

EARLY CHILDHOOD LEARNING CENTER/

RAINBOW CENTER

CRISIS/DISASTER RESPONSE HANDBOOK

The purpose of this handbook is to give the Early Childhood Learning Center and Rainbow 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.

All crisis/disasters will be followed up with a written incident report to the licensor; incident report forms are kept at the sign in and out area and in the office area. All parents will be notified of any crisis/disaster affecting the Early Childhood Learning Center. This policy was last reviewed and updated on: June 11, 2012

OUR CENTER’S ADDRESS IS: Rainbow Center

715 Dean Nicholson Blvd.

Michaelsen Hall Room 109

Ellensburg, WA 98926

OUR CENTER’S PHONE NUMBER IS: (509) 963-1366

OUR NEAREST CROSS-STREETS ARE: Dean Nicholson and North Alder

Center’s Address at Brooklane Village: Early Childhood Learning Center

1900 Brooklane STE 100

Ellensburg, WA 98926

Our Center’s Phone Number is: (509) 963-1744

Our nearest cross-streets are: 18th Street and Brooklane Road

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EMERGENCY PHONE NUMBERS

Emergency Assistance Number(s)

Police 911 Non-Emergency Kittcom Police (66) 925-8534

Campus Police (66) 963-2959

Fire/Medics 911

Kittitas Valley Hospital Emergency Room (66) 962-9841

Poison Control Center (66) 1-800-222-1222

Electricity- City of Ellensburg (66) 962-7124/ (66) 925-8534

Gas- City of Ellensburg (66) 962-7124/ (66) 925-8534

Water District-City of Ellensburg (66) 962-7230

CWU Property Manager (66) 963-3000

Local Radio Station-KXLE 1240 AM (66) 925-1240/ (66) 925-1488

Child Protective Services (66) 1-800-452-5367/ (66) 962-7740

Child Care Licensor: (66) 1 (509) 665-5289 Eva Freimuth cell (66) 509-750-1641

Local Health Department (66) (509) 962-7515

DEL Health Consultant (66) 1-509-225-6275 Yvonne Lewis

Alternate Site Location Nicholson Pavilion

Alternate Site Location 1st Nicholson Pavilion

2nd Music Building

Dean Nicholson Blvd and Walnut St.

ALTERNATE SITE LOCATIONS

1. Nicholson Pavilion on Dean Nicholson Blvd.

Evacuation would occur to this site in the event of needed long-term evacuation of building due to damage or gas leakage occurring during the disaster.

The building is a CWU Major Disaster staging area, offering bathrooms and showers, food access, and room for children/adults to be housed for a lengthy period of time.

2. Music Building on Dean Nicholson and North Alder

Site to be used if Nicholson Pavilion is not available.

3. Baseball fields located northeast of Nicholson Pavilion.

Fields are within walking distance in any weather conditions, are also out of air flow/wind paths that could send gases. Transportation pick-up point if needed to evacuate further from the area, or if long-term shelter and care is needed.

FIRE ALARM/EMERGENCY

If smoke or fire:

- Activate fire alarm if not sounding, located on wall outside the Rainbow Center entrance by handicapped bathroom. Located in back hallways at ECLC (by storage room).
- Evacuate children, visitors, and staff; drop and crawl to avoid smoke inhalation and close doors behind you; take the following items with you:
 1. Classroom attendance logs for each classroom (teacher)
 2. Staff attendance (work schedule quarterly), visitor sign-in log, children's files and Emergency notebooks (reception) also staff file box
 3. Emergency notebooks (teachers)
 4. Medical information/supplies (teacher)
 5. Lead staff takes cel phone and building keys
 6. Last person sweeps classroom, close doors, shut off lights, etc.
- Call 911 from outside the building
- Take attendance, if safe to do so, search the building for anyone missing
- Director or Lead Teacher will check area of concern and use fire extinguisher if safe to do so
- Have the following items ready for police and fire personnel:
 1. Number of children in care, staff, volunteers and visitors.
 2. Knowledge of anyone remaining in the building.
 3. Floor plan (included in notebook)
- If it is determined that the building is unsafe, move children to alternate site location, follow Alternate Site for Re-location Procedure on page 10.
- Director or Lead Teacher will notify parents of evacuation and alternate site location, if applicable.
- Director or Lead Teacher will report to licenser. Director or Lead Teacher will complete a written incident report at the earliest opportunity; incidents reports are stored in Disaster Notebooks.

GAS LEAK in Building

If gas odor is detected:

- DO NOT activate the fire alarm system or any other electrical equipment
- Evacuate children and staff, and close doors behind you; take the following items with you:
 1. Classroom attendance logs for each classroom (teacher)
 2. Staff attendance (work schedule quarterly), visitor sign-in log, children's files and Emergency notebooks (reception) also staff file box
 3. Emergency notebooks (teachers)
 4. Medical information/supplies (teacher)
 5. Lead staff takes cell phone and building keys
 6. Last person sweeps classroom, close doors, shut off lights, etc.
- Call 911 from outside the building.
- Notify center Director
- Move children to designated area: Nicholson Pavilion.
- Take attendance throughout evacuation process, at times when appropriate
- Call x3000 Facilities to have gas turned off.
- Have the following items ready for police and fire personnel:
 1. Location of leak, if known.
 2. Number of children in care, staff, volunteers and visitors.
 3. Knowledge of anyone remaining in the building.
 4. Floor plan.
- Director/Lead staff 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 Alternate Site for Re-location Procedure on page 10.

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 should be carried out:

- Teachers and staff check themselves and children for any injuries.
- Check evacuation routes for damage.
- Evacuate children and staff, close doors behind you; take the following items with you:
 1. Classroom attendance logs for each classroom (teacher)
 2. Staff attendance (work schedule quarterly), visitor sign-in log, children’s files and Emergency notebooks (reception) also staff file box
 3. Emergency notebooks (teachers)
 4. Medical information/supplies (teacher)
 5. Lead staff takes cell phone and building keys
 6. Last person sweeps classroom, close doors, shut off lights, etc.
- Staff will render first aid to those who need it.
- Director or Lead Teacher will take attendance outside to account for all children and adults.
- Contact x3000 to have at least two individuals (at least one trained in building assessment) inspect the exterior of the building. Report findings to the Director or Lead Teacher.
- Contact x3000 to check utilities for disruption/damage (gas, water sewer); if you smell gas, call x3000 to have gas turned off.
- Determine if it is safe for a rescue team to go into the building to locate anyone missing or injured.
- Listen to local radio station (KXLE 1240 AM) for information on the surrounding area.
- Determine status of emergency supplies and equipment.
- Call child’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 whether it is best to evacuate, 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 Alternate Site for Re-location Procedure on page 10.
- Call parents with center status information, if not possible, report center status information to local radio station (KXLE 1240 AM) for announcement over the air for parents to hear.
- If parents cannot be contacted within 4 hours, and the out-of-area contact is not available, Central Washington University will assume care (housing and food) for the child until parent and/or guardian can be reached and the child is released to such parent/guardian. Director or Lead Teacher will report to licensor.
- Director or Lead Teacher will complete a written incident report at the earliest opportunity; incidents reports are in Disaster Notebook.

“DROP, COVER, AND HOLD” will be taught and practiced with the children at least once a quarter.

BUILDING AND SITE EVACUATION

Building Evacuation:

- Make a quick assessment of the situation in the classroom and of any injuries to the children or adults.
- Director or Lead Teacher evaluates the evacuation route to be sure that it appears clear of obstructions.
- Director or Lead Teacher gives instructions to evacuate.
- If possible and time allows, have children take coats and shoes.
- Staff should take the following items:
 1. Classroom attendance logs for each classroom (teacher)
 2. Staff attendance (work schedule quarterly), visitor sign-in log, children's files and Emergency notebooks (reception) also staff file box
 3. Emergency notebooks (teachers)
 4. Medical information/supplies (teacher)
 5. Lead staff takes cell phone and building keys
 6. Last person sweeps classroom, close doors, shut off lights, etc.
- Staff should assemble children and toddlers with walking rope to evacuate the building and infants in disaster cribs (preferably one teacher leading the children and two teachers following behind with the cribs).
- Exit out classroom door or playground doors whichever is safest; go to center of playground by garden.
- Take attendance; if safe to do so, go back and search the building for anyone missing.
- Have children sit down if possible.
- If a gas leak or other incident that requires individuals be located further away from the Rainbow Center and ECLC, have teachers move children to the pre-designated area: Baseball field northeast of Nicholson Pavilion.
- Director or Lead Teacher will evaluate the situation with the help of responding agencies (fire, police, etc.) and determine if it is safe to re-enter building. If not, determine if it is necessary to move to the alternate site location (follow Alternate Site for Re-Location Procedure on page 10), or to stay put until it is safe to re-enter the building.
- Director or Lead Teacher will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location.

Alternate Site for Re-Location:

- If it is determined that staff and children will be moved to the alternate site, distant from the center location, assign children to a designated teacher.
- Children will be taken to the alternate site location by University supported transportation, call Campus Police at x2959 to arrange the necessary transportation
- 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 or Lead Teacher will continue to communicate with parents and to coordinate the pick-up of children, also communicating with CWU and local radio stations, etc.
- Student staff will remain under lead staff supervision until all children are in safe hands.

POWER OUTAGE

- Director or Lead Teacher will try to locate the problem and activate alternate lighting system; flashlights and batteries are located in each classroom, kitchen, reception and office areas.
- Call 911 if concerned about a fire or safety hazard.
- Unplug all electrical equipment; turn off all but one light.
- Director or Lead Teacher to contact facilities at x3000.
- 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 children?
 - How will you notify parents?
- All parents will be notified if power outage is prolonged beyond 60 minutes. Once the phone call contacts have been made, the center will close and not re-open until the next day if power is back on.

STORMS AND SNOW

- If CWU is closed ECLC and Rainbow Center are closed.
- If the center must close during the hours of operation because of snow or storm the director or lead teacher will notify parents.
- 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 1 hour of the center closing, the Director will contact police to transport the child to a Child Protective Services care site.
- Director will report to licensor.
- Director will complete a written report at the earliest opportunity; incident reports are stored in Disaster Notebook.

SHELTER IN PLACE PROCEDURE

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

- Gather all children inside.
- Call 911 if you haven't already done so, Director or lead teacher should turn on and listen to the regional or local radio station, listen to KXLE 1240 AM for emergency information from your local fire or police department.
- Director, Lead Teacher or Facility maintenance person turns 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 department, they 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 cloths.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains; to avoid injuries, keep children away from windows.
- Director or Lead Teacher should stay in touch with responding agencies and emergency personnel.
- Director, Lead Teacher, and emergency personnel in charge will determine whether to stay sheltered in place or to evacuate.
- Advise parents not to pick up from the center until the incident is over. The presence of parents searching for their children will only cause confusion and may lead to exposure from toxic chemicals. Once sheltered in place you will not want to open the door to let parents in and out.
- Once the incident is over, inform parents, take down plastic, and turn ventilation system back on.
- Director will write incident report to licenser
- Put signs on door to alert all parents we are in lockdown
- Director will complete a written report at the earliest opportunity. Incidents reports are stored in Disaster Notebook.

BOMB THREAT

During the bomb threat call:

- DO NOT HANG UP! KEEP THE CONVERSATION GOING AND ATTEMPT TO GET THE FOLLOWING INFORMATION:
 - Where is the bomb?
 - What time will it go off?
 - What kind of bomb is it?
 - Who are you?
 - Why is this going to happen?
- Listen For:
 - Voice of male or female.
 - Speech impediment or accent.
 - What kind of background noise is there?
 - Cell phone or landline.
 - Note time and date.

IMMEDIATELY AFTER THE CALL

- Call 911.
- Notify Director.
- Initiate a lockdown; follow Emergency Lockdown procedure page 14-15.
- Confer with police/fire personnel.
- Have teachers and staff glance around for suspicious items (DO NOT MOVE SUSPICIOUS ITEMS).
- If the decision is made to evacuate, follow Building and Site Evacuation Procedure, page 9.
- Director or Lead Teacher will notify parents if evacuated or moved to alternate location.
- Director will report incident to licensor.
- Director will complete a written incident report at the earliest opportunity. Incident reports are stored in Disaster Notebook.
- All parents will be notified of incident.

EMERGENCY LOCKDOWN AND INTRUDER ALERT PROCEDURE

From time to time, centers 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 employees. If at any time you are dealing with a person you feel uncomfortable around or are fearful for your safety or others, then you may be faced with an intruder situation.

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

1. It is important that all members of the building's staff understand support and participate in the Intruder Alert procedures.
2. It is important to practice the Intruder Alert procedure in the facility several times per year, just as you would practice fire drills.
3. 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 and may be kept away from the child until authorities determine it is safe.

Administrator Responsibilities-Intruder Alert

- 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, DO NOT CONFRONT**-give pre-determined hand signal to another staff member for them to call 911 immediately. The hand signal is police/officer. Think of the badge that police officers wear. Police: Tap the right "C" hand on the upper left chest twice.
- **If no** weapon is suspected, confront the intruders 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.
 - Rainbow takes person to office, sign in on notebook.

If it is determined that the safety and health of children and staff are in jeopardy:

- Intruder Alert Procedure: If the intruder is already inside the building, a hand signal shall be made to the first staff member seen. The staff member will pass on the hand signal to others through out the building and will call 911.
- If the suspected intruder is not yet in the building, an announcement will be made to alert the staff of potential danger. The announcement will be "Is the soup hot?"

- If children are outside when a “Code Red” is called, or shots are heard/fired, teachers will quickly direct and move children back into the facility and into the nearest classroom for lockdown.

Upon hearing the chosen lockdown announcement the following steps must be implemented:

- Staff should quickly check the hall and restrooms closest to their classroom to get children into the rooms.
- Lock all doors, close and lock all windows, cover all windows and doors.
- Keep children away from windows and doors; position children in a safe place against walls or on the floor, turn 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.
- Director or Lead Teacher will immediately call 911 and stay on the phone until help arrives. Await further instructions from emergency response personnel. You 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.
- Upon arrival, the local police, in conjunction with the Director or Lead Teacher will assume controlling responsibility and may evacuate the building per police standard operating procedure.
- When “All Clear” is heard, the Director or Lead Teacher 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 or Lead Teacher.
- Director or Lead Teacher will inform parents of all “lockdowns” whether practice or real.
- Director will report incident to licensor.
- Notice on sign in sheets after practice drill-noting time and type of drill.
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in the Disaster Handbook.

CRISIS RESPONSE

When a tragedy strikes, teachers and staff are torn between the need to deal with children's reactions at the same time they are coping with their own reactions. With some advanced planning, this process can be much smoother other than a surprise.

CRISIS: A sudden, generally unanticipated event that profoundly and negatively affects a significant segment of the center population and often involves serious injury or death. The psychological and emotional impact will be moderate to severe. Outside assistance may be needed.

- Director will determine whether or not to maintain normal schedules or set aside the normal schedule for an all out effort to deal with the crisis. Depending on the crisis, it may be necessary to close the center for the day.
- Director will determine if parent notification becomes an item of priority or can wait for a letter to go home in the evening.
- If center specific-Director will keep the local radio station (KXLE 1240 AM) informed as to the status of the center so parents will have accurate information.
- Identify high-risk children, staff and parents likely to be most affected by the news (e.g. children of the teacher who is deceased/injured or parents whose children are in the same class as the deceased).
- Gather and inform closest friends of the victims, provide support and information to them before a general announcement, include minimum details and note additional information will be forthcoming. Also prepare statement for telephone and media inquiries. Have someone who does not get overly emotional answer phones.
- Send a letter home to parents explaining the situation. Include specific factual information and information on how the center is handling the situation. Some parents will need to be contacted by phone, particularly if their child's reaction to the crisis is severe.
- Determine if additional community resources are needed to be on stand-by to effectively manage the crisis. It is essential to minimize the number of "strangers" standing around.
- Facilitate a staff meeting and, if possible, a parent meeting to provide information related to the crisis. The following are some suggestions:
 - Assist with children's processing of information about the crisis.
 - Provide counselors to work with children/staff individually or in groups in a variety of locations.
 - Provide support and counseling for parents.
 - Provide helpful, factual information to parents.
 - Have an individual assist with answering phone, providing information and handling non-media inquiries.
 - Maintain a record of offers of assistance and ensure that proper personnel respond.
 - Robb Lowery x1487 will deal with media/reporters promptly and factually.

- Provide information as requested by police, hospital, or other agencies.
- When appropriate, contact the friends/family of the deceased to get information regarding funeral arrangements and pass on information to center staff and parents who may wish to attend.
- Director will report incident to licensor.
- Director will report incident to Child Protective Services.
- Arrange for a child care/community debriefing 48-72 hours after the event.
- Director will complete a written incident report at the earliest opportunity; incident reports are stored in Disaster Handbook.
- Other considerations:
 - Have designated locations for the use of media, family, and workers, as needed.
 - Have transportation available to assist the family.
 - Young members of the victim's family should be cared for if possible.
 - Children and staff should be given permission to feel a range of emotions. Typically, individuals go through a sequence of emotional reactions. Following a crisis: High anxiety, denial, anger, remorse, grief, and reconciliation.
 - Provide for grief counseling through local Hospice program. Hospice Friends, phone number 962-7379.

EARLY CHILDHOOD LEARNING CENTER
EMERGENCY CONTACT INFO SHEET

DATE: _____

CHILD'S NAME: _____

PARENT/LEGAL
GUARDIAN: _____

ADDRESS: _____

PHONE: _____ CELL PHONE: _____

EMAIL: _____

EMERGENCY INFORMATION-MAJOR DISASTER ONLY
(CONTACT NEEDS TO BE SOMEONE OUT-OF-AREA, OR
OUT-OF-STATE THAT COULD MAKE EMERGENCY
CHOICES FOR YOUR CHILD AND ALSO HAVE CONTACT
WITH YOU AS THE PARENT.)

CONTACT NAME: _____

RELATIONSHIP TO CHILD: _____

PHONE: _____ CELL PHONE: _____

EMAIL ADDRESS: _____

Early Childhood Learning Center
INCIDENT REPORT FORM

DATE: _____ TIME: _____ LOCATION: _____

TO: _____ FROM: _____

Person in charge at site during incident: _____

Description of the incident/situation:

Employee/Child Status:

	Number in attendance	Number injured	Number sent to hospital	Number dead	Number released to parents	Number missing
Staff						
Children						
Others						

Signed by: _____ Date: _____

**CRISIS/DISASTER RESPONSE HANDBOOK
SIGNATURE PAGE**

My signature indicates that I have read and FULLY understand ALL of the information, rules, policies and procedures included in the ECLC/Rainbow Center Crisis disaster response handbook and that I agree to abide by the information, rules, policies and procedures as stated.

Name (please print): _____

Signature: _____ Date: _____

(Please return this page with your signature within five (5) days from the start of your employment with the Early Childhood Learning Center/Rainbow Center at Central Washington University.)