Lockdown Procedure.

If it is determined that the safety and health of children and staff are in jeopardy begin the *Intruder Alert procedure*.

- If the intruder is already inside the building, a hand signal (which has been predetermined and is known by all staff) shall be made to the first staff member seen. That staff member will pass on the hand signal to others throughout the building and will call 911. This hand signal is telephone.

Upon hearing the chosen intruder alert announcement the following steps must be implemented:

- Director or designee will immediately call 911 (if it has not been done already) and stay on the phone until help arrives. Await further instructions from emergency response personnel.
- Staff should quickly check the hall and restrooms closest to their classrooms to get children into the rooms.
- Lock all doors to classrooms (this includes exterior and interior doors), close and lock all windows, cover all windows and doors, and turn off lights; **if doors to hallway cannot be locked, use a doorstop or other wedge to keep the door closed from the inside.**
- Keep children away from windows and doors; position children in a safe place against walls or on the floor; position children behind a bookcase or turn a classroom table on its side to use as a buffer.
- Staff will maintain (as best they can) a calm atmosphere in the room, keeping alert to emotional needs of the children. (Tip: gather in a story circle behind the table and gather infants into one or two cribs (preferably on wheels) along with items to help keep them quiet, such as bottles, pacifiers, and small, quiet toys). Teachers will keep all children in the classroom until an all clear signal has been given.
- Emergency personnel will inform the site when it is safe to move about and release children from classrooms. Children should not be released to parents until an “all clear” has been called.
- Upon arrival, the local police, in conjunction with the Director/Designee, will assume controlling responsibility and may evacuate the building per police standard operating procedures.
- When “All Clear” is heard, the Director/Designee will apprise the staff of the situation and counsel with children. When the threat has been eliminated, normal activities should be resumed as soon as possible as instructed by the Director/Designee.
- Director/Designee will apprise parents of all “lockdowns” whether practice or real.

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, medical status, if appropriate
 - Physical and clothing description of the suspect
 - Time and location child was last seen
 - Vehicle information and direction of travel.
- Follow *Emergency Lockdown procedure* in this plan.
- Have child's information including picture, if possible, available for the police upon their arrival.
- Director/Designee will notify parents of missing child; inform parents of situation and steps taken.
- Director/Designee will report incident to licensor CPS, and write an incident report at earliest convenience.

Assault on Child or Staff

- Call 911. Staff member or teacher will stay with the victim.
- Director/Designee will follow *Intruder Alert Procedure* in this plan.
- Victim's family will be notified when safe to do so.
- Director/Designee will report incident to licensor, CPS, and complete incident report at earliest convenience.

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 the following:
 - Voice of male or female
 - Speech impediment or accent
 - What kind of background noise there is
- Note the following: Time _____ Date _____.
- What does the Caller ID say: _____.
- Try to get the attention of another staff member and have them initiate the next steps. Notify Center Director/Designee. Call 911.
- Initiate a lockdown; follow *Lockdown procedure* in this plan. If the decision is made to evacuate, follow *Building and Site Evacuation procedure* in this plan.
- Have teachers and staff glance around their area for suspicious items (DO NOT MOVE SUSPICIOUS ITEMS).
- Director/Designee will notify parents if evacuated or moved to alternate location.
- Director/Designee will report incident to licensor, and complete incident report at earliest convenience.
- All parents will be notified of incident.

Communicable Disease Outbreak

Symptoms of flu, for example, include fever, headache, extreme tiredness, dry cough, sore throat, runny or stuffy nose, and muscle aches. Nausea, vomiting, and diarrhea are also common in children with the flu. Flu is spread from person to person through coughs and sneezes and indirectly through contaminated objects. For this reason, it is very important to isolate children with flu symptoms and have their parents or guardians pick them up as soon as possible. During a flu outbreak, as determined by the local health authority, additional steps should be taken to prevent the spread of disease. Make sure to keep emergency disaster supplies and emergency contact cards handy.

- Check all children upon arrival for flu symptoms before the parents leave the child care. Any children who have these symptoms should not be permitted to stay at the child care and should be asked to leave with the parent/guardian.
- All staff, parents, and children should wash their hands with soap and warm water upon entering the child care.
- If a child or staff member develops flu-like symptoms while at the child care, physically separate the sick person.
- Call the parent/guardian to arrange for pick-up of the ill child. Insist that they come immediately.
- Plenty of fluids will be provided to ill children.
- Children and staff with symptoms will be asked to wear a mask. The staff member caring for the ill child will wear a mask.
- All persons at the child care should carefully follow recommendations for hand hygiene after contact with an infected person or the environment in which the infected person was.
- Those persons who are not involved in caring for the ill child will not enter the isolation area.
- Place all used tissues in a bag and dispose of with other waste. A bag will be placed next to the ill child in the isolation area for this purpose.
- All parents will be notified of the illness.
- Sanitize the environment in which the sick child/staff had been located. Sanitize any toys or objects the sick child handled. Other cleaning and sanitizing activities should be done at the normal times.
- Wash and sanitize any bedding that was used by the sick child. Care should be taken when handling soiled laundry (i.e. avoid holding the laundry close to your body) to avoid self-contamination. Wash hands after doing laundry.
- Soiled dishes and eating utensils should be cleaned and sanitized as usual.
- Any staff member or child who has been in the child care with a sick individual is at risk for developing influenza. Monitor staff and children continually for flu symptoms. Consult with healthcare providers to determine whether a flu vaccine, if available or antiviral prophylaxis should be considered.
- Keep in contact with the local health authority and the child care licenser to determine if and when the child care should be closed.
- Director/Designee will complete a written incident report at the earliest opportunity

Crisis Support

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 (and healthier) 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/Designee 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. Center should be reopened as soon as appropriate to provide normalcy back into the lives of children, parents and staff.
- 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, best friends, etc.).
- 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.
- 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 either included on the CD or as links with this plan on the website).
- Send a letter home to parents explaining the situation. Include specific factual information and information on how the child care is handling the situation. Include a handout on Typical Children's Reactions. Some parents will need to be contacted by phone, particularly if their child's reaction to the crisis is severe. Talk directly with the person picking up the child about the situation and possible reactions.
- Facilitate a staff meeting and, if possible, a parent meeting to provide information related to the crisis. The following are some suggested activities:
 - Assist with children's processing of information about the crisis
 - Provide counselors comfortable with working with young children and trauma to work with children/staff individually or in groups in a variety of locations
 - Provide support and counseling for parents
 - Provide childcare while parents attend support activities
 - 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 support 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. Allow children to be part of taking down artwork that was done by the missing person or a picture of them and replacing it with something else. This can be done days or weeks later.

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