

I. Emergency Procedures and Response

The Safety of the children and staff members at Parent-Child Development is the highest priority. The purpose of this directive is to provide procedures to be followed by the staff members of The West Point Center to insure the safety of its children and staff member in the event of an emergency.

In the event of an emergency, the smart Start Site Manager or their designee, will be notified as soon as possible regarding the situation and the response to it.

In the event of an emergency, the Smart Start Site Manager or designee may require that all staff members on duty remain at work or return to work until the situation is no longer deemed an emergency.

II. FIRE

- A. Declare emergency, and select plan of action as Evacuation.
- B. Activate the fire alarm.
- C. Alert staff members and begin the evacuation process.
- D. Call **911**, indicating the need for assistance from the fire department and law enforcement. Other communication networks should be identified and utilized in the event that the fire has caused the telephone system to be out of order (use cell phones). Determine quickly, if possible, the size, nature, and location of the fire within the facility.
- E. Assign person (or 2nd in charge) grabs emergency kit, and necessary medications, and children's emergency contact list. Teachers from each classroom should also grab their emergency kits upon exit.
- F. Upon arrival of the fire department the Program Coordinator, or designee, shall establish contact with the senior fire department official and coordinate subsequent activities with him/her.
- G. Teachers are to make certain that all children and staff members are accounted for and safe (**Count/Take Attendance/ Re-Count**). A fire deemed any way to be a

threat to the safety of the children and staff calls for evacuation to the outside area, away from the building. Count the children periodically throughout the process.

- H. All windows and doors in the center should be closed, and all electrical switches and breakers turned off. However, do not waste time doing this if the condition is an emergency.
- I. Any of the steps above may be done simultaneously as the number of staff members on duty permits. The decision not to follow any of these steps is justifiable only when there is certainty that there is imminent danger.
- J. If the fire is small, any of the center's fire extinguishers may be used to put it out, if the staff member has received proper training. Although there should be no hesitation regarding the use of fire extinguishers, the fighting of any fire by staff members should be undertaken only if there is imminent danger.

Fire extinguishers are located as follows:

- 1) Kitchen, near outside door
- 2) Hallway, alcove near EHS classroom
- 3) Hallway, across from offices

Each staff member is responsible for becoming familiar with the use of fire extinguishers.

- K. The nature of the fire is a key factor in determining a course of action. Smoke color may indicate the potential danger of the situation as follows:
 - 1). **Yellow** smoke may indicate the presence of toxic gas. Evacuation should proceed immediately, and no effort should be made to extinguish the flame.
 - 2). **Gray** smoke with brown wisps is indicative of any electrical fire. The area should be evacuated immediately, and all should stay clear of the area.
 - 3). **Gray-black** smoke is indicative of a primary fire. The first priority remains evacuation of the immediate area. Staff members may attempt to extinguish the fire only if there is no severe danger of smoke inhalation.
- L. Ensure that no re-entry is attempted until authorized by the fire department.
- M. Communicate with children's emergency contacts as necessary and time allows.

III. Inclement Weather Procedures /Thunderstorms/Tornado/ Hurricane/Floods

A. The safe place designated by the Centers Program Coordinator is the classroom.

- 1) All children will be moved to the designated location.
- 2) Maintain flashlight and voice contact among staff members at all times.
- 3) Direct all children to kneel down on their knees with their head between their legs, covering their head with their hands.
- 4) Advise all children to wear shoes.
- 5) Make sure to do a head count before moving to a safe place, after arriving at the safe place, and after leaving the designated area.

B. After absolutely certain that the storm has passed:

- 1) Staff members should do a head count.
- 2) Provide any necessary first aid and call **911** for any necessary response agencies.
- 3) Check the complete building for any damages such as fire, water, or structural.
- 4) Turn on and test utilities.

C. Notify the Program Coordinator as soon as possible with update of conditions.

D. Notify all agencies of services needed.

E. Severe Thunderstorm WATCH

- 1) Advise all staff members of the weather condition.
- 2) Monitor radio/television news for updates and /or the NOAA Weather Radio.
- 3) Modify outdoor activities to ensure that relatively quick access to shelter is available.

F. Severe Thunderstorm WARNING

- 1) Advise all staff members of the weather condition.
- 2) Monitor radio/television news for updates and /or the NOAA Weather Radio.
- 3) Terminate outdoor activities and seek shelter.
- 4) Monitor sky conditions. If you see a dark, funnel shaped cloud, seek shelter and if possible, call **911** and report it.

G. Tornado WATCH

- 1) Take all precautions included in a Thunderstorm Watch and in addition:
- 2) Upon approach of thunderstorms, cease any outdoor activities that would delay the seeking of shelter.
- 3) Monitor sky conditions. If you see a dark, funnel shape cloud, seek shelter and if possible, call **911** and report it.

H. Tornado WARNING

- 1) Monitor radio/TV continuously.
- 2) Monitor sky conditions continuously. If you see a dark, funnel shaped cloud seek shelter and, if possible, call **911** and report it.
- 3) Turn off all utilities if time permits.

- 4) Move all staff members and children to designated location, center hallway of the center/building.

I. Hurricane PLAN

- 1) The safe place designated by the Center's Program Coordinator is classroom. If staff and children need to be relocated to an offsite location, they will use center's vehicles and bus to transport the children.
Offsite location for this center is: West Point Elementary School, 1060 Thompson Ave. West Point, VA 23181
- 2) All children will be moved to the safe location.
- 3) Maintain flashlight and voice contact among staff members at all times.
- 4) Advise all children to sit on the floor in designated area, not in front of doors.
- 5) Advise children to wear shoes.
- 6) Do a head count before moving to safe place, after arriving at safe place, and after leaving designated area.
- 7) After absolutely certain the storm has passed, staff members should do a head count and check the complete building for any damages such as fire, water, or structural.
- 8) Notify the Director as soon as possible with an update of conditions.
- 9) Notify all agents that services are needed.

J. Flood Plan / Flash Flood Conditions Forecasted

- 1) Contact the on duty supervisor and/or the center's Program Coordinator.
- 2) Monitor television, radio, and/or NOAA Weather Radio for forecast updates.
- 3) Move records and valuable equipment to higher floors, or areas in the building. Store chemicals where flood waters cannot reach them and cause contamination.
- 4) Make transportation preparations to move children and staff members in the event that evacuation is needed. Center bus or agency vehicles.
- 5) Safe location to be evacuated to: West Point Elementary School, 1060 Thompson Ave. West Point, VA 23181

IV. Serious Illness or Injury

A. Minor

- 1) Treat with medical supplies on hand.
- 2) Evaluate periodically to see if further medical attention is required.
- 3) Document treatments and evaluations in children's file and ChildPlus
- 4) Consult Child's emergency contact.

B. Major

- 1) Employ first aid techniques as trained, if needed. (Appendix A)
- 2) Contact **911**, if immediate medical attention is required.

- 3) If an illness or injury requires a doctor's care, but emergency services are not required, the staff member should then arrange for transportation to the emergency room, pediatric clinic, or hospital per instructions of the child's emergency contact person.

C. Death

- 1) If a death occurs at the Center, the following should be contacted immediately:
 - Call **911**, request emergency assistance.
 - Contact local law enforcement; allow them to notify the child's emergency contact person.
 - Notify the Program Coordinator and Executive Director.
- 2) The body should not be tampered with or moved.
- 3) All children should be moved to a part of the building away from the body.
- 4) The children should only be told what is essential for them to know about what has occurred, but should be offered comfort and counseling as needed.
- 5) No news media should be contacted. If a news reporter is aware of what has occurred and solicits information, he/she should be referred to the Program Director. No filming or photography is to be allowed inside the building.

******NOTE: Never move or touch unidentified or suspicious objects.**

V. Bomb Threats

A. General Precautions

- 1) Any bomb threat should be treated as real until proven otherwise.
- 2) Unidentified or suspicious objects should be reported to the authorities.
- 3) Evacuation should be to an outdoor area as far from the building as safely as possible. The area to be evacuated should be searched quickly before evacuation.
- 4) Upon evacuation, all windows and doors should be left open, is possible, to minimize shock damage from the blast.
- 5) Upon arrival of law enforcement authorities, the Program Coordinator, or designee, will assist with the search (i.e. unlocking doors, identify strange or suspicious objects).
- 6) The appropriate authorities should be consulted prior to re-entry into the building.
- 7) Refer to Appendix __ (Bomb threat Information Sheet)

B. Telephone Threat

- 1) The staff member that received the call should tell another staff member that a bomb threat is in progress so that:
 - a) The building may be immediately evacuated, and
 - b) Local law enforcement may be contacted via **911**.
- 2) The receiver of the call should keep the caller on the line as long as possible.
- 3) Information should be recorded on the Bomb Threat Form as quickly as possible. Information sheets are kept near each phone, or specifically record the following information:
 - a) The exact time the call was received.
 - b) The caller's exact words.
 - c) A description of the caller's voice.
- 4) If the call receiver has the time and opportunity, he/she should ask the caller for:
 - a) The location of the bomb.
 - b) The exact time of explosion.
 - c) A description of the nature and appearance of the bomb.
 - d) The caller's name and their location.

C. Written Threat

- 1) The staff member receiving the written threat should handle it as little as possible (to preserve fingerprints), and should save all materials including any envelope or other container.
- 2) Local law enforcement should be contacted first, followed by the Program Coordinator and Executive Director.
- 3) The building should be evacuated until it is determined that there is no longer a danger.
- 4) All materials involved in the threat should be turned over to the authorities.

VI. Utilities and Maintenance Emergencies

A. Gas Leak

- 1) If any staff member or child smells gas, act quickly.
- 2) Open windows immediately
- 3) Call **911** and report the possible gas leak.
- 4) Do not turn any electrical switches on **OR** off. Eliminate all flames.
- 5) Check all gas taps and turn them off.
- 6) If necessary, turn off the gas main. The shutoff valve is next to the meter. Using a wrench turn the valve a quarter turn in either direction.
- 7) If the gas odor remains strong, evacuate the area immediately.
- 8) Do not return to the building until the fire department announces it is safe.

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B. Loss of Water

- A. There is an emergency supply of water located in the water cooler outside of the kitchen. This water should be used sparingly, and only for an emergency.
- B. In the event of the loss of water, the staff members on duty should contact the following:
 - a. Local Public Works if the loss of water is neither the result of a general power failure nor the result of an internal plumbing problem.
Phone # 804.843.4365
 - b. The Center's on-duty supervisor, and the Executive Director.

C. Loss of Telephone Service

- 1) In the event that regular telephone service is disrupted. Use of a staff members personal phone should be used to contact the administrative staff who will contact the following: Local Phone Service 1-800-275-2355
- 2) The Center's on-duty supervisor, and the Executive Director.

D. Loss of Heat/Air Conditioning (Emergency Only)

- 1) Contact the Center's on-duty supervisor and the Executive Director.
- 2) The supervisor or staff member on duty should contact the administrative staff who will contact the installer of the system and/or the company that services the units.
Contact Information: Quy Duong Heating/Air Conditioning (804) 843-4111
or (804) 514-4991

E. Plumbing Problems

- 1) Contact the Center's on-duty supervisor and the Executive Director.
- 2) The supervisor or staff member on duty should contact the administrative staff who will contact the plumber. Contact Information: Miller's Services (804) 758-4314

F. Problems with Locks and Keys

- 1) Contact the Center's on-duty supervisor and the Executive Director.
- 2) The supervisor on-duty may contact: KeyMe Locksmiths (757) 330-8347

VII. Potentially Dangerous Situation / Intruder or Weapon on Property

- A. Program Coordinator or designated person will communicate with classrooms and let them know a lockdown is in effect.
- B. Program Coordinator will call 911 and notify the police of the emergency and the need for immediate public assistance.
- C. Teachers will quickly check the hallway for students and bring them into their classrooms or secure area. If student is in the hallway go to the closest classroom. Take a head count of how many students are in the room

- D. Teachers lock doors from inside room, cover glass in doors, and close windows and drapes if able to do so safely.
- E. Turn off lights.
- F. Calm child and help them stay quiet.
- G. Communicate with first responders and with staff members to ensure all children and staff members are in safe locations.
- H. If shots are heard, have children lie on the floor.
- I. Do not respond to bells or alarms until notified to do so.
- J. Do not leave classroom until you receive and **ALL CLEAR** to do so.
- K. After incident hold a debriefing meeting with all staff to brief them on what events have transpired.
- L. Send an email, text, and letter home to parents explaining the situation, if needed; and as directed by police and Executive Director.