

CRISIS MANAGEMENT HANDBOOK

Dear Three Cedars Families, Faculty and Staff,

The purpose of this Crisis Management handbook is to give Three Cedars Waldorf School (TCWS) faculty and staff step-by-step procedures on how to respond to a disaster or crisis situation. Following the listed instructions in sequential order will help prioritize notification of emergency response personnel and limit escalation and injury during the initial impact of the situation. In this document, “Senior Administrator Onsite” refers to the Executive Director, EC Program Director, Director of Pedagogy, Office Manager, or other senior ranking administrative staff-in-charge at the time of the incident or disaster. “Parent” refers to the child’s parent or legal guardian.

The original version of this handbook was drafted by the Snohomish County Department of Emergency Management, reviewed and edited by Snohomish Health District Partners in Child Care program, and later adapted for Three Cedars Waldorf School. This handbook and enclosed floor plans are reviewed and updated when necessary and available on the school’s website.

This handbook was last reviewed and updated on February 6, 2015

Senior Administrator definition – in the order stated, in case of absence or unavailability:

DEL Licensed Programs – early childhood programs and afterschool care	1. EC Program Director 2. Executive Director 3. Office Manager 3. Administrative staff on duty
Grade School - Classes 1-8	1. Executive Director 2. Office Manager 3. Administrative staff on duty

OUR SCHOOL ADDRESS:	556 124 th Ave NE Bellevue, WA 98005
OUR SCHOOL PHONE NUMBER:	425.401.9874
OUR NEAREST CROSS-STREETS:	NE 8 th ST & 5 th AVE NE

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EMERGENCY ASSISTANCE PHONE NUMBERS

<u>Emergency Assistance</u>	<u>Number(s)</u>
• Police	911
• Fire/Medics	911
• Overlake Hospital Emergency Room	425.688.5000
• Children's Hospital Emergency Room	206.987.2000
• Poison Control	1.800.222.1222
• Puget Sound Energy (Electricity)	1.888.225.5773
• Puget Sound Energy (Gas)	1.888.225.5773
• City of Bellevue Utilities	425.452.7840
• KRKO Radio – 1589 or 1380	425.304.1381 ext. 117
• KIRO Radio – 710	206.726.5476
• Child Protective Services	1.866.363.4276
• Child Care Licensur	425.590.3094
• King County Health District	206.296.4600
• Alternate Site Location (Evacuation Site) and nearest payphone	Uwajimaya 699 120 th Ave N Bellevue (425) 747-9012

MISSING CHILD

- Notify the reception or administration immediately and search the facility again for **no longer than 2 minutes**.
- Call 911 immediately; provide the following information:
 - Child's name and age
 - Address
 - Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks
 - Medical status, if appropriate
 - Time and location child was last seen
 - Person with whom the child was last seen
- Have child's information, including emergency/consent form and photo if available, ready for the police upon their arrival
- Senior Administrator onsite notifies parents of missing child and attempt confirmation that child is with family; if not - inform parents of situation and steps taken
- Senior Administrator onsite reports incident to Child Care Licensor (DEL) and Child Protective Services (CPS) – **This step is required in all circumstances, including when the child is found without the involvement of the authorities. This requirement applies to all children enrolled in the school.**
- Senior Administrator onsite completes a written incident report at the earliest opportunity. Incident reports are stored in the front office.

Senior Administrator definition – in the order stated:

DEL Licensed Programs – early childhood programs and afterschool care	1. EC Program Director 2. Executive Director 3. Office Manager 3. Administrative staff on duty
Grade School - Classes 1-8	1. Executive Director 2. Office Manager 3. Administrative staff on duty

KIDNAPPING

- Call 911 immediately; provide the following information:
 - Child's name and age
 - Address
 - Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks
 - Physical and clothing description of the suspect
 - Medical status, if appropriate
 - Time and location child was last seen
 - Vehicle information and direction of travel
- Notify Senior Administrator and/or Executive Director immediately.

Follow Emergency Lockdown procedure:

- Have child's information, including picture if available, ready for the police upon their arrival
- Senior Administrator onsite will notify parents of missing child; inform parents of situation and steps taken
- Senior Administrator onsite will report incident to Child Care Licensors and Child Protective Services
- Senior Administrator onsite will implement Crisis Response plan
- Senior Administrator onsite will complete a written incident report at the earliest opportunity. Incident reports are stored in the front office.

CHILD ABUSE

Any employee, volunteer, contractor, intern, or Board member who has reasonable cause to believe that a child has suffered abuse or neglect, whether by an employee, Board member, parent, volunteer, or any other person shall immediately:

1. Report the incident to Child Protective Services by calling 1-866- ENDHARM (1-866-363-4276) within 48 hours of the incident as required by law.
2. Report the incident to the school licenser and inform the Executive Director of such report.
3. If appropriate, report the incident to the police.
4. Inform the Executive Director of such reports.

Should a suspected abuser be an employee, volunteer, contractor or intern of TCWS, the incident must be reported, verbally and in writing, to the Executive Director. Should a suspected abuser be the Executive Director, the incident must be reported, verbally or in writing, to the President of the Board of Trustees. Should a suspected abuser be the President of the Board of Trustees, the incident must be reported verbally or in writing to the full Board of Trustees. Any suspected abuser is suspended from all program activities involving children until TCWS's investigation is complete.

Failure to Report Abuse

Any employee, volunteer, contractor, intern or Board member who fails to report an incident of abuse may be suspended, terminated, or otherwise removed from his/her position with TCWS.

Records

A full record is maintained of every incident of abuse reported, including a description of the incident, the name of the individual who reported the incident, a record of TCWS's internal investigation, if any, and the outcome of that investigation. Such a record is maintained whether the incident report names as the abuser an employee, a volunteer, a contractor, an intern, the Executive Director, or any member of the Board of Trustees or its officers.

- The mandated reporter with direct observation or information will document the following information *:
 - Child's name
 - Child's age/birth date
 - Address
 - Name and address of parent or guardian and other children in the home (if known)
 - Any statements made by the child (but do NOT interview them)
 - The nature and extent of the injury or injuries, neglect, and/or sexual abuse
 - Any evidence of previous incidences of abuse or neglect including nature and extent
 - Any other information which may be helpful in establishing the cause of the child's injury or injuries, neglect or death and the identity of the perpetrator or perpetrators
 - Date and time of calls to Child Protective Services and Division of Child Care and Early Learning (licensor)

*Note: These reports may become legal documents. Confidentiality of these reports must be strictly observed.

- Incident reports will be copied to the Executive Director and stored in a confidential file, separate from the regular student file.

ASSAULT ON CHILD OR STAFF

- Call 911 if any medical treatment is needed or if police are required (when in doubt – make the call).
- Senior Administrator onsite will follow “Senior School Management Responsibilities – Intruder Alert” in the Emergency Lockdown procedure.
- Follow Emergency Lockdown Procedure if perpetrator is unknown or suspected to be in an altered state of mind and thus present a further threat.
- Staff member or teacher will stay with the victim.
- Victim’s family will be notified by the front office when safe to do so.
- If medical treatment is required, the director will call Child Protective Services.
- Senior Administrator onsite will report incident to licenser.
- A written incident report at the earliest opportunity by Senior Administrator onsite; incident reports are stored in the front office.

FIRE ALARM/EMERGENCY***If smoke or fire is seen:***

- Activate fire alarm if not sounding
- Evacuate children, visitors, and staff (see page 14 if necessary); drop and crawl to avoid smoke and close doors and windows behind you; take the following items with you:
 - class/staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets
 - children's emergency/consent forms and medical information/supplies
 - cell phone, if available
- Call 911 from outside the building
- Take attendance; if safe to do so, search the building for anyone missing
- Front office staff member will check areas of concern and use fire extinguisher if safe to do so
- Have the following items ready for police and fire personnel:
 - Number of children in care, staff, volunteers, and visitors
 - Knowledge of anyone remaining in the building
 - Floor plan and internal systems information
- If it is determined that the building is unsafe, move children to alternate site location; follow Site Evacuation Procedure
- Senior Administrator onsite will notify parents of evacuation and alternate site location, if applicable
- Senior Administrator onsite will report incident to Child Care Licensor
- Senior Administrator onsite will complete a written incident report at the earliest opportunity. Incident reports are stored in the front office.
- Notify all parents of incident

GAS LEAK

If gas odor is detected:

- **DO NOT** activate the fire alarm system or any other electrical equipment
- Notify front office staff
- Evacuate children and staff if necessary and close doors behind you but leave a window open; take the following items with you:
 - disaster supplies which are stored in the second gray shed
 - class/staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets
 - children's emergency/consent forms and medical information/supplies
 - cell phone, if available
- Call 911 from outside the building
- Move children to a designated area no less than one block from the school; this location is: Uwajimaya 699 120th Ave N Bellevue (425) 747-9012
- Take attendance
- If possible, turn gas off: grey master gas main with valve on top, underneath Morning Star kitchen window (outside). See the box adjacent to the window, marked 'Gas Key', and use the key (wrench) to turn the valve off.
- Have the following items ready for police and fire personnel:
 - Location of leak, if known
 - Number of children in care, staff, volunteers, and visitors
 - Knowledge of anyone remaining in the building
 - Floor plan and internal systems information
- Senior Administrator onsite will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location at Uwajimaya 699 120th Ave N, Bellevue (425) 747-9012
- Senior Administrator onsite will report incident to Child Care Licensor
- Senior Administrator onsite will complete a written incident report at the earliest opportunity. Incident reports are stored in the front office.
- Parents will be notified.

EARTHQUAKE

In the event of ground movement the following procedures should be carried out:

- Direct all children to **“DROP, TAKE COVER and HOLD”** and remain that way until the earth stops moving – stay away from windows, bookcases, and filing cabinets. Hold onto the item you are using as a cover, if it moves, move with it. Keep talking to children in calm, reassuring manner until it is safe to move. In Trillium Hall and in the Foyer, huddle in the middle of the room, away from windows and doors.
- If no items are available for cover, crouch by a load-bearing wall and cover your head with your arms
- If outside move to a clear area and “drop and take cover,” keeping away from glass, bricks, and power lines. If you are, in the woods and can’t get to a safer location, take cover close to the base of a large tree
- When the earthquake stops the following procedures should be carried out:
 - Teachers and staff check themselves and children for any injuries
 - Check evacuation routes for damage
 - Evacuate children and staff and close doors behind you; take the following items with you:
 - class/staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets
 - children’s emergency/consent forms and medical information/supplies
 - cell phones
 - Staff will render first aid to those who need it
 - Senior Administrator on site will take attendance outside to account for all children and adults
 - Check utilities for disruption/damage (gas, water, sewer); if you smell gas, turn the gas off by turning the red gas valves on the gas lines outside the Morning Star kitchen and the main electrical line in the Electrical closet on the lower south wall of building B on the plaza. **CAUTION:** be absolutely sure to not touch - or lean against - anything else than the switch while you turn the power off.
 - Have a team of two individuals (at least one trained in building assessment) inspect the exterior of the building, following the post-earthquake damage assessment list in appendix C, and report findings to the Senior Administrator on site.
 - Have the same team of two individuals (one person trained in building assessment) assess the interior of the building and determine if it is safe to move children back into the building or whether it is best to evacuate. Follow the post-earthquake damage assessment list in appendix C, and report findings to the Senior Administrator on site.

- Determine if it is safe for a rescue team to go into building to locate anyone missing or injured.
- Listen to KIRO 710 AM for information on the surrounding area.
- Determine status of emergency supplies and equipment.
- Contact out-of-area contact with information on the school's status (injuries, evacuation, children remaining in care, children who have been picked up).
- If it is decided to evacuate to an alternate location, post a notice indicating your new location, date and time you left; follow Site Evacuation procedure.
- Call parents with school status information; if not possible, report school status information to KRKO 1380 or 1589 AM radio station for announcement over the air (425-304-1381, ext. 117).
- If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called if possible.
- Senior Administrator onsite will report incident to Child Care Licensor and will complete a written incident report at the earliest opportunity. Incident reports are stored in the front office.

BUILDING EVACUATION

- Make a quick assessment of the situation in the classroom and of any injuries to the children or adults
- Senior Administrator onsite evaluates the evacuation route to be sure that it appears clear of obstructions
- Senior Administrator onsite gives instruction to evacuate
- If possible and time allows, have children take jackets and coats
- Staff should take the following items:
 - class/staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets
 - children's emergency/consent forms and medical information/supplies
 - cell phone, if available
- Staff should assemble children in a line to evacuate the building (one teacher leading the children and one teacher following behind) to the north side of the parking lot.
- Take attendance; if safe to do so, search the building for anyone missing.
- Have children sit down in the north side of parking lot – location of fire drills line-up - if possible.
- If a gas leak or other incident that requires individuals be located further away from the school, have teachers move children to the pre- designated area or no less than one block from the school. The pre-designated location is: **Uwajimaya at 699 120th Ave NE in Bellevue.**
- Senior Administrator onsite will evaluate the situation with the help of responding agencies (fire, police, etc.) and determine if it is safe to enter building. If not, determine if it is necessary to move to the alternate site location (follow Site Evacuation procedure), or to stay put until it is safe re-enter the building.
- Senior Administrator onsite will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location.
- Senior Administrator onsite will report incident to licenser and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office.
- All parents will be notified of incident.

SITE EVACUATION

- If it is determined that staff and children will be moved to the alternate site--_Uwajimaya 699 120th Ave NE Bellevue (425) 747-9012
- Access through South school entrance, cross the street and go up 5th up and over the hill, take a right on NE 120th, left in the first driveway after bus lot, onto parking of Uwajimaya.
- Students remain with the teacher who teaches them at the time. If a class teacher is on break at that time, s/he must join his or her class immediately. Subject teachers, if not teaching at that time, find the best way to support.
- Staff should bring the following items to the alternate sites if possible:
 - Class/staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets
 - Children's emergency/consent forms and medical information/supplies
 - Cell phone, if available
- Senior Administrator onsite will oversee the process of evacuating children to the alternate site:
 - Group the children in one line, in pairs, holding hands, with an adult at the front and back of the line.
 - Station one adult per 10 children
- Regroup in the parking lot of Uwajimaya
- Once at the alternate site location, take attendance again. Teachers and staff must remain with their assigned group of children until all of the children are picked up by parents or emergency contacts.
- Senior Administrator onsite will continue to communicate with parents and coordinate pick-up of children.
- Senior Administrator onsite will report incident to licenser and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office.

FIELD TRIP INCIDENT

- Before leaving for a field trip, make sure the trip coordinator has the following information:
 - Child list by assigned vehicle
 - Supervisor/Chaperone list by assigned vehicle
 - Map of intended route
 - Children's emergency and medical information/supplies
 - Name and license number of driver, vehicle license number
 - List of important phone numbers significant to the trip (including children's emergency contact information and chaperone cell phone numbers)
 - First aid kit
- Attend to any medical needs if there are injuries or complaints of pain.
- Call 911 if emergency medical treatment or police are required.
- Contact school and provide update and actions being taken; school should consider deploying personnel to the scene, hospital, or to appropriate locations.
- Senior Administrator onsite will contact parents and give update of actions being taken; indicate meeting locations or pick-up times at the school.
- Senior Administrator onsite will report incident to licensor and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office.
- Senior Administrator onsite will call insurance company (if needed).

POWER OUTAGE

- Senior Administrator onsite or designee will try to locate the problem; in teaching spaces and offices, use flashlights. Flashlights and batteries are located in individual classroom tool kits.
- Call 911 if concerned about a fire or safety hazard
- Unplug all electrical equipment; turn off all but one light
- Senior Administrator onsite will call PSE – 1.888.225.5773
- Call King County Health District to help determine if school needs to be closed. The school will consider the following items in making the decision to close:
 - Can we safely prepare/store food?
 - Do we need to move to an alternate site?
 - Can we safely transport the children?
 - How will we notify parents?
- All parents will be notified if power outage is prolonged
- Senior Administrator onsite will report incident to licensor and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office

STORMS & SNOW

- If the school must close during hours of operation because of snow or storm school administrators will notify parents utilizing the emergency notification system (phone call and e-mail) and www.schoolreport.org.
- If weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the school staff will care for the child until such time as the parent, legal guardian, or emergency contact person can safely claim the child. The disaster supplies will be used as needed.
- Senior Administrator onsite will report incident to licenser and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office.

EXTERNAL HAZARDOUS MATERIALS ACCIDENT

- Call 911 immediately; have staff initiate a “Shelter in Place” procedure unless directed to do otherwise by emergency personnel via the dispatcher
- Have the following items ready for police and fire personnel:
 - Location and description (liquid, gas) of hazard, if known
 - Number of children in care, staff, volunteers, and visitors
 - Floor plan and internal systems information (see appendix C)
- Follow instructions given by responding agency for either Shelter in Place or Building and Site Evacuation
 - If evacuated, call on transportation resource to take children and staff to alternate site; our transportation resource is:
 1. Staff Vehicles
 2. First Student Charter 1.800.472.1187
 - Notify parents of move to alternate site location
- Senior Administrator onsite will report incident to licensor and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office
- All parents will be notified of incident

INTERNAL HAZARDOUS MATERIALS ACCIDENT

- In the event a person comes into direct contact with a suspected hazardous material, follow safety precautions posted on-site or listed on the container. Call the hospital emergency room for additional instruction. Contact poison control school for common household product poisonings. (1.800.222.1222)
- Call 911 if additional assistance is needed
- Senior Administrator onsite will report incident to licensor and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office

SHELTER-IN-PLACE PROCEDURE

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

- Gather all children inside of Building A.
- Call 911 if you haven't already done so; Director or designee should turn on and listen to the radio KIRO710 AM or KRKO 1380 or 1589 AM; Listen for emergency information from your local fire or police department
- Senior Administrator onsite or facility maintenance person to turn off all fans, heating, cooling, or ventilation systems and clothes dryers
- Close and lock windows and doors (Locked windows seal better) and close as many interior doors as possible
- Close off non-essential rooms such as storage areas, laundry room, etc.
- Seal gaps around windows, doors, heating/air conditioning vents, bathroom and kitchen exhaust fans, stove, and dryer vents with pre-cut plastic sheeting, wax paper, or aluminum foil and duct tape. All supplies will be distributed by the administration.
- Stay alert to loudspeaker announcements; emergency personnel from your local police or fire departments may give you specific instructions via loudspeaker or door-to-door
- If determined necessary, you can provide a minimal amount of breathing protection by covering mouths and noses with a damp cloth
- If you are told there is danger of explosion, line up the room with tables on their sides, with table legs facing the center, to create a 'fort' within which the children sit down. This is to avoid injuries and keep children away from windows.
- Senior Administrator onsite will stay in touch with responding agencies/emergency personnel
- Senior Administrator onsite and emergency personnel in charge will determine whether to stay sheltered in place or to evacuate
- Advise parents not to pick children up from the school until the incident is over. The presence of parents searching for their children will only cause confusion and may lead to exposure to toxic chemicals. Once sheltered in place you will not want to open the door to let parents in and out.
- Have emergency disaster supplies and emergency contact cards handy
- Once the incident is over; inform parents, take down protective covers, turn ventilation system back on
- Senior Administrator onsite will report incident to licensor and will complete a written incident report at that earliest opportunity; Incident reports are kept on file in the office.

BOMB THREAT

During the Bomb Threat Call:

- **DO NOT HANG UP! KEEP THE CONVERSATION GOING AND ATTEMPT TO GET THE FOLLOWING INFORMATION:**
 - Where is the bomb?
 - What time will it go off?
 - What kind of bomb is it?
 - Who are you?
 - Why is this going to happen?
- **LISTEN FOR:**
 - Voice of male or female
 - Speech impediment or accent
 - What kind of background noise there is
 - Cell phone or land-line
- **NOTE:** Time _____ Date _____

Immediately After the Call

- Notify School administrator
- Call 911
- Initiate a lockdown; follow Emergency Lockdown procedure
- Confer with fire and police about evacuation
- Have floor plan ready for police/fire personnel (see appendix D)
- Have teachers and staff glance around their area for suspicious items (**DO NOT MOVE SUSPICIOUS ITEMS**)
- If the decision is made to evacuate, follow Building and Site Evacuation procedure
- Senior Administrator onsite will notify parents if evacuated or moved to alternate location
- Senior Administrator onsite will report incident to licensor
- Senior Administrator onsite will complete a written incident report at the earliest opportunity; incident reports are stored in the front office
- All parents will be notified of incident

EMERGENCY LOCKDOWN/INTRUDER ALERT PROCEDURE

From time to time, schools have unfortunately been faced with the threat of an intruder entering the facility. An intruder is defined as any visitor who poses a perceived threat to the safety and welfare of children and employees. If at any time you are dealing with a person you feel fearful for your safety or the safety of others, then you may be faced with an intruder situation.

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

1. It is crucial that all faculty and staff understand and follow the Intruder Alert procedures.
2. It is important to practice the Intruder Alert procedure in the facility at least once per year. This drill takes place during Preview Days, without students present. It is a means for faculty and staff to know which steps to take and which activities will be best supportive of students.
3. Lockdown information will be given to parents upon enrollment, along with all other relevant school handbooks. Parents will be notified of all lockdown drills and events.
4. Parents will be informed of our pre-designated alternate pick up site if children and staff are evacuated. Parents should not try to enter the facility during a lockdown and may be kept away from the school until authorities determine it is safe.

Senior School Management (Director or designee) Responsibilities – Intruder Alert:

- If a person(s) comes into the facility, assess the situation. If you are uneasy or suspicious of the person(s) immediately have someone call 911.
- **If a weapon is present, DO NOT CONFRONT** – use one of the five **lockdown alert horns** located in the location specific to each building/floor
 - Building C: kitchen
 - Building B: south hallways upstairs and downstairs over the fire extinguishers
 - Building A: office and above fire extinguisher in Trillium HallAsk another staff member for them to call 911 immediately. The sound of the horn indicates the absolute necessity for teachers to keep all children indoors, away from windows, and to lock all doors if possible, including interior doors between classrooms.
- If no weapon is suspected, confront the intruder in the following manner:
 - Approach the individual in a non-confrontational manner with the assistance of another staff member
 - Introduce yourself and the person with you to the individual in a non-confrontational way
 - Ask the individual who they are and how you can be of assistance
 - Inform the individual of the policy that all visitors need to sign in and guide him/her to the area where that is done.
 - If the individual refuses, do not confront him/her. Keep supervising the individual and gesture for another person to call 911.

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

- Intruder Alert Procedure - use one of the five **lockdown alert horns** located in the location specific to each building/floor:
 - Building C: kitchen
 - Building B: south hallways upstairs and downstairs over the fire extinguishers
 - Building A: office and above fire extinguisher in Trillium HallGesture to another staff member for them to call 911 immediately. The sound of the horn indicates the absolute necessity for teachers to keep all children indoors, away from windows, and to lock all doors if possible, including interior doors between classrooms.
- If students are outdoors, teachers try to locate the intruder if possible and bring the children indoors in closest building found in **the direction opposite to the location of the intruder.**
- If students are off-campus (walk, field trip), call the teacher to let him/her know NOT to return to campus.
- If students are in the woods, teachers lead the students off campus using the exit gate on the east side of the woods, using the padlock combination number.

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

- Staff should quickly check the hall and restrooms closest to their classrooms to get children into the rooms
- Lock all doors, close and lock all windows, cover all windows and doors, and turn off lights
- Keep children away from windows and doors; position children in a safe place against walls or on the floor; turn a classroom table on its side to use as a buffer
- Staff will maintain (as best they can) a calm atmosphere in the room, keeping alert to emotional needs of the children.
- Teachers will keep all children in the classroom until each class is informed in person by a faculty or staff member that the situation is safe.
- Senior Administrator onsite or designee will immediately call 911 and stay on the phone until help arrives. Await further instructions from emergency response personnel. You will be informed when it is safe to move about and release children from your rooms. Children should not be released to parents until an “all clear” has been called.
- Upon arrival, the local police, in conjunction with the Executive Director, will assume controlling responsibility and may evacuate the building per police standard operating procedures
- When “all clear” is heard, the Executive Director will apprise the staff of the situation and counsel with children. When the threat has been eliminated, normal activities should be resumed as soon as possible as instructed by the Senior School Management.
- Senior Administrator onsite will report incident to licensor and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office

CRISIS RESPONSE:

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

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

- Senior Administrator onsite will determine whether or not to maintain normal schedules or to set aside the normal schedule for an all-out effort to deal with the crisis. Depending on the crisis, it may be necessary to close school for the day.
- Senior Administrator onsite will determine if parent notification becomes an item of priority or can wait for a letter to go home in the evening
- If School specific - Senior Administrator onsite will keep the local radio station (KRKO 1380 or 1589) informed as to the status of the school so parents will have accurate information
- Identify high risk children, staff and parents likely to be most affected by the news (e.g. child/ren of the staff who is injured/deceased or parents whose children are in the same class as injured/deceased)
- Gather and inform closest friends of the victims, provide support and information to them before a general announcement is made. If close friends or classmates are absent, assure that a supportive adult gives the news to them, ensuring that they do not get initial information from the media
- Prepare a formal statement for initial announcement, include minimum details and note additional information will be forthcoming. Also prepare statements for telephone and media inquiries. Have someone who does not get overly emotional answer phones.
- Give teachers the facts about the tragedy and instructions on how to share the information with the children in their care as well as suggestions for assisting children to cope.
- Send a letter home to parents explaining the situation. Include specific factual information and information on how the school is handling the situation. Some parents will need to be contacted by phone, particularly if their child's reaction to the crisis is severe.
- Determine if additional community resources are needed to be on "stand by" to effectively manage the crisis. It is essential to minimize the number of "strangers" standing around.

- Facilitate a staff meeting and, if possible, a parent meeting to provide information related to the crisis. The following are some suggestions:
 - Assist with children's processing of information about the crisis
 - Provide counselors to work with children/staff individually or in groups in a variety of locations
 - Provide support and counseling for parents
 - Provide helpful, factual information to parents
 - Have an individual assist with answering phones, providing information and handling non-media inquiries
 - Maintain a record of offers of assistance and ensure that proper personnel respond
 - Deal with the "empty chair/desk" problem. For example, a counselor would provide therapy while sitting in the child's chair. The chair would then be moved to the back of the classroom. Finally the chair would be removed. Make sure children are part of the entire process.
- Senior Administrator onsite will deal with media/reporters promptly and factually
- Provide information as requested by police, hospital, or other agencies
- When appropriate, contact the friends/family of the deceased to get information regarding funeral arrangements and pass on information to school personnel and parents who may wish to attend
- Senior Administrator onsite will report incident to licensor
- Senior Administrator onsite will report incident to Child Protective Services if necessary
- Arrange for a school community debriefing 48-72 hours after the event
- Senior Administrator onsite will complete a written incident report at the earliest opportunity; incident reports are stored in the front office
- Other considerations:
 - Have designated locations for the use of media, family, friends and workers, as needed
 - Have designated area for parents to pick up their child/ren. Students will remain with a designated adult until retrieved by a front office staffer. Parents must sign out their child/ren from a front office staffer.
 - Have transportation available to assist the family
 - Young members of the victim's family should be cared for if possible
 - Children and staff should be given permission to feel a range of emotions. Typically, individuals go through a sequence of emotional reactions following a crisis: High anxiety, denial, anger, remorse, grief and reconciliation
 - Provide for grief counseling through Hospice/Carousel Program. The phone number is 425.261.4777.

SUSPICIOUS MAIL OR PACKAGE

- Do not touch, smell, or taste unknown substances
- Cover substance with paper, trash can, clothes, or other material
- Evacuate and seal off room
- Wash hands thoroughly
- Mark room as "Dangerous"
- Call 911
- Make a list of all staff and children present in the room at the time of the incident to provide to local health authorities and the police
- Senior Administrator onsite will inform all parents of the incident
- Senior Administrator onsite will report incident to licensor and will complete a written incident report at the earliest opportunity; incident reports are stored in the front office

Appendix A: Emergency Supply Kits

Emergency supply kits are kept in each classroom and contain the following items:

- Disaster Plan (copy)
- Classroom First Aid Kit
- Emergency and Consent Forms
- Flashlight
- Hand sanitizer
- 4 Plastic garbage bags
- Whistle
- 20 gallons of water
- 20 emergency food kits

Appendix B: Preparation Steps Taken by School

This school has taken these steps to prepare the school facility, children, staff, and parents for disasters:

- The school conducts fire drills on a monthly basis and records the dates as required by licensing.
- The school has gathered a 72-hour preparedness kit and has included a 72-hour supply of any medications or supplies for those with special needs.
- For those with special needs or life-threatening health conditions, who require medication or supplies on a regular basis or on an as-needed basis, those medications or supplies are kept on-site and will be taken with if evacuation is required.
- The school has at least one corded phone to use if there is no electricity and we have located our nearest payphone.
- The school has designated an out-of-area contact. This contact is: Orange County Waldorf School 949.574.7775

Appendix C: Post-Damage Assessment List

After a disaster, begin your assessment outside the building:

Check insurance for reentering building – assessment by expert.

- Using the diagram on the following page, walk around the outside of the building and mark on this map anything that is found to be out of place, such as new or enlarged cracks, broken windows, etc.
- Determine if the facility is structurally safe to enter. If unsure, wait for assistance.
- If it is determined that it is safe to enter, send a team of two staff persons into the building to check the interior, again using the diagram on the previous page. Begin by entering the facility and going to the right of the entrance door, systematically checking each room, including closets, restrooms, and offices. Look for unsecured light fixtures, broken glass, overturned bookcases, chemicals, filing cabinets, water heaters, etc. Be cautious of live electrical wiring. Mark all findings on this map.

Appendix D: Helping Children Cope with Disaster

Disasters can be very frightening and traumatic, especially for young children. There are several things that you can do to help the children in your care cope with their feelings.

- Reassure the children that they will not be left alone and that you are there to protect them.
- Be aware of changes in a child's behavior but also know that some children may not outwardly show their distress.
- Keep to routines such as meals, activities, and naps, as much as possible.
- Avoid allowing young children to watch or listen to news coverage of the disaster.
- Give simple but truthful answers to children's questions and make sure children understand your answers. Don't give more information than the children can use and understand.
- Give children opportunities to express their feelings through activities such as play-acting, using dolls, storytelling, painting, or drawing.
- Be especially supportive of the children's feelings and need to be close. Give lots of hugs, smiles, and kind words.
- Reassure children that they are not responsible for the disaster. Listening to children's stories about disasters and feelings may help.
- If possible, take a moment away from the children and make sure you address your own fears and anxieties by talking with other adults.
- Seek professional assistance when needed. Your own knowledge of the child and your instincts about the child's needs will also help you make a decision. When in doubt, call for professional help.

Children's Mental Health Information:

In the event of a disaster or crisis, grief counseling may be provided through the Hospice/Carousel Program at 425.261.4777.

Other Resources for Assisting Children:**National Institute of Mental Health (NIMH)**

Information Resources and Inquiries Branch
6001 Executive Blvd, Rm. 8184, MSC 9663
Bethesda, MD 20892-9663
PTSD/Anxiety Disorders Publications:
1-88-88-ANXIETY
Public Inquiries: 1-866-615-6464
TTY: 1-866-415-8051
E-mail: nimhinfo@nih.gov
Web site: <http://www.nimh.nih.gov>

**Substance Abuse and Mental Health
Services Administration's (SAMHSA)
National Mental Health Information**

P.O. Box 2345
Rockville, MD 20847
Phone: 1-800-789-2647
TTY: 866-889-2647
Web site: <http://www.mentalhealth.samhsa.gov/>

American Academy of Pediatrics

141 Northwest Point Boulevard
Elk Grove Village, IL 60007-1098
Phone: 847-434-4000
Web site: [http://www.aap.org/advocacy/
releases/disastercomm.htm](http://www.aap.org/advocacy/releases/disastercomm.htm)

American Red Cross

National Headquarters
2025 E Street NW
Washington DC 20006
Phone: 202-303-5000
Web site: <http://www.redcross.org>

U.S. Department of Education

400 Maryland Avenue, SW
Washington, DC 20202
Phone: 1-800-USA-LEARN
TTY: 1-800-437-0833
Web site: <http://www.ed.gov>

Federal Emergency Management Agency

(Information for children and adolescents)
P.O. Box 2012
Jessup, MD 20794-2012
Publications: 1-800-480-2520
Web site: <http://www.fema.gov/kids>

**American Academy of Child & Adolescent
Psychiatry**

3615 Wisconsin Ave., N.W.,
Washington, D.C. 20016-3007
Phone: 202-966-7300
Web site: [http://www.aacap.org/
publications/factsfam/disaster.htm](http://www.aacap.org/publications/factsfam/disaster.htm)