



Lakeshore Little People's Place

Crisis/Disaster Response Plan

Crisis/Disaster Response Plan

INDEX

General Guidelines	3-4
Safe Zone	3
Building Evacuation	3
Site Evacuation	3
Shelter-in-Place.....	4
Emergency Lockdown.....	4
Specific Crisis Intervention Plan	5-7
Emergency/Crisis Procedures	5
Serious Injury, Accident or Serious Illness or Med. Condition.....	5
Snow and Storms.....	5
Power Outage.....	5
Fire Alarm/Emergency	5
Tornado Watch/Warning.....	5
Gas Leaks	6
Hazardous Materials Accident.....	6
Suspicious Mail or Package.....	6
Bomb Threat.....	6
Intruder Alert.....	7
Assault on Child or Staff.....	7
Missing or Kidnapped Child.....	7
Child Abuse	8
After Crisis Instructions	8

Crisis/Disaster Response Plan

The crisis disaster response plan gives staff step-by-step procedures on how to respond to crisis situations. A crisis is a sudden, generally unanticipated event that profoundly and negatively affects a significant segment of the childcare population and often involves serious injury or death. The psychological and emotional impact can be moderate to severe. Outside assistance may be needed. Crisis situations may include but are not limited to: serious accident/injury, death of a child or teacher, natural disasters (weather related), kidnapping, missing child or intruder alert.

In an event of a crisis situation, do not leave the location until it is under control and immediate danger to children is gone, or medical personnel or authorities take over. Alert the site director to the accident or incident you witnessed. Depending on the crisis, the site director may decide to Evacuate or initiate a "Shelter in Place". The procedures are as follows:

Safe Zone. The Safe Zone is an area outside assigned to each classroom as a safe place to gather during a building evacuation. This area is identified on the evacuation procedures posted in individual classrooms.

Building Evacuation. At times, it will be necessary to remove children from the building in such circumstances as fire, gas leak, etc. Please follow the following procedure regarding building evacuation:

- Staff will make a quick assessment of the situation in the classroom and of any injuries to the children or adults.
- The site director evaluates the evacuation route to be sure that it appears clear of obstructions.
- The site director will call 911.
- The site director gives instruction to evacuate or activates the fire alarm.
- If possible take children's jackets and coats.
- Staff must take the attendance record, sign in and out sheet, emergency cards and medical information/supplies. Staff should assemble children 2 by 2 to evacuate the building (preferably one teacher leading the children and one teacher following behind). Infants and Toddlers should be placed into rolling evacuation cribs.
- As your Safe Zone is reached outside, take attendance and ensure that all children have made it out of the building safely. If your group of children is in ratio without you, check with the site director to see if you can help anywhere else.
- Have children sit down if possible and keep them calm. Group games, singing and practicing motor skills can keep children's attention and minds off the crisis.
- The director will evaluate the situation with the help of responding agencies (fire, police, etc.) and determine if and when it is safe to enter the building. The site director will determine if it is necessary to move to the alternative location or stay put until it is safe to re-enter the building.
- The site director will notify parents immediately if evacuation will be long term or if children are moved to an alternate site location.
- The Site Director will report the incident to the licenser and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Site Evacuation. If it is determined that staff and children will be moved to an alternative site location, use the following guidelines:

- Each room will divide the children and assign them to one of the staff. This staff member will stay with those children until the crisis is over.
- Staff should bring the following items to the alternative sites: disaster supplies, class/staff attendance sheets and visitor sign-in sheets, children's emergency and medical information/supplies and a cell phone (if available).
- Children shall be transported by LLPP vehicles or other approved transportation as described in the Licensing Rules for Child Care Centers.
- Once at the alternative site location, take attendance again. Teachers must remain with their group of children until the children are picked up by parents or emergency contacts.
- The site director will continue to communicate with parents by phone to coordinate pick-up of children.
- The Site Director will report the incident to the licenser and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Crisis/Disaster Response Plan

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 as quickly as possible and take attendance once inside.
- Call 911. The site director should turn on and listen to the local radio stations and listen for emergency information from your local fire or police department.
- Stay alert to announcements from emergency personnel who may give you specific instructions.
- The site director will stay in touch with responding agencies/emergency personnel and will determine whether to stay or to evacuate.
- Have emergency supplies available as well as class/staff attendance sheets and visitor sign-in sheets, children's emergency and medical information/supplies and a cell phone if available.
- The site director or facility maintenance person should turn off all fans, heating, cooling, or ventilation systems and clothes dryers.
- Close and lock windows and doors. Close as many interior doors as possible. Close off non-essential rooms such as storage areas, laundry room, etc.
- If threat is related to vapor gases or other external hazardous materials, 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.
- If determined necessary, provide a minimal amount of breathing protection by covering mouths and noses with damp cloths.
- If there is danger of explosion, close the window shades, blinds, or curtains to avoid injuries. Keep children away from windows.
- Advise parents not to pick children up from the child care until the incident is over. The presence of parents searching for their children may cause confusion and lead to exposure to toxic chemicals.
- When the incident is over inform parents, take down plastic and turn the ventilation system back on.
- The Site Director will report the incident to the licenser and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Emergency Lockdown. The lockdown procedure is similar to the "shelter-in-place" procedure, but would be implemented in the case of an intruder alert.

- The site director will immediately call 911. Await further instructions from emergency response personnel. Staff will be informed when it is safe to move about and release children from your rooms. Children should not be released to parents until an "all clear" has been called.
- Staff should quickly check the hall and restrooms closest to their classroom.
- All children should be in their classrooms.
- Close and lock all doors and windows, close blinds on windows if available and turn off lights.
- Keep children away from windows and doors; position children in a safe place against walls or on the floor; a classroom table placed on its side may be used as a buffer to protect children.
- Staff will maintain (as best they can) a calm atmosphere in the room, keeping alert to emotional needs of the children. Use quiet toys if possible (for infants and toddlers, make sure to grab bottles and pacifiers).
- Staff will keep all children in the classroom until an "all clear" signal has been given by the site director.
- Upon arrival, the local police, in conjunction with the site director will assume controlling responsibility and may evacuate the building per police standard operation procedures.
- The Site Director will report the incident to the licenser and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Crisis/Disaster Response Plan

SPECIFIC CRISIS INTERVENTION PLAN

Emergency/Crisis Procedures. Please familiarize yourself with each emergency procedure. Your ability to perform the evacuations with accuracy is necessary to assure the safety of each child. The site director will give you advanced notice in the event of a drill, so that you may post a note to notify parents of the drill. This notice also gives you a sufficient amount of time to prepare the children, helping to reduce their stress levels.

Serious Injury, Accident or Serious Illness or Medical Condition. Staff shall immediately notify site director and make a verbal report to the licensing consultant within 24 hours of a serious injury, or accident, or a serious illness or medical condition occurring while a child is in care that results in emergency medical treatment at a health facility or hospitalization, or death. The staff member shall follow-up by completing the Incident, Accident, Illness, Death or Fire Report (BCAL-4603) submitting it within 72 hours of the incident to the licensing consultant (contact information in Site Director's office). **ANY medical care received as a result of accident or injury is considered emergency care even if brought in later by the parent, and the licensing consultant must be informed by above process.**

Snow and Storms. The Center will remain open during local school snow days. In extreme cases, the center may close due to weather. If this happens before operation hours, the closing will be posted on WZZM 13 and Wood T.V. 8. The site director, in consultation with the executive director, may also choose to close early because of snow or storm. In this case, the director will notify parents. If the weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the center staff will care for the child until such time as the parent/guardian or emergency contact person can safely claim the child. If the child cannot be picked up within 72 hours of the center closing, the director will contact police to transport the child to a Child Protective Services care site. The Site Director will report the incident to the licensor and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Power Outage. The site director will contact the building manager of the facility and call the local Public Utility Department. The center shall remain open if child care can be safely provided (a comfortable temperature maintained, safe food preparation and storage, etc). Flashlights and batteries are located in teacher's cabinets in individual rooms. 911 should be called if there is fire or other safety concern. Unplug all electrical equipment and turn off all but one light. The site director will notify parents if power outage will be long term and determine whether children and staff may need to be moved to an alternative location. The site director will report the incident to the licensor and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Fire Alarm/Emergency. An audible signal is sounded. Children line up and exit the building with their teacher according to plan. The site director checks the bathrooms and classrooms before exiting the building. Teachers must take the attendance record, sign in and out sheet, emergency cards and medical information/supplies. As your Safe Zone is reached outside, take attendance and ensure that all children have made it out of the building safely. The site director will have the following items ready for police and fire personnel: location of fire (if known), number of children in care, staff, volunteers, and visitors, knowledge of anyone remaining in the building and a floor plan and internal systems information. No one is to enter the building without the site director's permission.

If there is an actual fire or it is not safe to reenter, children will be brought to an alternative location. The site director will notify the staff of what alternative site location will be used for the specific site. The site director will notify parents as soon as possible if evacuation looks to be long term or if children are moved to alternate site location. In the event of an actual fire, the site director will report the incident to the licensor and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Tornado Watch/Warning. In the event of a Tornado Watch, staff will monitor the local weather reports. In the event of a Tornado warning, the children and staff move immediately to interior hallway and sit by walls with heads down. Staff will bring attendance records; sign in and out sheets, emergency cards and medical information/supplies. As soon as a safe place is reached, attendance will be taken to ensure that all children are present. The site director is responsible to check bathrooms and classroom. Children and staff will remain in hallway until warning is over. In the event of an actual tornado, the site director will report the incident to the licensor and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Crisis/Disaster Response Plan

Gas Leaks. If gas or odor is detected DO NOT activate the fire alarm system or any other electrical equipment. Notify the site director immediately. Children and staff should evacuate the building and may need to move to an evacuation location (see evacuation). Teachers will bring attendance records; sign in and out sheets, emergency cards and medical information/supplies. Call 911 from outside the building. Take attendance and ensure that all children have made it out of the building safely. The site director will turn off gas if possible and 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. Contact the building facility contact to obtain a floor plan and internal systems information. The site director will notify parents as soon as possible if evacuation will be long term or if children are moved to an alternate location. The Site Director will report the incident to the licenser and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Hazardous Materials Accident. In the event a person comes into direct contact with a suspected hazardous material, follow safety precautions listed on the container. For additional instruction, call the hospital emergency room or contact the poison control center at 1-800-222-1222.

If the hazardous material is outside the building, call 911 immediately and 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, and a floor plan and internal systems information. The site director will decide with the help of emergency personnel whether an evacuation is necessary. The site director will inform parents of the incident. The site director will report the incident to the licenser and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Suspicious Mail or Package. Do not touch, smell or taste unknown substances. Cover substance with paper, trash can, clothes or other material and wash your hands thoroughly. Evacuate and seal off the area and mark it "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 police. The site director will inform all parents of the incident. The Site Director will report the incident to the licenser and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Bomb Threat. If a call is received about a bomb at LLPP, 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? Try to gain information by listening for: the voice of a male or female, a speech impediment or accent, what kind of background noise there is and whether they are calling from a cell phone or land-line. Note the time and date of the call. Immediately instruct another staff member to call 911, without the caller being aware, or call as soon as the call is completed if others cannot be informed. Initiate lockdown procedure and confer with fire and police about evacuation and have floor plans available. Be aware of any suspicious items (do not move suspicious items). The site director will decide whether to evacuate or move to an alternative location, the site director will notify parents of the incident. The Site Director will report the incident to the licenser and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Crisis/Disaster Response Plan

Intruder Alert. 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 visitor who, through act or deed, poses a perceived threat to the safety and welfare of children and staff. If you are uneasy or suspicious of the person(s) immediately have someone call 911. If a weapon is present, DO NOT confront the person but give verbal instruction to another staff member to call 911. If it is unsafe to verbally instruct the 911 call, place your right hand over your heart and leave it there until another staff member recognizes the signal to call 911 and alert staff to follow lock down procedures. 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
- Inform the individual of the policy that all visitors need to sign in and guide them to the area where that is done
- If the individual refuses, give verbal instruction to another staff member to call 911. If it is unsafe to verbally instruct the 911 call, place your right hand over your heart and leave it there until another staff member recognizes the signal to call 911 and alert staff to follow lock down procedures.
- If children are outside when an Intruder Alert is called, or shots are heard/fired, teachers will quickly direct and move children back into the nearest classroom and implement Lockdown Procedures.
- Staff will keep all children in the classroom until an “all clear” signal has been given.
- Staff will complete and return incident reports to the site director.
- The site director will report the incident to the licensor and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Assault on Child or Staff. Call 911 immediately if medical treatment is needed or if police are required. Follow lockdown procedure. A staff member will stay with the victim until help arrives. The site director will notify the victim’s family as soon as possible. If medical treatment is required, the site director will call Child Protective Services. The site director will report the incident to the licensor and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Missing or Kidnapped Child. If a child becomes missing or there are signs of kidnapping, follow the following procedure:

- Call 911 immediately. Provide them with the following information: Child’s name, age and address, any physical 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 and the person with whom the child was last seen.
- Notify the site director and search the facility again (if kidnapping is suspected, staff will follow lockdown procedures).
- The site director will notify parents of missing children, verify that child is not with family or authorized person, and inform parents of situation and steps taken.
- The site director will report incident to licensor and Child Protective Services.
- The site director will implement the Crisis Response Plan.
- The site director will report the incident to the licensor and complete a written Incident, Accident, Illness, Death or Fire Report (BCAL-4603).

Crisis/Disaster Response Plan

Child Abuse. If child abuse is suspected, staff members are legally mandated to make appropriate calls to authorities. If abuse by a relative is suspected, you must **immediately** call Child Protective Services-Centralized Intake for Abuse and Neglect at **(855) 444-3911**. The information given by phone and report needs to be provided by the individual who actually has observed the injuries or had contact with the child regarding the complaint. Staff will also complete a Report of Actual or Suspected Child Abuse or Neglect (DHS 3200) and mail it to Centralized Intake for Abuse and Neglect, 5321 28th Street Court S.E., Grand Rapids, MI 49546. The document can also be faxed to 616-977-1154 or 616-977-1158 or emailed to DHS-CPS-CIGroup@michigan.gov.

If abuse by a non relative is suspected, you must also contact local law enforcement at **1-800-249-0911** in Ottawa County or **(269) 673-3899** in Allegan County.

The following information will be needed **if available**:

- Primary caretaker (parent and/or guardian) name and address.
- Names and identifying information for all household members, including the victim and alleged perpetrator, if known.
- Birth date and race of all members of household, if known.
- Indication about whether the alleged perpetrator lives with the child.
- Current home address and the address where the alleged incident happened, if different.
- Statements of the child's disclosure and context of the disclosure. For example, was the child asked about the injury or did he/she volunteer the information.
- History of the child's behavior.
- Why you suspect the child is being abused and/or neglected.

Note: Report forms may be used as legal documentation, ensure all information is factual.

To access the Report of Actual or suspected Child Abuse or Neglect (DHS-3200) or the Incident, Accident, Illness, Death or Fire Report (BCAL-4603) visit www.michigan.gov/childcare and scroll down to information for providers and select forms. They will be found under the childcare centers- required section.

Crisis Follow-up Plan

After Crisis Instructions. All staff, site directors, administration and board of LLPP will fully cooperate with local authorities.

All staff will maintain confidentiality. Staff will only discuss an incident with the site director, administration, LLPP consultant/council, police, or a licensing representative. All requests for information regarding emergency crisis situation from **any** media source (i.e.) newspaper, radio, or television should be directed to the President of the LLPP Board or the executive director. Under no circumstance should staff members talk with media representatives.

The site director will call the Executive Director to report any crisis situation. The Executive Director will contact the President of the LLPP Board as needed.

The President of LLPP Board may convene a meeting of the Human Resource Committee or the LLPP board. This group will evaluate the situation and set in place necessary action plans. Appropriate actions may include:

- Notifying staff members of crisis situation
- Disclosure notices to parents
- Preparing all statements to media
- Announce the availability of counseling/debriefing, pastoral care, or other community resources
- Follow-up report