



EMERGENCY PREPAREDNESS AND RESPONSE MANUAL

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**LONG BEACH DAY NURSERY
EMERGENCY PREPAREDNESS AND RESPONSE MANUAL**

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INTRODUCTION

Dear Long Beach Day Nursery Employee:

This Emergency Preparedness and Response Manual is intended to serve as a guide to prevent or minimize damage and injury resulting from criminal acts or natural disasters. By incorporating the principles outlined herein, we can reduce and even forestall unnecessary loss of life and property.

In an emergency, city personnel may be unavailable or unable to respond in a timely manner. Therefore, we must all take responsibility for emergency preparedness and appropriate response.

Immediate, planned response by each staff member in an emergency situation will limit injury or damage and prevent further damage from occurring. If we are all prepared for emergency situations, we will be in a better position to successfully protect ourselves and the children we serve.

Let us all become familiar with this manual and practice the emergency procedures so we will be able to respond appropriately when faced with an emergency situation. Knowing that we are prepared for emergency situations will provide security and peace of mind.

Sincerely,

Patrice Wong
Executive Director

PURPOSE

The Emergency Preparedness and Response Manual is intended to serve as a reference guide in the event of an emergency such as riot/disorder/threatening individuals, bomb threat, hazardous materials, explosion, fallen aircraft, fire, natural disaster, national disasters, or other emergencies requiring the evacuation of Long Beach Day Nursery's (LBDN) buildings. In such emergencies, specific actions should be taken as detailed in this manual. All employees should be aware of and prepared to perform a prompt, safe and successful evacuation and respond to emergency responses as appropriate.

EMERGENCY ORGANIZATION

Chain of command:

The Executive Director of LBDN is the only authorized individual to assess the emergency situation and determine whether an emergency exists and requires the activation of emergency procedures.

Direction and control of the organization during a disaster will be the responsibility of LBDN administration and management as assigned and directed by the Executive Director, which includes but is not limited to the following personnel:

Executive Director
Human Resources Director
Finance Director
Program Director
Resource Development and Public Relations Director
Center and Associate Center Directors
Lead and Head Teachers

The Executive Director of LBDN may designate other personnel as necessary.

Public Information Officers

LBDN has designated the individuals in the following positions to act as public information officers for all communications with the media and the community during a crisis:

Executive Director
Resource Development and Public Relations Director
Program Director

Law Enforcement Liaisons

LBDN has designated the individuals in the following positions to act as law enforcement liaisons for all communications with Long Beach Police Department and Long Beach Fire Department during a crisis or emergency situation:

Executive Director
Human Resources Director
Center Directors

Emergency Contact Numbers

Long Beach Police Department	(562) 570-7260
Long Beach Fire Department	(562) 570-2560
Bay Alarm Security System	(800) 470-1000
Poison Control Center Emergency Line	(800) 222-1222
Poison Control Center Administrative Line	(858) 715-6300

COMMUNICATIONS

- The Center Director will post a sign with a notice of center closure in the event of a building emergency evacuation. The Center Director is also responsible for securing the building doors after evacuation and/or during a closure. In the absence of the Center Director, the Associate Center Director will be responsible for the above-mentioned duties.
- The Executive Director is responsible for the decision to change the answering machine greeting to an emergency message. At the Executive Director's discretion, the Center Director will set and record an emergency message on the Center telephone system in order to provide updated and detailed information regarding closure, any changed hours of operation, and/or further contact information based on the nature of the emergency. In the Center Director's absence, the Associate Center Director will be responsible for recording the emergency message.
- MEMORIAL BRANCH ONLY: The Center Director shall communicate with Long Beach Memorial Hospital's engineering department to set, record and activate an emergency message.

Please Note: If you or your employees have any questions about whether you should report to work during or following an emergency situation, please call or direct others to call the following senior management staff at:

Patrice Wong, Executive Director (213) 705-8449
Amy Bigelow, Program Director (562) 477-1512
Linda Blackshire, West Branch Center Director (562) 230-4431
Maria Corona, Memorial Branch Center Director (562) 335-1646
Carolynn Douglas, East Branch Center Director (562) 477-1681

Center Directors will also be provided with an emergency contact roster of employee names and phone numbers to be kept confidential and used only in emergency situations.

ACCOUNTING FOR PERSONNEL AND CHILDREN

Center Directors and Associate Center Directors will need to know when all personnel and children have been accounted for. This might be difficult during shift changes. The Center Director will check the employee and children rosters and inform the police or emergency response teams of any personnel or children believed to be missing.

EMERGENCY RESPONSE TEAMS

Emergency response teams are the first line of defense in emergencies. LBDN will assign personnel to these teams who are physically capable of performing duties that may be assigned to them. Depending on the size of the Center, there may be one or several teams trained in the following areas:

1. Use of Center fire extinguishers (All staff),
2. First Aid, including cardiopulmonary resuscitation (CPR) [All certified staff],
3. Shutdown procedures (Senior management staff), and
4. Evacuation procedures (All staff)

In addition to training for Emergency Response Teams members, all personnel should be trained in the following:

1. Evacuation plans
2. Shutdown procedures
3. Types of potential emergencies

These trainings will be provided as follows:

1. New equipment or procedures are introduced.
2. Procedures are updated or revised.
3. Exercises show that employee performance must be improved.
4. On an ongoing basis at least annually.
5. To all new staff.

FIRST AID KITS

The Center Director will keep a first aid kit at his or her center and will make sure everyone in the center knows where it is. The first aid kit should have all of the following items:

- Sterile bandages in assorted sizes
- 2 inch sterile gauze pads (4-6)
- 4 inch sterile gauze pads (4-6)
- Hypo-allergic adhesive tape
- 40 inch triangular bandages (3)
- 2 inch sterile bandages (3 rolls)
- 3 inch sterile bandages (3 rolls)
- Scissors and tweezers
- Moistened & antiseptic towlettes
- Antiseptic soap
- Antiseptic solution – Iodine compounds
- Antibacterial cream, such as Neosporin
- Water purifier
- Thermometer
- Tube of petroleum jelly or lubricant
- Safety pins in assorted sizes
- Latex gloves
- Insect repellent

Non prescription medications

- Aspirin and other pain reliever
- Antacid
- Benadryl
- Syrup of Ipecac (used ONLY if advised by Poison Control Center)
- First Aid Manual.

FOOD STORAGE AND SUPPLY

LBDN will store a 72-hour supply of nonperishable food in a dry place where the temperature is not above 70 degrees Fahrenheit and not below freezing and in areas that are safe, secure and easy to reach in most disasters.

LBDN will select foods that require no refrigeration, cooking and little or no water and food items high in calories and nutrition, which are also compact and lightweight and are appropriate for the ages of children and that children are most likely to eat.

LBDN will consider the special needs of those in our centers such as infants, or those on special diets and include appropriate food items if provided by parents/guardians. LBDN will label all food items with contents and dates and will replace them on a regular basis.

LBDN will also maintain supplies of disposable eating utensils and a non-electrical can opener.

In addition, LBDN will maintain updated records and will maintain proper documentation for all enrolled children with diabetes, allergies, or special medical conditions or needs, and will keep an emergency supply of their medications or other health supplies.

LBDN will keep special needs supplies on hand, for example: diapers and formula, prescription medicines, and other sanitation supplies. Entertainment supplies such as games and books will be stored as well.

WATER STORAGE AND SUPPLY

LBDN will maintain an adequate supply of drinking water to last the staff and children a minimum of 72 hours. LBDN will keep additional water for sanitation.

EMERGENCY SUPPLIES

LBDN will maintain at least a three – day supply in the six basic areas: water, food, first aid, bedding, tools and emergency supplies, and special items.

LBDN will keep on hand portable radios with extra batteries at each facility and maintain an adequate supply of personal hygiene and sanitation supplies, including toilet paper and paper towels. Note: It is the staff's responsibility to keep their own personal necessity items safely stored.

LBDN will store extra bedding and blankets to provide warmth and comfort if outdoors or inside utilities fail.

HELPING CHILDREN

Children experience trauma and fear during an emergency situation. If they know what to do because they have practiced center disaster drills, they are likely to stay calm.

During an emergency situation please do the following:

1. Keep children under your care together, DO NOT leave children unattended. If you must evacuate, take children with you.
2. Calmly and firmly explain the situation and the Center's plans.
3. Answer questions the children may have regarding the disaster.
4. Talk to children at eye level.
5. Reassure children that the situation is under control. Sympathize with them and work to alleviate their anxieties.

WHEN TO DIAL 9-1-1

Call 9-1-1 when you must have help immediately and you cannot contact your Center Director.

MEMORIAL BRANCH ONLY: Call Long Beach Memorial Hospital's security department.

STAFF RESPONSIBILITIES

All LBDN staff will be required to participate in emergency drills to train staff and children in the following procedures:

1. Identify children in your classroom who would require special assistance in the event of an emergency.
2. Assign a teacher to be responsible for these children according to the stated teacher-child ratio.
3. After each evacuation drill, allow a few minutes to review how staff followed procedures and participated in the drill.
4. All staff are required to stay in the center to assist in emergency procedures until dismissed by the Center Director.

FLOODING

1. Do not leave the building until instructed to do so by the Center Director and/or public officials.
2. Monitor announcements of Flood Watch or Warnings.
3. Check your staff and children rosters and report missing/injured staff and children to your Center Director.
4. Close or evacuate (see evacuation procedures page 25) facility if needed. Heed evacuation order from public safety officials.

UTILITY DISRUPTION

If utilities (water, heat, electricity) are disrupted in the Center, LBDN will make every effort to remain open. The decision to close the Center or delay its opening will be based on the following factors:

- The amount of natural light in the Center
- The temperature in the Center
- The ability and necessity of heating food and formula
- The risk to the health and well being of children and staff

The Center Director will notify the state licenser of the situation, if applicable, as mandated by the State Licensing Agency.

The Center may close or delay opening if the following conditions are present:

- Room conditions prevent adequate ventilation and breathing.
- The natural light in the Center is diminished to the point that children and staff are at risk.
- The main phone line will be inoperable for more than one day, and no auxiliary cellular phones are available.
- The nutritional needs of the children cannot be met.
- Live wires will require the immediate closing of the Center and the transfer of the children.
- Loss of water that disrupts appropriate diapering, hand washing, and toileting with clean running water.

Reporting Facility System Emergencies

In the event that any of the critical systems for the Center become inoperative, the Associate Center Director shall immediately notify the Center Director and/or the Executive Director. The Center Director will assess the situation and provide the necessary resources to correct the problem. If possible, the Center Director will arrange for temporary services, i.e. electrical power, portable toilets, drinkable water, etc., if the problem can not be corrected in a timely manner. If support is not available to the Center, the Executive Director shall make contact with the appropriate repair personnel and arrange for the necessary resources to correct the problem.

MEMORIAL BRANCH ONLY: The Center Director shall communicate with Long Beach Memorial Hospital's security department to estimate the duration of the event. If the duration of the event is likely to pose a sanitary or safety threat, or if the disruption would make the Center environment untenable, the Center may need to close early at the direction of the Executive Director.

In the event of a major incident involving a critical system, i.e., explosion, building collapse, electrical sparking, etc., call 9-1-1 and order an evacuation of the center.

RIOT AND CIVIL DISORDERS

1. Keep all children in classrooms.
2. Close all windows and lock doors.
3. Notify Center Director of incident.
4. Report any injuries to the Center Director.

BOMB THREAT

Calls of a threatening nature should be recorded as accurately as possible and reported to the police. Although most bomb threats are threats only, depending on the nature of the call, appropriate action should be taken to protect lives and property, including evacuation.

If you receive a bomb threat, try to extract as much information as possible and do the following:

1. Inform your Center Director, who will call 9-1-1 and report the threat. The Center Director will repeat any information the “caller” may have given.
2. Do not touch or handle any unusual objects you may find.
3. Issuance of orders to evacuate will be the decision of the Executive Director with consultation from the Police & Fire Departments and/or Bomb Squad. If you are ordered to evacuate, you may take personal belongings with you if time allows.
4. If instructed, evacuate children from the Center.
5. Review children and staff rosters and make a list of absent/injured children or staff.
6. If ordered to evacuate, do not return to the building until instructed to do so.

SUSPICIOUS ARTICLE

Evidence of a suspicious article, package, letter and/or any unusual objects should be reported to the Center Director immediately. The Center Director will notify the Executive Director and/or Department Directors; or call 9-1-1 if none of the aforementioned individuals are available. Keep calm, do not approach, touch or intend to move the article unless instructed to do so by police. Follow advice of police to determine appropriate procedures to take in the Center.

HAZARDOUS MATERIALS

Hazardous materials are substances that are flammable, combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant or radioactive.

If a hazardous materials accident occurs within close proximity of your Center, notify the fire department and follow safety directions. Stay in your classroom and follow next steps:

1. If ordered to evacuate, remove children under your care from the Center and do not return to the building until instructed to do so.
2. Review children and staff rosters and make a list of absent/injured children or staff.
3. Report any missing/injured children and staff to the Center Director.
4. In the event children must be moved further away from the building than the regular assigned area, make sure all children in your care stay together.
5. Follow directions from your Center Director.

EXPLOSION/FALLEN AIRCRAFT

In the case of an explosion and/or fallen aircraft please do the following:

1. All staff and children should immediately crouch under desks and tables with heads down, hands clasped on the back of their neck and forearms covering ears, with backs toward nearest window.
2. Do not sound fire alarm, unless there is a fire. Inform your Center Director immediately. The Center Director will notify the appropriate authorities immediately and notify the Executive Director as soon as possible.

FIRE

Upon detecting a fire, immediately activate the nearest pull fire alarm/call 9-1-1 and contact your Center Director and/or Associate Center Director immediately.

1. The Center Director and/or the Associate Center Director will notify the fire and police departments by dialing 9-1-1 if they have not been called.
2. If the fire is small (waste paper basket size) extinguish the fire by using water, blanket, fire extinguisher, etc. **DO NOT TAKE RISKS.** Personal safety and that of the children come first.
3. If the fire is larger, or if the smoke makes it difficult to determine the fire location, evacuate the area and report to the evacuation area. When possible, the Center Director shall notify the Executive Director of the situation.
4. Management and staff may extinguish small fires, if it is safe to do so. Teachers must keep all children clear of the area. Evacuate the building via the route on the Fire Drill Map.
5. Congregate well clear of the fire.
 - Keep clear of any fire fighting equipment.
 - Keep children and personnel out of access roads.
6. Review children and staff rosters and make a list of absent/injured children or staff and report injured/missing children and staff to Center Director.
7. Further action will be determined by the Executive Director.
8. Do not return to the building until instructed to do so.

Procedures For Conducting a Fire Drill

1. Inform the staff in advance.

- The Center Director or Associate Center Director will inform the staff that there will be a fire drill later in the day/week.
- The Center Director or Associate Center Director will inform the alarm company that there will be a fire drill.

2. Staff members talk to the children about the drill. Teachers talk to the children in their classroom about the bell/alarm, rules, and procedures for vacating the building.

3. Evacuate the building. When the alarm goes off:

Evacuating Infants and Toddlers:

- Children who are not walking are placed in an evacuation crib (three to four to a crib) and wheeled outside to the designated area.
- Toddlers (walkers) proceed immediately with staff to the outside designated area.
- Teachers count their children and take attendance sheets with them. No one can stop for coats or any other personal items.

Evacuating All Other Children: Teachers count their children and leave the building in groups, taking attendance sheets and emergency book with them. No one can stop for coats or any other personal items. Everyone should go to his or her designated place on the playground or other space. Once outside, teachers recount their children.

- ### **4. Retrieve information of parent/guardian names and phone numbers.** The teachers will take the classroom emergency books of all parent/guardian names and telephone numbers and take them outside.
- ### **5. Time the drill.** The Center Director and/or the Associate Center Director will time how long it took to vacate the building and check with each group to verify an accurate recount of all persons.
- ### **6. Return to the building.** The Center Director or Associate Center Director will give approval to re-enter the building. The Center Director, Associate Center Director, Receptionists, and Cooks will help with infants and toddlers if necessary.
- ### **7. Document the Completed Fire Drill.** The Center Director and/or the Associate Center Director will complete written documentation that contains the specifics of the drills: date, time to vacate building, weather conditions.

Special instructions for administrative staff located at the West branch

1. The Executive Assistant will take the donor database and back up CD.
2. The Finance Clerk will take the network system back up tape outside.

In the absence of either individual, the Executive Director may designate any available management or administrative staff to fulfill these responsibilities.

EARTHQUAKE

During an earthquake, it is important to keep calm (most injuries occur as people are entering and/or exiting buildings) and to proceed as follows:

1. If you are inside with the children or by yourself, stay there.
2. Get the children under your supervision, crouch under a solid object, such as a desk or sturdy table, and cover your head with your hands and arms. If no solid object is available, stand in a doorway or against an interior wall. Stay away from windows, exterior walls, and objects that could fall on you (lighting fixtures, bookcases, etc.).
3. Do not be surprised if the electricity goes out. STAY CALM and remain where you are until shaking stops.
4. You are generally safer inside; however, if you are outside, stay there. Move children and staff away from trees, buildings, telephone lines, and electrical lines. Seek an open area. Do not enter the building until instructed to do so.
5. Account for all children and staff under your supervision and report missing/injured persons to Center Director immediately.
6. Render first aid as necessary.

MAIL HANDLING HAZARDS

Suspicious mail can be determined by:

1. Handwritten, with no return address.
2. Lopsided or lumpy mail.
3. Sealed with excessive amounts of tape.
4. Marked "Personal" or "Confidential."
5. Excessive postage.

Actions recommended:

1. Do not handle letter or package. Isolate it in area where received and contact your Center Director.
2. Wash hands with soap and water.
3. The Center Director will notify the local law enforcement agency.

POISON CONTROL

To prevent poisoning

Do not leave children unattended.

Be aware of all potential hazards in your Center.

Teach children to ask questions before putting anything in their mouth.

If poisoning occurs

Stay calm. Contact Center Director and call the **Poison Control Center at (800) 222-1222**.

Inhaled Poisoning

Immediately get the victim to fresh air. Avoid breathing fumes. Open doors and windows wide. If victim is not breathing, start CPR.

Poison on the Skin

Remove contaminated clothing. Call the Poison Control Center. Flood skin with water for twenty minutes. Then wash skin gently with soap and water.

Poison in the Eye

Flood eye with lukewarm (not hot) water poured from a large glass 2 to 3 inches from eye. Repeat process for 15 minutes. Have the victim blink as much as possible while flooding eye. Do not force the eyelid open.

Swallowed Poison

Call the Poison Control Center for instructions. Do not give any fluids to victims who are unconscious, having convulsions or who cannot swallow.

DISASTER DRILLS AND PROCEDURES

Center Directors will schedule regular drills at least once a month, including provisions for fire, earthquake, shelter in place relocation and evacuation. Center Directors and Associate Center Directors will document all drills in accordance with Community Care Licensing Division section 101174 (d) for Child Care Centers.

RECOVERING FROM A DISASTER

All staff will assist in psychological or physiological recovery by giving children and adults correct information about the disaster, preparing for additional events (such as earthquake aftershock), providing opportunities to talk and share feelings with others at the Center and facilitating communication with loved-ones or family members outside the Center.

The following activities will assist in returning LBDN to normal operations:

1. Senior management staff will perform an initial assessment and damage inspection of the Centers in all interior and exterior areas.
2. LBDN will retain a licensed psychologist to assist in emotional recovery of the children and affected staff.
3. LBDN will retain a licensed structural engineer, architect or building inspector if necessary to assist in a detailed safety inspection of our Centers.

COMMUNICATING WITH THE LICENSING AGENCY

LBDN will report, as required by Title 22, all unusual incidents by telephone within 24 hours to Community Care Licensing. After communicating an unusual incident report by telephone, a written report explaining in greater detail the event must follow within seven days. Communicating with the licensing agency will be one of LBDN's priorities if we have damage to our buildings, need to relocate, or have injuries or deaths involving children or adults. Communicating with the licensing agency will be the responsibility of the Center Director unless otherwise instructed.

MEDICAL EMERGENCIES

Life Threatening Medical Emergency means that the patient requires immediate medical intervention to stabilize and prevent the medical condition from deteriorating. Examples of life threatening medical emergencies are: compound fractures; severe lacerations; internal bleeding; severe burns; difficulty in breathing; heart problems; shock; severe allergic reactions to insect bites/foods, medications; poisonous plant contact or animal bites; ingestion of chemicals/poisoning; and unconsciousness.

Procedure For Life Threatening Emergencies

Person finding injured or ill persons shall:

- Remain calm, render first aid, and call for help. Do not move the injured or sick person unless his/her safety and health are at risk.
- Call 9-1-1 for emergency medical services and report the incident. Stay on line with the dispatcher and provide information as requested.

Center Director, Associate Center Director or designee shall:

- Report the incident to the Executive Director and call 9-1-1 if they have not already been called.
- Assign an individual to meet the emergency medical personnel to guide them to the location.
- Pull the “Emergency Contact” form of the injured from the files and provide it to the emergency medical personnel upon arrival.
- Assign a staff member to accompany the patient to the hospital.
- Make notification to applicable emergency contact of the patient.
- Insure that the appropriate paperwork is completed.
- Contact the following to report the incident:
 - Human Resources and/or Licensing Representative, if necessary
- Maintain communications with staff member assigned to stay with the patient for progress reports.

Notifying a Parent/Guardian or Relative

The parent/guardian or relative of a sick or injured child or employee should be contacted by telephone as soon as possible. The Center Director, Associate Center Director or caregiver should continue to try to reach a parent/guardian or emergency contact. However, whether or not he or she is able to contact a parent/guardian or emergency contact, the child should still be taken to the hospital whenever a medical emergency exists.

OTHER EMERGENCIES

In the event of other emergencies such as severe storms, wind, etc., please proceed as follows:

1. Keep all children inside the classroom until the nature and extent of the damage is judged.
2. The Executive Director will advise as to what action will be necessary. Once determined how LBDN will proceed, Center Directors will notify parents and staff as to what action is necessary.

Potentially Violent Situations

A potentially violent situation (i.e., hostage situation, disgruntled person, unstable custody) may be cause for a selective evacuation procedure. The premise behind a selective evacuation is that it enables large numbers of children and staff to move out of harm's way when an individual is on-site who is potentially violent.

If a potentially violent individual gains access to your facility and leaves:

1. Immediately call 9-1-1/Police and notify the Executive Director.
2. Indicate to the Executive Director and the Center Director that you may have a condition for a selective evacuation (this may be within the building if the potentially violent person does not leave the area). If you have any reason to believe the individual has a weapon, order a selective evacuation from non-affected areas (this may be another room within the facility).
3. If the individual cannot be isolated and chooses to leave the premises, allow them the freedom to exit, making sure to note their car make and model, license plate, and the direction of their travel. Communicate this immediately to the 9-1-1 dispatcher.

Note: If the individual is leaving and taking a child or staff member, it is still often better to let the individual leave rather than prompt a confrontation that would increase the risk of injury.

If a potentially violent individual gains access to your facility and remains:

1. Immediately call 9-1-1/Police and notify the Executive Director and seek advice on how to handle the situation.
2. Indicate to the Executive Director and Center Director that you may have a condition for a selective evacuation. If you have any reason to believe the individual has a weapon, order a selective evacuation, if possible.
3. Try to isolate the potential aggressor from as many adults and children as possible without risking your own life. Seek to draw the individual(s) to the office, break room, conference room, or other less populated space. If the individual has entered a classroom, seek to draw him into the least utilized portion of the room.

4. If comfortable doing so and if does not pose a risk to anyone, engage the potential aggressor in agreeable conversation to de-escalate the situation.
5. Remain calm and be polite.
6. Do not physically restrain or block their movements.
7. While you are engaging the potentially violent individual, other available persons should direct unaffected classrooms to move to locations around the facility that are farthest from the incident point. This selective evacuation should proceed room-by-room and as orderly and quietly as possible, being careful to use routes not visible to the incident point.
8. The Associate Center Director should also make sure no other individuals, other than emergency personnel, enter the space where you have isolated the potentially violent individual.
9. Once the police arrive they will take over the situation, negotiate and dictate further movements.
10. If a decision is made to relocate to an alternate site while negotiations go on, follow the appropriate evacuation procedures.

Random Acts of Violence

If the Center is affected by random acts of violence (e.g., drive by shooting), implement the following:

- Remain calm.
- Notify your Center Director and/or immediately call 9-1-1 and call the Executive Director.
- Staff members will alert other staff personnel of the problem.
- Alerted staff members will close the doors of their areas of responsibility and have the children lay on the floor.

Disgruntled Employees, Parents/Guardians, or Parent's/Guardian's Authorized Representatives

The safety of staff and the children we serve is of the utmost importance to LBDN. In the event of having to deal with Disgruntled Employees, Parents/Guardians, or Parent's/Guardian's Authorized Representatives, implement the following:

- Remain calm.
- Remain polite.
- Notify your Center Director.
- Staff members who observe the problem will go to the Center Director's office and report the incident.
- Staff members will alert other staff personnel of the problem.
- Alerted staff members will close the doors of their areas of responsibility.
- If the disgruntled individual's child is immediately known, move the child to another room, out of sight.
- Release the child only to the other parent/guardian or alternative authorized representative in accordance with Center procedures.
- Report the incident to the Center Director immediately.

Impaired Parents/Guardians, or Parent's/Guardian's Authorized Representatives

If you have reasonable cause to suspect that any person picking up a child is under the influence of alcohol or drugs, or is physically or emotionally impaired in any way and may endanger a child, you may have cause to refuse to release the child. If so, request that another adult be called to pick up the child or call the numbers listed on the Identification and Emergency Information.

In the event of having to deal with impaired parents/guardians, or parent's/guardian's authorized representatives, implement the following

- Remain calm.
- Remain polite.
- If the person becomes agitated and/or confrontational, notify your Center Director and/or immediately call 9-1-1 and notify the Executive Director.
- Staff members who observe the problem should notify the Center Director.
- Staff members will alert other staff personnel of the problem.
- Alerted staff members will close the doors of their areas of responsibility.
- Release the child only to the other parent/guardian or alternative authorized representative in accordance with Center procedures.
- Report the incident to the Center Director and the Executive Director.

Hostage Situations

Although considered improbable, the Center may be subject to hostage situations either from disgruntled employees, parents/guardians, parent's/guardian's authorized representative, or other people. In the event of a hostage situation:

- Remain calm.
- Remain polite.
- Follow the hostage takers instructions.
- Do not resist.
- **ANY** available staff member will notify the Center Director.
- Staff members will alert other staff of the problem if time permits-**DO NOT PUT YOURSELF IN DANGER.**
- Alerted staff members will close the doors of their areas of responsibility.
- If staff members believe it is safe, evacuate children from the Center moving in the opposite direction from the incident. Report your location to your Center Director immediately.

Perimeter Issues

Administrative Procedures for Playground Clearance (i.e., protest/riot adjacent to facility, toxic spill, sniper, suspicious parked vehicles, loiterers)

- Notify the Center Director and/or call local authorities to investigate the situation and consult with them to determine the level of potential crisis.
- If the situation is of marginal concern or greater, require that the entire Center remain inside. Immediately require any groups outside to come inside.
- Lower blinds to further obscure visibility and consider bringing those classrooms in the direct line of site into the “core” play space or another classroom/area until the situation is resolved.
- Be prepared to fully evacuate the facility should emergency services make this request. Consider whether existing evacuation routes will suffice or if an alternate route must be taken due to the location of the incident. Make staff aware of any changes to their evacuation routes if necessary.
- Coordinate your actions with support services (police, fire dept., bomb squad) based on the nature of the incident.

Identifying strangers in the building

The receptionist will ask any unfamiliar person as to whom they are visiting and announce the visitor to the person. All visitors, including but not limited to vendors, students, and staff from different sites, must sign in at the front desk. Ask anyone who seems to be wandering in the building who they are here to see. We would prefer to offend someone unintentionally than to allow an uninvited and unauthorized individual into our Nursery areas.

Verbal Abuse

If someone (whether a parent/guardian, employee, or other individual) approaches your desk, work area or classroom, or enters your work area or classroom in an angry fashion, begin by assuming that a rational approach will calm them down, then proceed as follows:

- Allow them to express their anger.
- Do not take the anger personally.
- Empathize – tell them that you understand how they could be frustrated with the situation.
- Listen carefully to their complaint(s), ask questions, and rephrase/repeat back to them to ensure understanding.
- Work with them to find a solution, including referring them to a person who can help them if you are not able to.

If these steps do not work, and the individual continues to be verbally abusive, ask your Center Director to address the situation/individual.

Physical Threats

Any threat of violence against you, the children, or LBDN will not be tolerated. Notify your Center Director who will deal with the situation. In the event of a situation that warrants police involvement, call 9-1-1 and contact the Center Director immediately.

Telephone Threats

If, in the process of talking to someone by telephone, you receive a threat against yourself, the children, a parent, other staff or the building, notify the Center Director immediately. The Center Director will assess the situation and handle it accordingly.

MISSING CHILD

- Immediate notification to the Center Director.
- Conduct a search of all areas of the facility, including closets, cabinets, etc., and the immediate surrounding area.
- Notify the Executive Director as soon as possible and make all other required notifications.
- The police should be made aware once an initial search of the facility has been made and rapid attempts have been made to confirm whether or not a family member may have picked up the child. Continue searching while waiting for the police.
- The Center Director and Associate Center Director are to remain at the Center as the point persons and to gather information/description of the child to share with authorities.

OVERALL EMERGENCY ROLES AND RESPONSIBILITIES

In the event of an emergency situation, the Center Director, with the approval of the Executive Director, shall declare an emergency situation and institute the appropriate response actions. In the event that the Director is not available, the next person in authority shall assume the responsibilities of the Director.

Center Director

Alternate: Associate Center Director

1. Work with senior management staff and local emergency agencies to arrange for evacuation locations and transportation away from the Center.
2. Familiarize all staff with the Emergency Preparedness and Response Manual and ensure effective implementation.
3. Ensure that the Center's practice drill program is implemented and documented.
4. Ensure supplies and equipment are present and checked at least monthly.
5. Review each emergency situation to ensure that proper reports are completed and appropriate action is taken to prevent repetition of any ineffective efforts.
6. Act as team leader in an emergency situation. Identify the emergency situation and recommend the course of action to senior management staff.

Associate Center Director

The responsibilities of the person “Next in Charge” are to assist the Center Director during an emergency, and in the absence of the Center Director, assume all responsibilities.

1. Become familiar with the Emergency Preparedness and Response Manual.
2. Provide complete emergency response training to employees on a regular basis and updates as necessary.
3. Take the lead in tracking all training to update and check the accuracy of current emergency response procedures.
4. Work with the Center Director to investigate and evaluate each emergency situation to prevent repetition of ineffective efforts.
5. See that all injuries and issues are attended to immediately and referred to the Center Director to determine if contact with Community Care Licensing or other authorities is necessary.
6. Coordinate a regular plan of inspection of work areas to detect unsafe conditions and work practices.
7. Act as team leader in an emergency situation. Identify the emergency situation and recommend the course of action to senior management.

Employee responsibilities:

1. Notify the Center Director of emergency situations as you become aware of them.
2. Follow emergency procedures as outlined and directed by Center Director or the person in charge.
3. Supervise safety and well being of the children in your care.

CENTER EVACUATION PROCEDURES

The following measures should be taken during an evacuation:

- Check attendance and compile an accurate attendance list. Use list during evacuation and take it along during transport to host facility.
- Account for all children, staff, and visitors during the evacuation process.
- Transport all necessary medications, supplies, records, emergency numbers, and cell phones.
- Coordinate all actions with community public safety and/or emergency management officials.
- Confirm required transportation resources and arrival time.
- Determine host facility based on situation.
- Pre-determined assembly area nearby requiring short walk or transportation.
- Contact host facility with estimated time for arrival of children and staff.
- Notify families of evacuation and host facility information, if possible.
- Make arrangements for support of children at host facility until reunited with families or return to evacuated facility.

Specific Duties and Responsibilities for Evacuation or Drills

Definitions of people responsible during an evacuation:

1. Emergency Assembly Area - An area outside the Center building that is designated for assembly of the building occupants in the event of an emergency.
2. The Center Director is the designated Evacuation Chief and is responsible for the evacuation of Center building occupants.
3. All Head Teachers and any other Center personnel not counted in the ratio at the time are “**Searchers**” - The searchers are responsible for checking that all occupants have evacuated the Center building.

The Center Director, Associate Center Director and any other Center employees not counted in ratio will assist in all duties and responsibilities as designated by the Center Director.

The Center Director (Evacuation Chief) is responsible for notifying building occupants to initiate evacuation of the building, ensuring that the building has been safely evacuated, and for ensuring accountability for all occupants.

Evacuation duties:

- Initiate evacuation procedure by either pulling the fire alarm box and/or notifying building occupants through the intercom system, if available.
- Report to the designated assembly area.
- Ensure searchers carry out their assignments.
- Ensure accountability of building occupants.
- Determine if evacuation area provides adequate safety of children. Initiate further evacuation to other facility if necessary.

- Coordinate with the City Emergency Response personnel as needed.

The Associate Center Director/2nd in charge primary responsibility is to ensure that all Center occupants assigned to their area are evacuated when necessary and accountability is reported to the Center Director (Evacuation Chief).

Pre-evacuation duties:

- To be knowledgeable of the duties of the Evacuation Chief and searchers.
- To have access to a list of all occupants in their area for accountability purposes.
- To ensure all exits are marked, unobstructed, and signs are lit (if applicable).
- To check that all evacuation signs are posted and are accurate.

Evacuation duties:

- Maintain order during the evacuation.
- Ensure the searchers perform their duties as assigned.
- Provide accountability for all occupants in their assigned areas and report results to the Evacuation Chief.
- Stay with the evacuated group until notified by emergency response personnel.

Any center employees other than the Center Director and Associate Center Director who are not counted in ratio at the time (**Searchers**) are appointed by the Center Director and are responsible for ensuring that all occupants in their assigned classrooms/areas safely and properly evacuate to their designated assembly areas.

Pre-evacuation duties:

- Pre-plan all areas that require searching in the event of an emergency; i.e., restrooms, closets, structures on playground areas, etc.
- Be knowledgeable of the responsibilities of searchers.

Evacuation duties:

- Upon notification of an evacuation, all employees should begin assisting with the orderly evacuation of occupants.
- A staff member from each classroom should conduct a thorough search of assigned areas when occupants have evacuated, reporting findings to the Center Director for their area.
- Assist the Center Director and Associate Center Director as necessary.

EMERGENCY EVACUATION PLAN

The decision to evacuate the Center will be made by the Executive Director or in the absence of the Executive Director, the Program Director and/or the Center Director will assume this responsibility.

When the decision is made to evacuate the Center building, the Executive Director will make the announcement in the most expeditious way possible to Center Directors that all persons are to evacuate to their assigned assembly area and await further instructions.

Center staff will evacuate their children as follows:

Infants

Put up to four non-mobile babies in an evacuation crib and move children to the evacuation assembly area. Take attendance sheets, child rosters, and information sheets. For inclement weather, *if possible*, take appropriate supplies to protect the infants.

Toddlers and Preschool

Gather children in a group and supervise an orderly evacuation to the designated assembly area. Take attendance sheets, child rosters, and information sheets. For inclement weather, *if possible*, take appropriate supplies to protect the children.

Center Searchers will assist the staff with the evacuation and then proceed to perform their assigned duties.

Note: Under no circumstances are staff to stop for any of their own or children's personal belongings, including, jackets, shoes, etc.

Center Accountability Process

In the event of an evacuation, if it is available, the Center Director (Evacuation Chief) will take a printout of the children and employees enrolled in the Center, a list of staff and a list of the visitors in the building. These lists will be taken to the designated assembly areas and attendance will be taken.

The Center Director (Evacuation Chief) will notify appropriate authorities; i.e., City Fire Department, Police Department, of the results and report any missing children, staff or visitors, providing information as to possible locations.

Special Instructions for Administrative Staff located at the West Branch

In the event of evacuation, the Executive Assistant will take the donor database backup CD and the Finance/HR Assistant will take the network system backup tape to the host facility. Safekeeping of these items will be the responsibility of both these individuals in order to ensure maximum recovery and continuation of automated business systems once it is determined safe and necessary to resume business operations. In the absence of these two individuals, the Executive Director may designate any other management or administrative staff to fulfill these responsibilities.

GUIDELINES ON HANDLING MEDICAL EMERGENCIES

The following information is provided as a quick reference to help you make decisions in a stressful emergency situation. This information is by no means intended to substitute for adequate first aid training. It is advised that staff involved in the direct care of children maintain current certification in First Aid and CPR for infants and children.

By applying standard principles of action in every medical situation, staff can prevent further harm and avoid overlooking factors that may affect a child. It is important for staff to recognize signs and symptoms requiring immediate action and ambulance transport to the nearest hospital emergency department, as opposed to those that are not emergencies and can be treated at the Center and/or while waiting for the child to be picked up. The teacher who is with the child should provide first aid according to the principles of emergency action.

Medical Emergency Conditions

Listed below are some examples of conditions that are considered serious medical emergencies requiring immediate medical care by a health care professional. Call an ambulance and then notify the child's parent/ guardian immediately for any of the following:

- Semi-consciousness (able to arouse but extremely lethargic) or unusual confusion.
- Breathing difficulties including:
 - a) Rapid, noisy breathing (barking, gurgling or crowing sounds, severe wheezing),
 - b) Labored breathing (takes so much effort that child cannot talk, cry, drink, or play).
- Severe bleeding (large or multiple wounds that cannot be controlled with direct pressure).
- Unequal pupils (black centers in eyes).
- First-time seizure or seizure lasting more than 10 minutes in a child with a known seizure disorder.
- Injury that causes loss of consciousness.
- Neck or back injury.
- Continuous clear drainage from the nose or ears after a blow to the head.
- Non-injury-related severe headache, stiff neck, or neck pain when the head is moved.
- Hives (a rash that looks like welts) that appear quickly, especially if hives involve face, lips, tongue, and/or neck.
- Very sick-looking or sick-acting child who seems to be getting worse quickly.
- Repeated forceful vomiting after eating in an infant under four months of age.
- Severe abdominal pain that causes the child to scream.
- Abdominal pain without vomiting or diarrhea following a recent blow to the abdomen or a hard fall.

- Possible broken bones, especially if the child shows symptoms of shock or the body part cannot be adequately splinted or otherwise immobilized for transport by parent/guardian.

The teacher should apply appropriate first aid measures for all medical emergencies and minor illnesses or injuries and should immediately notify Center Director and Parent/Guardian.

NOTIFYING PARENT/GUARDIAN

The parent/guardian of a sick or injured child should be contacted by telephone as soon as possible. The Center Director or a staff member should continue to try to reach a parent/guardian or emergency contact. However, whether or not he or she is able to contact a parent/guardian, the child should still be taken to the hospital whenever a medical emergency exists and the medical information pertaining to the child should be provided to the emergency facility.

GUIDELINES ON DISMISSING STAFF DURING EMERGENCIES

During a Center emergency staff will be dismissed as follows if teacher-child ratio permits it:

1. Staff with children under 5 years old.
2. Staff with children under 10 years old.
3. Staff with children under 18 years old.
4. All other staff.

The following staff will remain in the Center until the emergency has been handled appropriately and is under control:

1. Senior management staff.

Center Directors and Associate Center Directors will be required to remain in the Center until the emergency has been handled completely and/or the Center has closed.

