

Emergency Preparedness and Response Plan

Covenant Child Care

Plan Name: Covenant Child Care LLC 2020

27 Jul 2022



Purpose

The purpose of Covenant Child Care Emergency Preparedness and Response Plan (EPR Plan) is to inform operators, staff and families about the steps they will take to prepare for emergencies and about the steps they will take to respond to a wide variety of emergency situations.

How to Use the Plan

Preparation:

All current and new Center operators and staff, as well as family members should read through the plan to become familiar with how it is organized and to gain an understanding of what is expected of them during an emergency. Operators and staff will prepare for an emergency and practice the steps to take as outlined in this facility's plan. Family members will be told about the EPR Plan and the communication procedures when they enroll children and when revisions are made.

During an emergency:

The operator or designated staff will get the EPR Plan, open it to the pages that address the specific type of emergency event, and take appropriate actions. He/she will refer to other sections of the EPR Plan as indicated on the emergency response pages.

Orientation and Annual Review of Plan with Staff:

The EPR Plan will be reviewed with staff once it is first published, then as new staff are hired, a review of the EPR Plan will be a part of their job orientation. Trained staff must annually review the EPR Plan with all staff in the program. Documentation of the review must be maintained in the individual personnel files or in a file designated for EPR Plan documents.

Review of Plan for Updates:

The trained staff will review the EPR Plan at least annually and whenever revisions are needed to keep the information current. Changes to the EPR Plan can be made at the NC Risk Management Portal [website](#). The revised EPR Plan will be printed and maintained at the location identified in the Plan. The operator will communicate changes made with staff and families.

Additional Resources

General guidance, best practices, policy information and resources can be found on the EPR Plan [website](#) under the Web Resources tab.

Emergency Contacts

Emergency 911

Emergency Telephone Numbers	
<u>Agency</u>	<u>Phone Number</u>
Police Department	911 and (add local number)
Fire Fire Department	911 and (add local number)
Emergency Medical Service	911 and (add local number)
NC Poison Control	1-800-222-1222
Local Emergency Management Office	(828) 349-2064
Animal Control	(828) 349-2106
Food Supplier	(828) 524-5216
Health Care Professional	828-524-4471
Out of Area Contact	

Agency Phone Numbers	
<u>Agency</u>	<u>Contact Information</u>
Child Care Licensing Consultant Name	Sidney McCrory
Child Care Licensing Consultant	828-550-7655
Child Care Health Consultant Name	Mandy Mills
Child Care Health Consultant	(828) 354-0490
Child Protective Services	(828) 349-2124
County Human Services	(828) 349-2124
Division of Child Development and Early Education	800-859-0829 (In-State only) or 919-527-6335
Health Department	(828) 349-2081
Mental Health Services	(828) 524-6342
Hospital	(828) 524-8411
Other	

Utility Company Phone Numbers

<u>Agency</u>	<u>Phone Number</u>
Electric Company - Main	800.769.3766
Gas Company - Main	828-349-1222
Water Company - Main	(828) 524-2516
Electric Company - After Hours	800.769.3766
Gas Company - After Hours	888-863-4479 Clayton Police for Emergencies Gas Leaks
Water Company - After Hours	(828) 524-2516
Electric Company Website	https://www.duke-energy.com/
Gas Company Website	https://www.cityoftoccoa.com/natural-gas.cfm
Water Company Website	https://www.franklinnc.com/public-works-franklinnc.html

Restoration Service Contact Information

<u>Agency</u>	<u>Contact Information</u>
Insurance Company	Wayah Insurance Agency Markel Group
Insurance Company Phone	(828) 526-3713
Air Conditioning	Dan Andrews (828) 371-0686
Carpentry	Titan Construction (828) 332-7145
Electrical Contractor	Greenley Electric (828) 342-0296
Gas Contractor	Toccoa Natural
Heating	Dan Andrews (828) 371-0686
Plumbing	Kevin Tillot (828) 226-6861
Restoration Contracting	Serv Pro (828) 349-0707
Roofing	Thompson Roofing (828)-734-7345
Well and Septic	Holland Well Drilling
Other	
Other	
Other	

Facility Location

Covenant Child Care

43 Palmer Street Circle Franklin NC, 28734
Macon County



Directions to the Facility

From 441N Bus, turn left on Porter Street, proceed .1 mile, there is a sign on the left "Palmer Mall" turn left on Palmer Street Circle, the center is on the right. There is a playground in front of the building with a sign on the top of the building "Covenant Child Care"

Facility Information

Contact Information	
<u>Title</u>	<u>Name</u>
License Number	56000181
Director/Operator Name	Stephanie Campbell
Daytime Phone Number (Landline)	8283692273
After Hours Phone Number	8283427737
Other Phone Number	8283692273
Email	stephanie@covenantchildcare.net
Facebook	https://www.facebook.com/CovenantChildcare/
Twitter	
Other	

Enrollment	
<u>Facility Information</u>	<u>Number</u>
Facility Capacity	90
Average monthly enrollment	75
Children age range	0-12
Infant capacity	8
Number of Staff	20
Number of staff with special health care needs	0
Number of children with special health care needs	0
Infant Enrollment	8
Ones Enrollment	20
Twos Enrollment	16
Threes Enrollment	15
Fours Enrollment	18
Fives Enrollment	6

Utility Information

Locations of utility shutoffs should be marked on the facility floor plan if possible. The utility locations are also noted in the Emergency Responses section for each type of response.

Electrical Power

Duke Energy

Shutoff Location

Breaker boxes are located in each unit #45, #43, #41/39 and #37

Instructions

Covenant Child Care facility consists of four units at Palmer Mall. The units the center occupies are #45, #43, #41&39 and #37. The breaker boxes are located in each unit as follows:

#45 Right hand wall, the panel is marked "Breakers", the mechanical room is in the right corner.

#43 In the hall adjacent bathroom.

#41 & 39 units are combined, there is a breaker box in the bathroom in the back and one in the kitchen by the back door.

#37 Located in the back of the room.

Natural Gas / Propane

Toccoa Natural Gas

Shutoff Location

Shutoff located at the Southwest corner of the building adjacent #45 Palmer Street Circle

Instructions

The shutoff is located at the southwest corner of the building. Using a wrench turn the shut off to the left to shut off the natural gas.

Water System

Town of Franklin

Shutoff Location

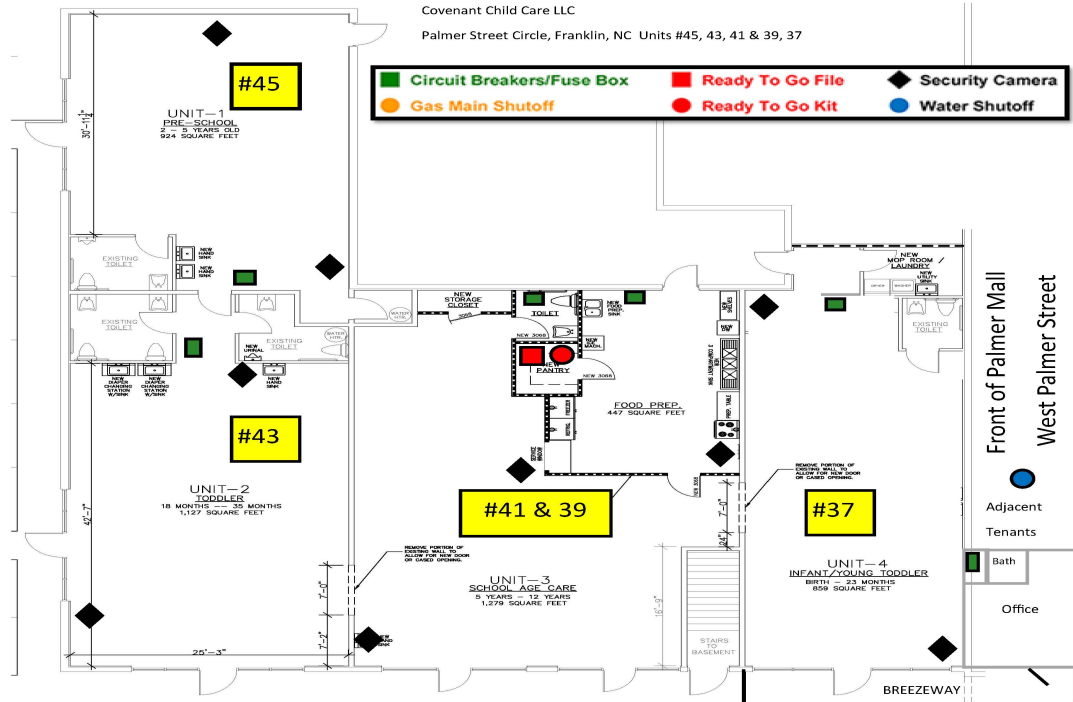
Front of Palmer Mall on West Palmer Street

Instructions

The shutoff boxes are located at the front of Palmer Mall along West Palmer Street. Open the lid to the box and reach in and turn the valve to the right.

Floor Plan

An image of the program's floor plan will be on this page, attached here or added to the end of the EPR Plan. The floor plan should identify key locations, such as utility shutoffs, fire extinguishers, CO2 detectors, etc..



Evacuation Diagram

The program's evacuation diagram will be on this page, attached here or added at the end of the EPR Plan. It should identify all egress routes and wheelchair access egresses.



Alarm and Fire Extinguishing Systems

Alarm Systems			
<u>Alarm Type</u>	<u>Location</u>	<u>Test Date</u>	<u>Comments</u>
Fire Alarm	45-37 Palmer Street Circle	28 Jul 2020	Mechanical Room located at 45 Palmer Street Circle
Smoke Detector	45-37 Palmer Street Circle	28 Jul 2020	Mechanical Room located at 45 Palmer Street Circle

Fire Extinguisher Systems			
<u>Equipment</u>	<u>Location</u>	<u>Test Date</u>	<u>Comments</u>

Security Equipment			
<u>Equipment Type</u>	<u>Locations</u>	<u>Test Date</u>	<u>Comments</u>

Facility Access for Emergency Responders

Entry 1

#43 Palmer Street Circle

Description:

Door is located on Palmer Street Circle, the KNOX box is located adjacent this door.

Emergency Override Procedure:

Location of Knox Box is at #43 door on Palmer St Circle. The provided key is a master key to all doors.

Entry 2

#45 Palmer Street Circle

Description:

Door is located on Palmer Street Circle, the KNOX box is located adjacent #43 door on the corner of the building.

Emergency Override Procedure:

Location of Knox Box is at #43 door on Palmer St Circle. The provided key is a master key to all doors.

Entry 3

#39 This door is located down the sidewalk in front of the playground. Open the fence gate on the sidewalk and the door

Description:

Emergency Override Procedure:

Entry 4

Description:




Emergency Override Procedure:

Risk Assessment

Flood Zone:



Map Legend

-  Regulatory Floodway: This area is the channel of a river or other waterway and the adjacent land area. The floodway carries the force of destructive flood waters and communities regulate development in these areas to reduce the risk to life and property.
-  100 Year Flood: This area has a 1% likelihood of occurring every year. It is also known as the 100-year flood.
-  500 Year Flood: This area has a .2% likelihood of occurring every year. It is also known as the 500-year flood.

Emergency Preparedness

Procedure for Accounting for Children and Adults

Procedure to account for children

The attendance lists for each group of children are located in the classroom in a blue plastic box that the teacher takes with her in the event of an emergency. In the box are the attendance records for that group of children for that day AND all pertinent emergency contact information for parent/guardian, authorized pick up and other personal health and individual care information for each child.

The teacher in charge is responsible for accounting for the children once the group is evacuated and communicating to the Person in Charge of the center that all are accounted for or not. This communication occurs by way of cell phone.

The Person In Charge is responsible for the attendance sheets that are used by the parents to sign children in upon arrival at the center each day. The Person In Charge will gather the clipboard from the sign in counter and take with her/him when she/he leaves the building. Once the all clear is given and all children are accounted for outside at the evacuation points the Person In Charge will double check the sign in/out sheets with the teacher in charge of each group of children.

Procedure to account for staff

All staff are required to sign in using electronic app on their mobile device. The director has an electronic accounting of all staff in the building. When the Person in Charge communicates with the Teacher in Charge, the teacher will also give an account for the staff assigned to the group of children.

Procedure to account for visitors

All visitors must enter through the main entrance and sign in, identifying the reason for their visit, and where they will be located. The Person In Charge will account for visitors by identifying their locale and asking the Teacher In Charge if the visitor is with her group of children.

Communication Plan

Communication with Parents

Covenant Child Care uses an application called Life Cubby. Life Cubby utilizes text messaging and email blasts as an immediate form of communication.

Covenant Child Care also uses social Facebook to communicate with parents.

Communication with Emergency Response teams

In the event of an emergency involving fire, chemical, bomb all staff are to go immediately to a manual fire pull station and sound the alarm.

The Director or Admin Asst will use their mobile device to communicate with 911 Emergency System in the event that we need to communicate any additional information or need assistance with evacuation, i.e. a missing child, staff or visitor.

In the event of shelter in place or lockdown, we will also communicate with 911 Emergency System to alert the proper authorities of our emergency such as an intruder, inclement weather etc.

Role Assignments

Task	Person Responsible
Person(s) assigned to call 911	Director, Person In Charge
Person(s) assigned to provide First Aid	All staff members are trained in First Aid
Person(s) assigned to provide CPR	All staff members are trained in CPR
Person(s) assigned to decide when to close the facility	Director or Person in Charge
Person(s) assigned to decide when to evacuate	Director or Person in Charge
Person(s) assigned to decide when to shelter in place	Director or Person in Charge
Person(s) assigned to decide when to signal to lockdown	Director or Person in Charge
Person(s) assigned to communicate with families	Director or Person in Charge
Person(s) assigned to bring the ready to go file	Person in Charge in the Kitchen
Person(s) assigned to bring the emergency supply kit	Person in Charge in the Kitchen
Other Role 1: User may enter other assignments such as Update Website, Social Media, etc.	
Name of Person Responsible - Other Role 1	
Other Role 2	
Name of Person Responsible - Other Role 2	
Other Role 3	
Name of Person Responsible - Other Role 3	

Lockdown Plans and Procedures

Describe procedure and communication for lockdown

It is the policy of this childcare center that all exterior doors are to remain locked at all times.

Lockdown will be communicated using inter office intercoms "Code Red" and blanket text messaging to all staff members. The Director or Person in Charge will call 911 to notify law enforcement that there is an emergency or an intruder. The Director or Person in Charge will notify parents/guardians through Life Cubby messaging and blanket text message that there is an emergency.

Teachers will immediately close curtains, and ensure that exterior doors are locked. Children will be moved away from windows and doors. Children will be instructed to be quiet and given quiet toys, activities in the classroom while the center is locked down.

The Person in Charge will check all doors to ensure that they are locked, and that all curtains in all classrooms are closed.

The kitchen will remain open for food service if lock down is for a length of time of more than three hours. Infant bottles and food are kept in the refrigerator in the classroom.

Procedure for securing a room

Shelter in Place Plans and Procedures

Describe procedure to shelter-in-place

Shelter In Place will be communicated using inter office intercoms "Code Blue" and blanket text messaging to all staff members.

The safe room is located in Unit #3.

There is a bathroom and the kitchen adjacent to Unit #3. The ready to go food is located in the pantry along with supplies for infants and toddlers who are diapered.

The Director, Person in Charge will communicate with families.

Procedure for sealing a room

Duct tape, plastic sheeting and face masks are located in the Pantry in the kitchen with the ready to go supplies.

The Person in Charge and one other staff member will use the plastic sheeting to create a shield over the door, extending beyond the cracks around and under the door by two inches. Beginning at the top of the door, one person will hold down the sheeting and the other person will use duct tape to seal the sheeting around the door, including the bottom. The duct tape will be applied to the sheeting and the wall/floor to create an airtight seal.

Staff will distribute face coverings to all adults and children that will tolerate a face covering.

St

Evacuation Plans and Procedures for Relocation

Transportation Plan by Walking

In the event that staff and children must evacuate the childcare center they will walk to the Firehouse. Infants will be transported in evacuation cribs, 5 in each crib. Toddlers who are crawling and not yet completely able to walk will be transported in Bye Bye Buggy (seating and seat belts for 10 children). All walking children will walk holding a rope designated to their class/group along with their teacher to the designated meeting area.

Adults and children who have wheelchairs will use their chair to wheel to the meeting area. Adults and children who cannot ambulate will be transported in a car by the Person in Charge or the Director.

<u>Equipment</u>			
<u>Staff Member</u>	<u>Equipment</u>	<u>Location</u>	<u>Comments</u>
Person In Charge	Bye Bye Buggy	Breezeway	6 seats with seat belts
Person in Charge	Bye Bye Buggy	Breezeway	4 seats with seat belts
Infant Room Teachers	Evacuation Cribs	Infant Room	Cribs with oversized wheels can transport 5 infants in each crib.

Transportation Plan by Vehicle

When it is impossible for adults and children to go back in to the childcare center building; the Director or Person in Charge will make a decision to travel by vehicle to the designated neighborhood safe place. The Director or person in charge will notify via text message or by Messenger voice call to begin loading children and adults into vehicles.

Staff child ratio will be maintained in vehicles while transporting. Caregivers will double buckle and seat children, who can sit upright, in their vehicle the best they can, older children seated next to younger children who can walk. Non Mobile infants, will be seated, two on each arm with a caregiver in the Director's, or Person in Charge car. Individuals who cannot sit upright will be seated between the legs of a caregiver who can hold them in a reclined position.

<u>Equipment</u>			
<u>Staff Member</u>	<u>Equipment</u>	<u>Location</u>	<u>Comments</u>
Elizabeth Dunn	Chevrolet Equinox		Seats 5 adults.
Stephanie Campbell	Dodge Caravan		Seats 7 Non-mobile infants/toddlers and adults.
Debbie Wylupek	Ford Edge		Seats 4 Adults
Emily Campbell	Chevrolet Sonic		Seats 4 Adults
Nancy Wheeler	Toyota Rav 4		Seats 5 Adults

Evacuate: Onsite

Procedures to evacuate onsite

The procedure to move adults and children to a safe place on site following an evacuation is as follows:

The Director or Person in Charge will pull the manual fire alarm. When the building is evacuated to the emergency evacuation point in the outdoor classroom; the Director or Person in Charge will give a signal and contact all staff members via text message or group Messenger call to ambulate all children to the grassy field across the parking lot, southwest corner adjacent Classroom #1 through the single gate (for evacuation cribs) and the double drive gate for others. The groups of children, accompanied by their teachers will walk/ambulate to the grassy field adjacent the Honeysuckle Bakery.

Procedure to evacuate infants and non-mobile children from building

Infants and non-mobile children will be transported to the grassy field by evacuation cribs and Bye Bye Buggies with seats and seatbelts.

Procedure to evacuate adults who need assistance from building

The pavement to the grassy field is completely paved; adults who use assistive devices such as walkers or wheel chairs will be able to move freely to the grassy field to wait for further instructions.



1 38 Palmer Street Circle, adjacent to the Honeysuckle Bakehouse, Franklin, NC

Evacuate to Neighborhood location

Procedure to evacuate in the neighborhood

In the event that the center occupants must be moved to a neighborhood location, the Director or Person in Charge will give a signal via intercom, text message to begin evacuating by motor vehicle. The Director or Person in Charge will contact 911 and notify 911 that the center is evacuating to the designated location. The Director or Person in Charge will notify parents/guardians via Life Cubby notifications app what the evacuation plan is and where they can come to get their child(ren).

The following staff members have agreed to use their vehicles to transport children to the neighborhood site:

Stephanie Campbell, SUV, Elizabeth Dunn, SUV, Debbie Wylupek, in addition Covenant owns two passenger vans that will transport 15 passengers each.

The children will be placed in the staff members car, using seat belts, double buckle if necessary, children will be fastened in as best as they can be. The staff member will proceed carefully to the designated location.

Procedure to evacuate infants and non-mobile children from building

Infants and non mobile toddlers will be carried by a caregiver, two at a time, to the Director or Person in Charge vehicle. The caregiver will hold two children while buckled in the seat. If there are any adults that are disabled, they should ambulate to the Director's car and they will be assisted by the director to a seat in the vehicle to be transported.

Location

Franklin Covenant Church
265 Belleview Park Road

Chris Wilson
828-421-3665

Directions

Evacuate to Out of Neighborhood location

Procedure to evacuate out of the neighborhood

In the event that the center occupants must be moved to an out of neighborhood location, the Director or Person in Charge will give a signal via intercom, text message to begin evacuating by motor vehicle. The Director or Person in Charge will contact 911 and notify 911 that the center is evacuating to the designated out of neighborhood location. The Director or Person in Charge will notify parents/guardians via Life Cubby notifications app what the evacuation plan is and where they can come to get their child (ren).

The children will be placed in the staff members car, using seat belts, double buckle if necessary, children will be fastened in as best as they can be. The staff member will proceed carefully to the designated location.

Procedure to evacuate infants and non-mobile children from building

Infants and non mobile toddlers will be carried by a caregiver, two at a time, to the Director or Person in Charge vehicle. The caregiver will hold two children while buckled in the seat. If there are any adults that are disabled, they should ambulate to the Director's car and they will be assisted by the director to a seat in the vehicle to be transported.

Location

Personal Residence of Stephanie Campbell
89 Dove Haven Drive, Franklin, NC 28734
Stephanie Campbell
828-342-7737

Directions

Evacuate to Out of Town location

Procedure to evacuate out of town

In the event that the center occupants must be moved to an out of neighborhood location, the Director or Person in Charge will give a signal via intercom, text message to begin evacuating by motor vehicle. The Director or Person in Charge will contact 911 and notify 911 that the center is evacuating to the designated out of neighborhood location. The Director or Person in Charge will notify parents/guardians via Life Cubby notifications app what the evacuation plan is and where they can come to get their child (ren).

The children will be placed in the staff members car, using seat belts, double buckle if necessary, children will be fastened in as best as they can be. The staff member will proceed carefully to the designated location.

Procedure to evacuate infants and non-mobile children from building

Infants and non mobile toddlers will be carried by a caregiver, two at a time, to the Director or Person in Charge vehicle. The caregiver will hold two children while buckled in the seat. If there are any adults that are disabled, they should ambulate to the Director's car and they will be assisted by the director to a seat in the vehicle to be transported.

Location

Holiday Inn Express and Suites Sylva
26 Rufus Robinson Road, Dillsboro, NC

Holiday Inn
(828) 631-1111

Directions

"Ready to Go File"

The operator brings the *Ready to Go File* when responding to emergencies. It includes vital information about the children and staff.

Person Responsible: Director or Person In Charge and Kitchen Staff person

Locations

The ready to go file is located with the ready to go supplies in the Kitchen Pantry. Zippered Binder, black and grey in color located with the label "ready to go" totes on the left hand side of the pantry.

Required Items

True	EPR Plan
True	Child Contact Information
True	Staff Contact Information
True	Each Child's Application
True	Medication Authorizations
True	Special Needs Action Plans
True	Allergy List
True	Incident Report Forms
True	Area Map
True	Emergency Phone Numbers

Other Items (Optional)

Nutritional and Health Needs

Covenant Child Care prepares totes with enough food and supplies for 50 children, (8 infants, 10 toddlers, 20 3-5 year olds and 12 school age children for a 24 hour period. There is formula, diapers, wipes, basic first aid in the ready to go totes. There is enough food for 10 adults for a 24 hour period. Unless we have a special needs individual enrolled there will be no adaptive equipment in the supply. Medications will be included only if provided by the parent of the child.

"Ready to Go Kit"

Optional but Recommended. A *Ready to Go Kit* is an easy way to store and transport the supplies and equipment to meet nutritional and health needs of children and adults during an emergency. The Child Care Center staff will bring the Ready to Go Kit when responding to most emergencies.

Person Responsible: Debbie Wylupek

Location

Kitchen Pantry

Items in the Kit

- True Food and water
- True Supplies in the kit (diapers, toilet tissue, wipes, hygiene)
- False Medications (if refrigerated, describe how to keep cold)
- False Adaptive equipment for feeding (bottles)
- False Adaptive equipment (wheelchairs, walkers)
- True First Aid Kits
- False Backup power (generator, rechargeable batteries)
- False Communications equipment (walkie talkies)

Other Items (Optional)

Caregivers will use their cell phones for communication.

Location of On-Site First Aid Kits	
Kit/Equipment	Location (include vehicles)
Basic First Aid	Classroom One
Basic First Aid	Classroom Two
Basic First Aid	Classroom Three
Basic First Aid	Classroom Four
Basic First Aid and Pain Reliever Benadryl	Kitchen

Reunification Plan

The Covenant Child Care operator will reunite children with their families or their families' approved emergency contacts, using the following procedures:

Decision to Leave Evacuation Site

The Director/Person in Charge will stay tuned to law enforcement and the Emergency Broadcast System, Emergency Management to make a determination when it is safe to reunify children and staff with their families.

Notifying Families

Parents will be notified by text messaging or messaging using the application Life Cubby, and social media, Facebook CCC Parent Notification about when and where to pick up their child.

Releasing Children and Adults

Using a Sign/Out sheet, and the Child's Application for Care, children will be released to those listed on the pick up list.

Staff members will be released by order of necessity, (young children they have to pick up or elderly that need care). Staff/Child ratios will be maintained at all times. Staff will be released by the Director or Person in Charge.

Recovery Plan

Description of Recovery Process

Support For Children and Adults

The Director will contact each individual family and determine what if any services, basic needs the family might have. Information will be posted to social media and through email blasts on where to find shelter, and food at local agencies, churches or other organizations such as Red Cross, Salvation Army and Carenet.

Facility Assessment

1. Contact Insurance Agent, Ray Gill, Wayah Insurance Agency to begin the claim process.
2. A temporary location to conduct childcare services should be secured. Contact a local church facility that would be willing to allow the center to operate until repairs can be made.

Communication

Covenant uses a communication application called Life Cubby to send email blasts and mass text messages to clients. Also, Facebook social media will be utilized, CCC Parent Notification to notify parents of when and where the childcare center will operate temporarily, if at all, or reopen.

Repair and Clean-Up Process

3. Contact disaster clean up company to begin the clean up process.
4. Contact Titan Construction to begin the process of estimating and assessing the damage.

Plan Completion and Maintenance

At least annually document the review of the EPR Plan.

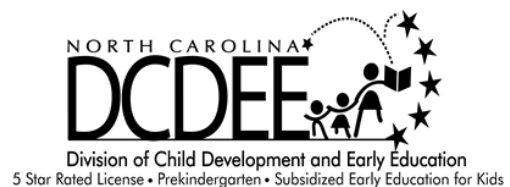
EPR Plan Review	
<u>Review Date</u>	<u>Person(s) responsible for writing or revising plan</u>
7/25/2020 12:00:00 AM	Stephanie Campbell Director
4/6/2021 12:00:00 AM	Stephanie Campbell Owner
7/27/2022 12:00:00 AM	Stephanie Campbell Director/Owner

Document the completion and revision the current EPR Plan as well as the orientation of staff and families.

EPR Plan Completion and Revision		
<u>EPR Plan</u>	<u>Date of Completion</u>	<u>Person(s) responsible for writing or revising plan</u>
Covenant Child Care LLC 2020	26 Jul 2020	Stephanie A Campbell
Covenant Child Care LLC 2020	26 Jul 2020	Stephanie A Campbell
Covenant Child Care LLC 2020	06 Apr 2021	Stephanie A Campbell
Covenant Child Care LLC 2020	27 Jul 2022	CovenantChildCare

Acknowledgements

The EPR Plan template was developed by the North Carolina Child Care Health and Safety Resource Center, UNC Gillings School of Global Public Health, University of North Carolina, Chapel Hill, in collaboration with the North Carolina Department of Health and Human Services, Division of Child Development and Early Education. The North Carolina Emergency Management developed the online application tool for statewide use.





Emergency Responses to Specific Events



Table of Contents

Bomb Threat	1-2
Earthquake	3
Explosion in the Facility	4
Fire and Smoke	5
Flood	6
Gas Leak	7
Hazardous Materials Near the Facility	8
Hazardous Materials In the Facility, Safe Indoors	9
Hazardous Materials In the Facility, Safe Outdoors	10
Hostage	11
Hurricane	12-13
Intruder	14
Landslide	15
Loss of Electricity	16
Loss of Natural or Propane Gas	17
Loss of Water Supply	18
Missing Child	19
Nuclear Emergency	20
Potentially Violent Person	21
Rabid Animal	22
Threatening Message	23
Thunderstorm	24
Tornado	25

Emergency Responses

Bomb Threat

Written bomb threat

1. **Handle and touch** a written bomb threat that is on paper **as little as possible**.
2. **Save a written bomb threat** that is electronically transmitted: email, text message, etc.
3. **DO NOT respond**.
4. Call **911** and **provide information** about the threat.
5. **Contact** facility director.

Phoned bomb threat

1. **Engage caller** with bomb threat **in conversation** for as long as possible or until emergency responders arrive.
2. **Record caller's phone number and information** on the *Bomb Threat Information Form* to give to emergency responder.
3. Tell designated staff to **call 911**, using a different phone line, and provide information about the threat.
4. **Contact** facility director.



Evacuate to designated neighborhood site.

if instructed to do so by emergency personnel

1. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
2. **Secure all children** and adults in **vehicles**.
3. **Assist children** and adults **who need help** during evacuation.
4. **Account for all children** and adults by checking attendance.
5. **Locate children** or adults **unaccounted for** and secure them into a vehicle.
6. **Transport children** and adults to designated safe meeting place.



Meet at designated safe meeting place.

1. **Account for children** and adults by checking attendance.
2. **Notify families** using *Communication Procedures*.
3. **Remain at safe meeting place site** until instructed by emergency personnel that it is safe to return or when children have been reunited with their families.

Bomb Threat Information Form

Exact Time of Call: _____ Date of Call: _____

Exact words of caller: _____

QUESTIONS TO ASK:

1. When is bomb going to explode? _____

2. Where is the bomb? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? _____

7. Why? _____

8. Where are you calling from? _____

9. What is your address? _____

10. What is your name? _____

DESCRIBE CALLER'S VOICE (circle)

Male / Female	Approximate Age	_____		
calm	disguised	nasal	angry	broken
stutter	slow	sincere	lisp	rapid
giggling	deep	crying	squeaky	excited
stressed	accent	loud	slurred	normal

THREAT LANGUAGE

Well Spoken (educated)	Irrational	Message read or recorded
foul / vulgar	Incoherent	

If voice is familiar, whom did it sound like? _____

Were there any background noises? _____

Remarks made by caller: _____

Person receiving the call: _____

Telephone Number/line call received: _____

Earthquake

*Instruct children and adults to **move away from windows** during earthquake.*

1. Instruct children and adults to **move away from windows** during earthquake.
2. **Tell children** and adults who are able to **Stop, Drop, and Hold On**.
3. **Assist children** and adults **who need help** to move away from windows and get into a safe position.
4. **Remain** in this position until shaking stops.

Shelter-in-place following an earthquake.

1. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
2. **Move children** and adults to the **innermost part** of the building, on the lowest possible floor, away from windows and from materials and furniture that could fall.
3. **Assist children** and adults **who need help** moving to the safe place in the building
4. **Turn off** heating and air conditioning systems.



Meet at designated safe meeting place in the building.

1. **Account for children** and adults by checking attendance.
2. If children or adults are unaccounted for, **tap the floor and walls** to help the missing person locate the safe place in the building if possible.
3. **Provide first aid** and reassure children as needed.
4. **Notify families** using *Communication Procedures*.
5. **Shelter-in-place** until emergency personnel say it is safe to leave.

Evacuate if the building is unsafe.

1. **Listen** to television, radio, or NOAA Weather Radio for **updates and evacuation routes**.
2. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
3. **Secure children** and adults **in vehicles**.
4. **Assist children** and adults **who need help** during evacuation.
5. **Account for children** and staff by checking attendance.
6. **Locate children or adults unaccounted for** and secure them into a vehicle.
7. **Transport children** and adults to designated safe area.
8. **Contact emergency personnel** to tell them the facility is evacuating.



Meet at the designated evacuation site.

1. **Account for children** and staff by checking attendance.
2. **Provide first aid** and reassure children as needed.
3. **Notify families** using *Communication Procedures*.
4. **Remain at evacuation site** until instructed by emergency personnel that it is safe to return or when children have been reunited with their families.

Explosion in the Facility


Evacuate the building.

1. Take **attendance sheets** and **Ready to Go File**.
2. Take supplies in the **Ready to Go Kit** if safe to do so.
3. **Move children** and adults **out of the building** following evacuation routes.
4. **Assist children** and adults **who need help** during evacuation.



Meet at designated safe meeting place.

1. **Call 911.**
2. **Account for children** and adults by checking attendance.
3. **Report children** and adults **not accounted for** to emergency responders.
4. **Notify families** using *Communication Procedures*.
5. **Remain** at the safe meeting place until emergency responder says the building is safe or when all the children are reunited with their families.



If the explosion causes a fire:

- Evacuate the building immediately.
- Follow the guidance for Smoke and Fire.

Shelter-in-place if trapped in the facility.

1. Take **attendance sheets** and **Ready to Go File**.
2. Take supplies in the **Ready to Go Kit** if safe to do so.
3. **Move children** and adults **to designated safe room** if possible or to the safest place possible away from hazards.
4. **Assist children** and adults **who need help** to move to the safest place.
5. Tell children and adults who are able to **cover their mouths and noses** with a piece of clothing.



Meet at safe room or safest possible place.

1. **Call 911.**
2. **Account for children** and adults by checking attendance.
3. **Report children and adults not accounted for** to the emergency responders.
4. **Use a flashlight** to illuminate the space as needed. **Do Not use matches, lighters or candles.**
5. Keep children from moving around to prevent dust from circulating.
6. **Tap on floor, pipes or wall** or use **cell phone** to alert others of your location.
7. **Provide first aid** and reassure children as needed.
8. **Notify families** using *Communication Procedures*.
9. **Remain** in the safe room until emergency responder says it is safe to leave.

Fire and Smoke

Activate fire alarm when the facility has one.



Evacuate immediately when fire or smoke alarm sound.

1. Take **attendance sheets** and **Ready to Go File**.
2. Take supplies in the **Ready to Go Kit** if safe to do so.
3. **Move children** and adults **out of the building** following evacuation routes.
4. **Assist children** and adults **who need help** during evacuation.
5. **Touch exit door(s)** with back of hand to determine if hot or cool. **If hot**, use alternate exit route. **If cool and clear**, exit and close door; if cool and not clear, use alternate exit route.
6. Tell children and adults who are able to **crawl low to the floor** to reduce exposure to smoke.
7. Tell children and adults who are able to **cover their mouths and noses** to avoid smoke and heated gasses getting into their lungs.
8. Help person **Stop, Drop, and Roll**, if clothes catch on fire.



Meet at designated safe meeting place.

1. **Call 911.**
2. **Clear access** for emergency vehicles.
3. **Account for children** and adults by checking attendance.
4. **Report children** and adults **not accounted for** to the firefighters.
5. Once outside, **stay outside.**
6. **Provide first aid** and reassure children as needed.
7. **Notify families** using *Communication Procedures*.
8. **Remain at designated safe meeting place** until instructed by fire fighters that it is safe to return to the building or when children have been reunited with their families.

Flood Watch

Facilities at Lower Risk for Flooding

Prepare to evacuate.

1. **Listen** to television, radio, or NOAA Weather Radio for **weather updates and evacuation routes**.
2. **Prepare** to transport children and adults.
3. **Arrange care for pets** in the child care facility.



Evacuate if instructed to do so by emergency personnel.

1. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
2. **Safely load children** and adults into **vehicles**.
3. **Assist children** and adults **who need help** during evacuation.
4. **Account for children** and adults by checking attendance.
5. **Locate children** or adults **unaccounted for** and load them into a vehicle.
6. **Transport children** and adults to evacuation site.
7. **Notify families** using *Communication Procedures*.



Meet at designated evacuation site.

1. **Account for children** and staff by checking attendance.
2. **Notify families** using *Communication Procedures*.
3. **Remain at safe meeting place site** until instructed by emergency personnel that it is safe to return or when children have been reunited with families.

Facilities at Higher Risk for Flooding

Evacuate immediately.

1. **Listen** to television, radio, or NOAA Weather Radio for **weather updates and evacuation routes**.
2. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
3. **Safely load children** and adults in **vehicles**.
4. **Assist children** and adults **who need help** during evacuation.
5. **Account for children** and adults by checking attendance.
6. **Locate any child or adult unaccounted for** and load them into a vehicle.
7. **Transport children** and adults to relocation place.
8. **Contact emergency personnel** to tell them the facility is evacuating.
9. **Notify families** using *Communication Procedures*.



Meet at designated evacuation site.

1. **Account for children** and staff by checking attendance.
2. **Notify families** using *Communication Procedures*.
3. **Remain at safe meeting place site** until instructed by emergency personnel that it is safe to return or when children have been reunited with families.

If time allows and it is safe to do, prepare the facility.

- Move records and valuable equipment to higher ground.
- Forward records to a computer outside the area.
- Store chemicals out of reach of flood waters.
- Turn off gas and electric power sources.
- Bring in or tie down loose outdoor materials.
- Secure outdoor equipment.

Gas Leak

Evacuate to outdoors immediately if the leak is indoors.

1. **Leave all doors open** and open windows on way outdoors.
2. Have designated adult **turn off the main gas valve** if safe to do so while evacuating.

Evacuate to neighborhood evacuation site upwind of the gas odor if leak is outdoors or in the neighborhood.

1. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
2. **Move children** and adults to **neighborhood evacuation site** following evacuation route.
3. **Assist children** and adults **who need help** during evacuation.



Meet at designated safe meeting place.

1. **Call 911.**
2. **Account for children** and adults by checking attendance.
3. **Report children** and adults **not accounted for** to the emergency responders.
4. **Provide first aid** and reassure children as needed.
5. **Contact director** or designee if person is not on the premises.
6. **Notify families** using *Communication Procedures*.
7. **Remain at evacuation site** until instructed by emergency personnel that it is safe to return or when children have been reunited.



Do Not cause a spark and set off an explosion.

- **Do Not** light a candle, match or lighter.
- **Do Not** turn on or off any electrical switches or engines.
- **Do Not** use any phone inside the building.

Hazardous Materials Spill Near the Facility

Shelter-in-place in safe room.

1. **Move children** and adults who are outdoors to **inside** the building.
2. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
3. **Move children** and adults **to safe room** away from doors and windows.
4. **Assist children and adults who need help**.
5. **Seal** windows, doors and vents of the room.
6. Tell designated staff to **turn off** heating and air conditioning systems.



Meet in the safe room.

1. **Call 911.**
2. **Account for children** and adults by checking attendance.
3. **Report children** and adults **not accounted for** to emergency personnel.
4. **Provide first aid** and reassure children as needed.
5. **Notify families** using *Communication Procedures*.
6. **Remain in safe room** until emergency personnel say it is safe to leave.

Evacuate to out-of-neighborhood evacuation site if instructed to do so by emergency personnel.

1. Take attendance sheets, **Ready to Go File** and supplies in the **Ready to Go Kit**.
2. **Assist children** and adults **who need help** during evacuation.
3. **Secure children** and adults in **vehicles**.
4. **Account for children** and adults by checking attendance.
5. **Locate children** or adults **unaccounted for** and secure them into a vehicle.
6. **Transport children** and adults to designated evacuation site.



Meet in out-of-neighborhood evacuation site.

1. **Account for children** and adults by checking attendance.
2. **Provide first aid** and reassure children as needed.
3. **Notify families** using *Communication Procedures*.
4. **Remain at evacuation site** until emergency personnel say it is safe to return to the facility or when all the children are reunited with their families.

Hazardous Materials Spill *Inside the Facility*

When safest place is *indoors*

Shelter-in-place in an uncontaminated room.

1. Call 911.
2. **Report spill** to the director.
3. **Avoid contact** with spill.
4. Take **attendance sheets** and **Ready to Go File**.
5. Take supplies in the **Ready to Go Kit** if safe to do so.
6. **Move children** and adults to an uncontaminated room.
7. **Assist children** and adults **who need help** to move to the safest location.
8. **Seal** windows, doors and vents and turn off heating and air conditioning systems.



Meet in uncontaminated room.

1. **Account** for all children and adults by checking attendance.
2. **Report** children and adults not accounted for to emergency responders.
3. **Provide first aid** and reassure children as needed.
4. **Notify families** using *Communication Procedures*.
5. **Remain in uncontaminated room** until emergency responders say it is safe to leave



First aid for contact with a chemical

Chemical manufacturers, distributors, or importers are required to provide Safety Data Sheets (SDSs) – also known as Material Safety Data Sheets or MSDSs.

The SDS/MSDS for a chemical includes **first aid directions** to follow when a person comes in contact with that chemical.

Evacuate to out-of-neighborhood evacuation site if instructed to do so by emergency personnel.

1. Take **attendance sheets** and **Ready to Go File**.
2. Take supplies in the **Ready to Go Kit** if it is safe to do so.
3. **Assist children** and adults **who need help** during evacuation.
4. **Secure children** and adults in **vehicles**.
5. **Assist children** and adults **who need help** during evacuation.
6. **Account for children** and adults by checking attendance.
7. **Locate children or adults unaccounted for** and secure them into a vehicle.
8. **Transport children** and adults to designated evacuation site.



Meet in out-of-neighborhood evacuation site.

1. **Account for children** and adults by checking attendance.
2. **Provide first aid** and reassure children as needed.
3. **Notify families** using *Communication Procedures*.
4. **Remain at evacuation site** until emergency personnel say it is safe to return to the facility or when all the children are reunited with their families.

Hazardous Materials Spill *Inside the Facility*

When safest place is *outdoors*

Evacuate outdoors to the designated safe meeting place.

1. **Avoid contact** with spill.
2. **Take attendance sheets** and **Ready to Go File**.
3. Take supplies in the **Ready to Go Kit** if safe to do so.
4. **Move children** and adults **out of the building** following evacuation routes.
5. **Assist children** and adults **who need help** during evacuation.



Meet at designated safe meeting place.

1. Call **911**.
2. **Report spill** to the director.
3. **Clear** access for emergency vehicles.
4. **Account for children** and adults by checking attendance.
5. **Report children** and adults **not accounted for** to emergency responders.
6. **Provide first aid** and reassure children as needed.
7. **Notify families** using *Communication Procedures*.
8. **Remain outside** until emergency responders say it is safe to return to the facility or all children have been reunited with their families.



First aid for contact with a chemical

Chemical manufacturers, distributors, or importers are required to provide Safety Data Sheets (SDSs) – also known as Material Safety Data Sheets or MSDSs.

The SDS/MSDS for a chemical includes **first aid directions** to follow when a person comes in contact with that chemical.

Evacuate to out-of-neighborhood evacuation site if instructed to do so by emergency personnel.

1. Take **attendance sheets** and **Ready to Go File**.
2. Take supplies in the **Ready to Go Kit** if it is safe to do so.
3. **Assist children** and adults **who need help** during evacuation.
4. **Secure children** and adults in vehicles.
5. **Assist children** and adults **who need help** during evacuation.
6. **Account for children** and adults by checking attendance.
7. **Locate children or adults unaccounted for** and secure them into a vehicle.
8. **Transport children** and adults to designated evacuation site.



Meet in out-of-neighborhood evacuation site.

1. **Account for children** and adults by checking attendance.
2. **Provide first aid** and reassure children as needed.
3. **Notify families** using *Communication Procedures*.
4. **Remain at evacuation site** until emergency personnel say it is safe to return to the facility or when all the children are reunited with their families.

Hostage Situation



Do not put children, yourself, or other adults in danger.

- **Remain calm** and polite with the hostage taker.
- Follow the hostage taker's directions. **Do not resist.**

Use a known signal to let staff know a hostage taker is on-site.

1. Whoever can should **call 911.**



Put the unaffected area of the facility in Lockdown.

1. **Turn off** lights.
2. **Lock** all doors and windows. **Close** blinds.
3. **Maintain quiet.**
4. Take **attendance sheets** and the **Ready to Go File** if possible.
5. **Move children** and adults **to the safest place** inside or outside.
6. **Assistance children** and adults **who need help** to move to the safest place.
7. **Use cell phone** to communicate information.



Meet at the safest meeting place.

1. **Account for children** and adults present by checking attendance sheets.
2. **Make a list** of children and adults being held hostage.
3. **Gather information to give to the emergency responder:**
 - a. description of what happened,
 - b. description of the hostage taker, and the hostage taker's clothes, and relationship to the hostages, and
 - c. description of the vehicle model and license number and the direction the vehicle was heading if the hostage taker leaves.
4. Ask emergency responders to **contact families** of the children and adults being held hostage using *Communication Procedures*.
5. **Provide first aid** and reassure children.
6. **Follow instructions** of emergency responders.

Hurricane

Prepare during a hurricane watch.

1. **Listen** to television, radio, or NOAA Weather Radio for **weather updates and evacuation routes**.
2. **Fill gas tanks** in vehicles that will be used to transport children and adults.
3. **Check drinking water supply**. Fill sanitized containers if needed to meet the 1 gallon per person per day recommendation.
4. **Check supplies** in the *Ready to Go Kit*.
5. **Arrange care for pets** in the child care facility.
6. **Decide if the facility must close**.
7. **Notify families** using *Communication Procedures*.

Shelter-in-place during a hurricane warning.

1. **Listen** to television, radio, or NOAA Weather Radio for **weather updates and evacuation routes**.
2. **Close** all interior doors. **Cover** windows and glass doors.
3. Take **attendance sheets, Ready to Go File** and supplies in the *Ready to Go Kit*.
4. **Move children** and adults **to the safe room**.
5. **Assist children** and adults **who need help** to move to safe room.



Meet in designated safe room.

1. **Account for children** and adults by checking attendance.
2. **Provide first aid** and reassure children as needed.
3. **Listen** to television, radio, or NOAA Weather Radio for **weather updates**.
4. **Notify families** using *Communication Procedures*.
5. **Remain in safe room** until emergency responder says to evacuate or provides other instructions.

Hurricane Watch

Weather conditions indicate that a hurricane is moving towards the area.



Use this time to make preparations to reduce the risk from a hurricane.

Hurricane Warning!!

A hurricane is nearby and this area is in its path.



Shelter-in-place in the safe room immediately.

Hurricane (*continued*)

Evacuate immediately if instructed to do so by emergency personnel.

1. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
2. **Secure children** and adults in **vehicles**.
3. **Assist children** and adults **who need help** during evacuation.
4. **Account for children** and adults by checking attendance.
5. **Locate children** or adults **unaccounted for** and secure them into a vehicle.
6. **Transport children** and adults to designated evacuation site.



Meet at designated evacuation site.

1. **Account for children** and staff by checking attendance.
2. **Provide first aid** and reassure children as needed.
3. **Notify families** using Communication Procedures.
4. **Remain at safe meeting place** until emergency personnel say it is safe to return to the facility or when all the children are reunited with their families.

If time allows and it is safe to do, prepare the facility prior to evacuation:

- Store or secure outside objects that could become flying debris or float away.
- Move records and valuable equipment to higher ground.
- Forward records to a computer outside the area.
- Turn off gas and electric power sources.

Intruder

Use a known signal to let staff know an intruder is on-site.

1. Call 911.



*Put the facility in **Lockdown**.*

1. Turn off lights.
2. **Lock** all doors and windows. **Close** blinds.
3. **Maintain quiet.**
4. Take **attendance sheets** and **Ready to Go File** if possible.
5. **Move children** and adults to the **designated safe area** in the room.
6. **Assist children** and adults **who need help** moving to the designated safe area.



Meet at the designed safe area in the room.

1. **Account for children** and adults by checking attendance sheets.
2. **Use cell phone** to communicate information if one is available.
3. **Report children** and adults **not accounted for** to emergency responders.
4. **Follow instructions** of emergency responders.



Engage the intruder calmly and respectfully. Maintain a neutral tone.

1. **Prevent or delay the intruder from gaining access to the children** and adults by talking with the individual in an area away from others.
2. **Walk intruder** to the door. Use a soft, non-threatening voice to **ask the intruder to leave.**
3. **Write down information to give to the emergency responder about the intruder:**
 - a. description of what happened,
 - b. description of the intruder and the intruder's clothes, and a
 - c. description of the vehicle model and license number and the direction the vehicle was heading if the intruder leaves.

Landslide

Prepare to evacuate out-of-neighborhood.

1. **Listen** to television, radio, or NOAA Weather Radio **for updates, watch and warning reports and evacuation routes.**
2. **Watch for** increased water or mudflow downhill, tree movement or leaning, and sounds of earth movement.
3. **Arrange for care of pets** in child care facility, if time allows.
4. **Forward records** to computer outside the threatened area, if time allows.



Evacuate to out-of-neighborhood evacuation site when landslide seems imminent or a warning is issued.

1. **Listen** to television, radio, or NOAA Weather Radio for **updates and evacuation routes.**
2. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit.**
3. **Secure children and adults in vehicles.**
4. **Assist children and adults who need help** during evacuation.
5. **Account for children and adults** by checking attendance.
6. **Locate children** or adults unaccounted for and secure them into a vehicle.
7. **Transport children and adults** as instructed by emergency personnel to designated out-of-neighborhood evacuation site.



Meet at designated out-of-neighborhood evacuation site.

1. **Account for children and adults** by checking attendance.
2. **Notify families** using *Communication Procedures.*
3. **Remain at the evacuation site** until emergency responder says it is safe to leave or when all the children are reunited with their families.

Landslides may follow other natural disasters, such as forest fire, earthquake, hurricanes and flooding.

Be prepared to close the facility or to evacuate if the facility is vulnerable due to location or circumstance.

Loss of Electricity

Act to restore electricity.

1. **Reset circuit breakers or replace fuses.** Contact electrician if repairs are needed.
2. **Report outage** to the electric company.
 - a. **Make payment**, if unpaid bill is the reason the electricity was shut off.
3. **Report outage** to the director.



Adapt the environment to provide care for children.

1. **Use backup generator** if available. Comply with safety guidelines.
2. **Use natural light or provide emergency light** such as flashlights as needed. **Do Not** use candles.
3. **Contact families of children with adaptive equipment** that requires electricity. Ask them to pick up their children if battery back-up is not an option or before the battery power is used up.
4. **Serve children and adults foods that do not require heating** if an electric stove or microwave is used for cooking.



Close the facility when indoor temperature falls below 64°F or rises above 85°F.

1. **Notify families** using *Communication Procedures*.
2. **Use blankets or extra clothing** when it is cold to warm children and adults while waiting for children to be picked up. In extreme cold, move children and adults to the safe room for additional warmth.
3. **Limit children's physical activity and offer drinking water** during extreme heat and while waiting for children to be picked up.
4. **Use an alternative systems** when families pick up children if security and sign in and sign out systems are powered by electricity.

Loss of Natural or Propane Gas

Act to restore gas supply.

1. **Turn off gas** supply.
2. **Report outage** to the gas company.
 - a. **Make payment**, if unpaid bill is the reason the gas was shut off.



Adapt the environment to provide care for children.

1. **Serve children and adults foods that do not require heating** if gas stove is used for cooking.



Close the facility when indoor temperature falls below 64°F or rises above 85°F.

1. **Notify families** using *Communication Procedures*.
2. **Use blankets or extra clothing** when it is cold to warm children and adults while waiting for children to be picked up. In extreme cold, move children and adults to the safe room for additional warmth.
3. **Limit children's physical activity and offer drinking water** during extreme heat and while waiting for children to be picked up.

Follow instructions for Gas Leak if the gas company reports a gas leak in the area.

Loss of Water Supply

Act to restore water supply.

1. **Report loss of water** to the city/county water authority.

OR

2. **Report outage to the electric company** when loss of water supply is due to loss of electricity to the water pump.
 - a. **Make payment**, if unpaid bill is the reason the water was shut off.



Adapt the environment to provide care for children.

1. **Use emergency water supply** for drinking, hygiene, and food preparation.



Close the facility when water supply will not be restored for one hour or more.

1. **Notify families** using *Communication Procedures*.

Missing Child from a Child Care Center

Start procedures to locate the child.

1. **Inform director/designee** that the child is missing.
2. **Alert caregivers/teachers to account for children** in their care.
3. Ask caregivers/teachers to **gather and keep children together** in their classrooms or as a group if outdoors.
4. **Notify the family.**
5. **Notify law enforcement.**
6. **Provide a photo of the child and all other information** requested by law enforcement.



Search for the child.

1. **Review activities** before disappearance and retrace steps.
2. **Search inside the facility:** classrooms, bathrooms, closets, hallways, etc.
3. **Search outside the facility:** playground equipment, outbuildings, hiding places, etc.
4. **Search vehicles** on the property: cars, vans, buses, etc.
5. **Notify family and law enforcement** when child is found.

Nuclear Emergency

Evacuate immediately if instructed to do so by public health officials.

1. **Listen to emergency alerts** and **follow the instructions** of public health officials.
2. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
3. **Secure all children** and adults in **vehicles**.
4. **Assist children** and adults **who need help** during evacuation.
5. **Account for children** and adults by checking attendance.
6. **Locate children** or adults **unaccounted for** and secure them into a vehicle.
7. **Transport children** and adults to designated safe area outside of the radiation threat area.



Meet at designated evacuation site.

1. **Account for children** and adults by checking attendance.
2. **Provide first aid** and reassure children as needed.
3. **Administer Potassium Iodide (KI)** if instructed to do so by emergency alert system. Give only to children with signed written permission.
4. **Notify families** using *Communication Procedures*.
5. **Remain at the evacuation site** until emergency responder says it is safe to return to the facility or when all the children are reunited with their families.

Shelter-in-Place if instructed to do so by emergency personnel.

1. **Listen to emergency alerts** and **follow the instructions** of public health officials.
2. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
3. **Seal** windows, doors and vents and turn off heating and air conditioning systems.
4. **Move children** and adults to designated safe room.
5. **Assist children** and adults **who need help** to move to the safe room.



Meet in the safe room.

Account for children and adults by checking attendance.

1. **Provide first aid** and reassure children as needed.
2. **Administer Potassium Iodide (KI)** if instructed to do so by emergency alert system. Give only to children with signed written permission.
3. **Notify families** using *Communication Procedures*.
4. **Remain in safe room** until emergency responder says it is safe to leave.

If time allows and it is safe to do so, prepare the facility prior to evacuation:

- Arrange care for pets in the child care facility.
- Move records and valuable equipment to higher ground.
- Forward records to a computer outside the area.
- Turn off gas and electric power sources.

Potentially Violent Person

Use a known signal to let staff know a potentially violent person is on-site.

1. Call 911.



*Put the facility in **Lockdown**.*

1. Turn off lights.
2. Lock all doors and windows. Close blinds.
3. Maintain quiet.
4. Take attendance sheets and the *Ready to Go File* if possible.
5. Move children and adults to the designated safe area in the room.
6. Assist children and adults who need help moving to the designated safe area in the room.



Meet at the designed safe area in the room.

1. Account for children and adults by checking attendance sheets.
2. Report any missing child or adult to emergency responders.
3. Use cell phone to communicate information.
4. Follow instructions of emergency responders.



Engage the person calmly and politely.

1. Prevent or delay the individual from gaining access to the children by talking with the person until emergency responders arrive.
2. Walk the individual to the door and ask them to leave.
3. Write down information to give to the emergency responder:
 - a. description of what happened
 - b. description of the person and the person's clothes, and
 - c. a description of the vehicle model and license number and the direction the vehicle was heading if the potentially violent person leaves.



A person becomes threatening when their behavior becomes violent or potentially violent. A family member, legal guardian, person authorized to pick up a child, a person not authorized to pick up a child, or a staff member under the influence of alcohol or drugs can become threatening.

Proceed with caution when a person who is under the influence of alcohol or drugs enters the building.

Follow the steps above for Lockdown as soon as the potential for violence arises.

Rabid or Dangerous Animal *Indoors*

Shelter-in-place if animal can be isolated.

1. **Isolate animal** if possible by closing doors and windows in the room or area where the animal is located.
2. Take **attendance sheets** and **Ready to Go File**.
3. **Move children** and adults to a safe room or area **away from the animal**.
4. **Assist children** and adults **who need help** to shelter-in-place.



Meet at designated safe meeting place.

1. Call **911**.
2. **Account for children** and adults by checking attendance.
3. **Report children** and adults **not accounted for** to emergency responder.
4. **Provide first aid** and reassure children as needed.
5. **Notify families** using *Communication Procedures*.
6. **Watch the animal** from a safe distance. Write down details of the animal's behavior and note where it is going.
7. **Provide** the emergency responder with **information about the animal**.
8. **Remain at the designated safe meeting place** until emergency responder says the animal is no longer a threat.

Evacuate outdoors to the designated safe meeting place if animal cannot be isolated.

1. Take **attendance sheets** and **Ready to Go File**.
2. **Move children** and adults to the **designated safe meeting place**.
3. **Assist children** and adults **who need help** during evacuation.



Meet at designated safe meeting place.

1. Call **911**.
2. **Account for children** and adults by checking attendance.
3. **Report children and adults not accounted for** to the emergency responder.
4. **Provide first aid** and reassure children as needed.
5. **Notify families** using *Communication Procedures*.
6. **Provide** the emergency responder with **information** about the animal.
7. **Remain at the designated safe meeting place** until emergency responder says the animal is no longer a threat.

Threatening Message

Written threatening message

1. **Handle and touch** a written threat that is on paper **as little as possible**.
2. **Save a written threat** that is electronically transmitted: email, text message, etc.
3. **DO NOT respond**.
4. Call **911**.
5. **Contact** facility director.

Phoned threatening message

1. **Engage caller** with bomb threat **in conversation** for as long as possible or until emergency responder arrives.
2. **Record caller's phone number and information**.
3. Tell designated staff to **call 911** using a different phone line, and provide information about the threatening message.
4. **Contact** facility director.



Evacuate to designated neighborhood site.

if instructed to do so by emergency personnel

1. Take **attendance sheets, Ready to Go File** and supplies in the **Ready to Go Kit**.
2. **Secure all children** and adults in **vehicles**.
3. **Assist children** and adults **who need help** during evacuation.
4. **Account for all children** and adults by checking attendance.
5. **Locate children** or adults **unaccounted for** and secure them into a vehicle.
6. **Transport** children and adults to designated safe meeting place.



Meet at designated safe meeting place.

1. **Account for all children** and adults by checking attendance.
2. **Notify families** using *Communication Procedures*.
3. **Remain at safe meeting place site** until instructed by emergency personnel that it is safe to return or when children have been picked up.

Severe Thunderstorm

*Prepare during a **severe thunderstorm watch.***

1. **Come inside** when lightning seen or thunder is heard.
2. **Listen** to television, radio, or NOAA Weather Radio for **weather updates.**
3. **Prepare to take shelter.** Move the *Ready to Go File* and *Ready to Go Kit* to the designated safe meeting space inside the facility.
4. **Prepare the children** by talking with them about the weather and how to be safe during a thunderstorm.



*Shelter-in-place during a **severe thunderstorm warning** and a **severe thunderstorm.***

1. Take **attendance sheets, Ready to Go File,** and supplies in the *Ready to Go Kit.*
2. **Move the children** and adults **to the designated safe room.**
3. **Assist children** and adults **who need help** moving to the safe room.
4. **Move away** from windows and glass.
5. **Move away** from materials and furniture that could fall.
6. **Unplug** electrical devices.



Meet in safe room.

1. **Account for children** and adults by checking attendance.
2. If children or adults are unaccounted for, **tap the floor or wall** to help them locate the safe room.
3. **Provide first aid** and reassure children as needed.
4. **Notify families** using *Communication Procedures.*
5. **Listen** to NOAA Weather Radio if available for **weather updates.**
6. **Remain in the safe room** until weather updates indicate the storm has passed.

Severe Thunderstorm Watch

Weather conditions indicate severe thunderstorms are headed to the area.



Use this time to make preparations to reduce the risk from a thunderstorm.

Severe Thunderstorm Warning!!

A thunderstorm is nearby and this area is in its path.



Shelter-in-place in the safe room immediately.

Tornado

Prepare during a **Tornado Watch**.

1. **Listen** to television, radio, or NOAA Weather Radio for **weather updates**.
2. **Prepare to take shelter.** Move the *Ready to Go File* and *Ready to Go Kit* to the designated safe meeting space inside the facility.
3. **Prepare the children** by talking with them about the weather and how to be safe during a tornado.



Shelter-in-place during a **tornado warning** and a **tornado**.

1. Take **attendance sheets** and *Ready to Go File* if not already in place.
2. Take the *Ready to Go Kit* if safe to do so and it is not already in place.
3. **Move the children** and adults **to the designated safe room**.
4. **Assist children** and adults **who need help** moving to the safe room.
5. **Move away** from windows and glass.
6. **Move away** from materials and furniture that could fall.



Meet at safe room.

1. **Account for children** and adults by checking attendance.
2. If a child or adult is unaccounted for, **tap the floor and walls** to help them locate the safe room.
3. **Provide first aid** and reassure children as needed.
4. **Notify families** using *Communication Procedures*.
5. **Remain at the safe meeting place** until instructed by emergency personnel that it is safe to move or exit the building.

Tornado Watch

Weather conditions indicate that a tornado is possible in the area.



Use this time to make preparations to reduce the risk from a tornado.

Tornado Warning!!

A tornado is very likely or has been sighted nearby.



Shelter-in-place in the safe room immediately.