

Crisis/Disaster Response Handbook

This is an attachment to the Park Place Building Occupant Emergency Plan. This Hilltop Handbook will supersede any contradictions pertaining to childcare.

The purpose of this handbook is to give childcare center personnel step-by-step procedures on how to respond to disaster/crisis situations during the first 30 minutes. Following the listed instructions in sequential order will help to prioritize notification of emergency response personnel and to limit escalation and injury during the initial impact of the situation. In this document, "Coordinator" means the center coordinator or the person-in-charge at the time of the incident or disaster. "Parent" means the child's parent or legal guardian.

This handbook was written by Snohomish County Department of Emergency Management, reviewed and edited by Snohomish Health District Partners in Child Care program, and individualized by Hilltop Early Childhood Center.

This policy was last reviewed and updated on: May 19, 2025
By Alfonso Campos (Senior Manager – Hilltop)

OUR CENTER'S ADDRESS IS:

- **Queen Anne - 4 Nickerson St. Ste. 100, Seattle, WA, 98109**

OUR CENTER'S PHONE NUMBER IS: 206-283-3100

OUR NEAREST CROSS-STREETS ARE: Nickerson St. & Cremona

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Emergency Contact Numbers

Emergency Assistance	Number(s)
☐ Police	9-1-1
☐ Fire/Medics	9-1-1
☐ Poison Control Center	1-800-222-1222
☐ Seattle City Light	206-684-7400
☐ Puget Sound Energy (Gas)	1-888-225-5773
☐ Property Manager – Stephen C. Grey	206.388.1737
☐ KIRO Radio – 710 am	206-421-5476
☐ Hilltop Phone	206-283-3100
☐ Child Protective Services	1-800-562-5624
☐ Child Care Licensur: Cecelia Krakenburg	425-917-7911
☐ King County Health Department	206-296-4755
☐ Fremont Property Manager - SUHRCO	425-460-3138

Missing Child

- ☐ Notify Building Security at 206-623-3603 with 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

- ☐ As part of the Park Place Building Occupant Emergency Plan will implement Code Adam Alert
- Immediately upon notification of a lost or missing child they will obtain a detailed description of the child as outlined above
 - Direct or take parent/guardian/responsible party to Property Management offices on the 18th floor to allow easy access to the person in case further information is needed
 - Security will use the Public Address system to broadcast an announcement that a "Code Adam Alert" is in effect so all tenants can be alerted to be on the lookout for the missing child
 - Security will conduct a thorough search of the building
 - Each office will immediately assign personnel to assist in search efforts
 - Search all potential hiding places, offices, common areas and exterior areas of the property
 - Positively identify all children located in the building

- ☐ 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

- ☐ Notify Program Coordinator immediately

- ☐ Have child's information including picture, if possible, available for the police upon their arrival
- ☐ Program Coordinator will notify parents of missing child and attempt confirmation that child is with family; if not - inform parents of situation and steps taken
- ☐ Program Coordinator will report incident to licensor and Child Protective Services
- ☐ Program Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files

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 parents/guardians
- ☐ Notify Administration
- ☐ Notify DCYF
- ☐ Have child's information including picture, if possible, available for the police upon their arrival
- ☐ Coordinator will notify parents of missing child; inform parents of situation and steps taken
- ☐ Coordinator will report incident to licensor and Child Protective Services
- ☐ Coordinator will implement Crisis Response plan (see page 19)
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files

Child Abuse

- ☐ Coordinator will make a report to Child Protective Services and the licensor (see list under next item for the type of information that may be asked)
- ☐ Coordinator and appropriate staff will write down the following information on an incident report*:
 - Date and time of calls to Child Protective Services and Division of Child Care and Early Learning (licensor)
 - Child's name
 - Child's age/birthdate
 - 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 incidents 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

*Note: These reports may become legal documents. Confidentiality of these reports must be strictly observed.
- ☐ Incident reports are stored in confidential files

Assault on Child or Staff

- ☐ Call 911 if any medical treatment is needed or if police are required (if in doubt – go ahead and call)
- ☐ Notify administration
- ☐ Coordinator will follow “Administrator Responsibilities – Intruder Alert” in the Emergency Lockdown procedure on page 16
- ☐ Follow Emergency Lockdown Procedure on page 16
- ☐ Staff member or teacher will stay with the victim
- ☐ Victim's family will be notified by Coordinator when safe to do so
- ☐ If medical treatment is required, coordinator will go with child to hospital
- ☐ Call Child Protective Services
- ☐ Coordinator will report incident to licensor

- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in file

Fire Alarm/Emergency

If smoke or fire is seen:

- ☐ Activate fire alarm if not sounding
- ☐ Evacuate children, visitors, and staff (see page 10 if necessary); drop and crawl to avoid smoke and close doors behind you; take the following items with you:
 - class/staff attendance sheets and visitor sign-in sheets
 - take emergency backpack containing children's emergency and medical information/supplies
 - walkie/talkie or personal cell phone
- ☐ Call 911 from outside the building
- ☐ Take attendance; if safe to do so, search the building for anyone missing
- ☐ 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
- ☐ Coordinator will notify parents of evacuation and alternate site location, if applicable
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files
- ☐ All parents will be notified of incident

Earthquake

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

- ☐ Staff “drop, cover and hold.” Direct all children to **“DROP, COVER and HOLD”** and remain that way until the earth stops moving – stay away from windows, bookcases, and filing cabinets. Hold onto the item you are using as a cover, if it moves, move with it. Keep talking to children until it is safe to move.
- ☐ If no items are available for cover, crouch by a load-bearing wall and cover your head with your arms
- ☐ If outside “drop, cover and hold,” keeping away from glass, bricks, and power lines. If you are outside near a building and there is no safer location, move away from the building.

When the earthquake stops the following procedures should be carried out:

- ☐ Teachers and staff check themselves and children for any injuries
- ☐ Staff will render first aid to those who need it
- ☐ Coordinator will take attendance to account for all children and adults
- ☐ If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called if possible
- ☐ Children will be released to authorized persons only.
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files

“DROP, COVER and HOLD” should be taught and practiced with the children at least once a month. “Shelter in Place”

Flooding

If center is in a flood prone area:

- ☐ During severe weather, coordinator or designee will listen to KIRO Radio 710 AM for flood watch and flood warning reports
- ☐ If a flood warning is issued, move children and staff to the alternate site location; follow Site Evacuation plan on page 10
- ☐ Call FPS at 1-877-437-7411 if evacuation is necessary
- ☐ Coordinator will notify all parents immediately
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files
- ☐ Senior Manager will call insurance company (if needed)

Building and Site Evacuation- would be used for Fire or Bomb Threat

Building Evacuation: most likely to Freeway Park

For bomb threat we would be notified by the PA system, or the floor warden.

- ☐ Make a quick assessment of the situation in the classroom and of any injuries to the children or adults
- ☐ If possible and time allows, have children take jackets and coats
- ☐ Staff should take the following items:
 - disaster supplies which are stored in classrooms (natural disaster or long term evac)
 - class/staff attendance sheets and visitor sign-in sheets
 - children's emergency and medical information/supplies
 - cell phone
- ☐ Staff should assemble children (preferably one teacher leading the children and one teacher following behind). Infants will be put into rolling evacuation cribs.

- ☐ Take attendance; if safe to do so, search the building for anyone missing
- ☐ Have children sit down at "Triangle park" on the blanket in Grab and Go
- ☐ Coordinator will evaluate the situation, will connect with the building engineers to determine if it is safe to enter the building. If not, determine if it is necessary to move to the alternate site location, or to stay put until it is safe re-enter the building.
- ☐ Coordinator will notify parents if evacuation looks to be long term or if children are moved to alternate site location
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files
- ☐ All parents will be notified of incident

Site Evacuation: first option is SPU (QA) Fremont Baptist Church (Fremont)

- ☐ If it is determined that staff and children will be moved to the alternate site location distant from the child care, children are assigned to their designated teacher, and stay in classroom groups.
- ☐ Staff should bring the following items to the alternate sites:
 - disaster supplies which are stored in the classrooms
 - class/staff attendance sheets and visitor sign-in sheets
 - grab and go with children's emergency and medical information/supplies
 - cell phone if possible
- ☐ Children will be taken to the alternate site location by walking and in evacuation cribs.
- ☐ Once at the alternate site location, take attendance again. Teachers must remain with their group of children until the children are picked up by parents or emergency contacts.
- ☐ Coordinator will continue to communicate with parents and coordinate pick-up of children
- ☐ Coordinator will report incident to licensor

- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files

Field Trip Incident

- ☐ Before leaving for a field trip, make sure the trip coordinator has a working cell phone and the following information:
 - Children's emergency and medical information/supplies
 - 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 center and provide update and actions being taken; center should consider deploying personnel to the scene, hospital, or to appropriate locations
- ☐ Coordinator will contact parents and give an update of actions being taken; indicate meeting locations or pick-up times at the child care
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files; Coordinator will call insurance company (if needed)

Power Outage

Wait a minute or two for the buildings emergency generator to restore some of the power.

- ☐ Call Building Management
- ☐ Call 911 if concerned about a fire or safety hazard
- ☐ Call King County Health Department to help determine if center needs to be closed. Also, consider the following items in making your decision:

- Can you safely prepare/store food?
- Do you need to move to an alternate site?
- Can you safely transport the children?
- How will you notify parents?

- ☐ Parents will be notified if power outage is prolonged
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files

Storms & Snow

- ☐ Hilltop follows Seattle School District Inclement Weather policy; families will be notified by Brightwheel /outgoing calls from Hilltop, posted by 6:30 a.m.
- ☐ Delayed opening is 10AM for most Seattle Schools. A delayed opening for Hilltop will also be 10AM.
- ☐ If the child care must close during hours of operation because of snow or storm the coordinator will notify parents by telephone.
- ☐ If weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the center staff will care for the child (maintaining proper child: staff ratios) until such time as the parent, legal guardian, or emergency contact person can safely claim the child. The disaster supplies will be used as needed.
- ☐ If the above persons cannot claim the child within 72 hours of the center closing, the coordinator will contact police to transport the child to a Child Protective Services care site
- ☐ Coordinator will report incident to licensor. Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files. Coordinator to report to GSA Child Care Program Manager.

External Hazardous Materials Accident

- ☐ Call 911 immediately; have staff initiate a "Shelter in Place" procedure (see page 14) 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
- ☐ Follow instructions given by responding agency for either "Shelter in Place" (page 14) or Building and Site Evacuation (page 10)

Internal Hazardous Materials Accident

- ☐ If suspected hazardous material is found **do not attempt to clean it up,** cover it and notify building security.
- ☐ 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 a poison control center for common household product poisonings. Isolate any person who came in direct contact with suspected hazardous material. (Poison Control 206-517-2350)
- ☐ Call 911 and FPS at 1-877-437-7411 if additional assistance is needed
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files

It is strongly suggested that all potentially Hazardous Materials be removed from within the Center. Household toxic chemicals should be stored separately, locked up, and stationary so as not to fall over in the event of an earthquake.

Shelter-in-Place Procedure

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

Gather all children inside

- ☐ Call 911 if you haven't already done so;
- ☐ Coordinator or teachers turn off all fans, and clothes dryers
- ☐ Close off non-essential rooms such as storage areas, laundry room, etc.
- ☐ Seal gaps around windows, doors, heating/air conditioning vents, bathroom and kitchen exhaust fans, stove, and dryer vents with pre-cut plastic sheeting, wax paper, or aluminum foil and duct tape
- ☐ Stay alert to intercom announcements; emergency personnel from your local police or fire departments may give you specific instructions via intercom 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, to avoid injuries, keep children away from windows.
- ☐ Coordinator should stay in touch with emergency personnel
- ☐ Coordinator 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 child care 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 do not 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.



Coordinator will report incident to licensor
Coordinator will complete a written incident report at that earliest opportunity; Incident reports are stored in files.

Bomb Threat

During the Bomb Threat Call:

- ☐ DO NOT HANG UP! KEEP THE CONVERSATION GOING AND ATTEMPT TO GET THE FOLLOWING INFORMATION:

- Why is this going to happen?
- What time will it go off?
- What kind of bomb is it?
- Where is the bomb?
- Who are you?

- ☐ Do not hang up the telephone even if line contact is lost

- ☐ 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 Center Coordinator
- ☐ Call 911
- ☐ Initiate a lockdown; follow Emergency Lockdown procedure on page 17
- ☐ Confer with fire and police about evacuation
- ☐ Have floor plan ready for police/fire personnel
- ☐ Have teachers and staff glance around their area for suspicious items (DO NOT TOUCH SUSPICIOUS ITEMS)
- ☐ If the decision is made to evacuate, follow Building and Site Evacuation procedure on page 10
- ☐ Coordinator will notify parents if evacuated or moved to alternate location
- ☐ Coordinator will report incident to licensor

- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files
- ☐ All parents will be notified of incident

Emergency Lockdown / Intruder Alert Procedure

From time to time, schools and childcares have been faced with the threat of unauthorized individuals entering the facility. An intruder is defined as any visitor who, through act or deed, poses a perceived threat to the safety and welfare of children and employees. If at any time you are dealing with a person you feel uncomfortable around or are fearful for your safety or 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 important that all members of the building's staff understand, support and participate in the Intruder Alert procedures.
2. It is important to practice the Intruder Alert procedure in the facility several times per year, just as you practice fire drills.
3. Parents will be given a pre-designated alternate pick up site if children and staff are evacuated. Parents should not try to enter the facility during a lockdown and may be kept away from the child care until authorities determine it is safe.

Administrator (Coordinator 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** – give pre-determined signal to another staff member for them to call 911 immediately.
- ☐ 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. Give the other staff member the pre-designated hand/word signal to call 911

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

- ☐ **Intruder Alert Procedure:** If the intruder is already inside the building, a hand/word signal (which has been predetermined and is known by all staff) shall be made to the first staff member seen. That staff member will pass on the hand signal to others throughout the building and will activate the panic button and call 911. If the suspected intruder is not yet in the building, the staff will be alerted of potential danger. The announcement will be **"Code Red"**
- ☐ If children are outside when a "Code Red" is called, or shots are heard/fired, teachers will **quickly** direct and move children back into the facility and into the nearest classroom for lockdown. Teachers will activate door anchor located on each classroom door

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, 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. (Tip: gather in a story circle behind the table and gather infants into the evacuation crib along with items to help keep them quiet, such as bottles, pacifiers, and small, quiet toys)
- ☐ Teachers will keep all children in the classroom until an all clear signal has been given
- ☐ Coordinator 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 Coordinator will assume controlling responsibility and may evacuate the building per police standard operating procedures
- ☐ When "All Clear" is heard, the coordinator 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 Coordinator.
- ☐ Coordinator will apprise parents of all "lockdowns" whether practice or real
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files

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 child care center by surprise.

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

- ☐ Coordinator 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 the center for the day.
- ☐ Coordinator will determine if parent notification becomes an item of priority or can wait for a letter to go home in the evening
- ☐ If Center specific - Coordinator will keep the local radio station (KIRO) informed as to the status of the child care so parents will have accurate information

- ☐ Identify high risk children, staff and parents likely to be most affected by the news (e.g. children of the teacher who is deceased/injured or parents whose children are in the same class as the deceased)
- ☐ Gather and inform closest friends of the victims, provide support and information to them before a general announcement 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 (see index information on page 30)
- ☐ Send a letter home to parents explaining the situation. Include specific factual information and information on how the child care 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.

- ☐ Executive Director or Senior Manager 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 child care staff and parents who may wish to attend
- ☐ Coordinator will report incident to licensor
- ☐ Coordinator will report incident to Child Protective Services if necessary
- ☐ Arrange for a child care/community debriefing 48-72 hours after the event
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files
- ☐ Other considerations:
 - Have designated locations for the use of media, family, friends and workers, as needed
 - Have transportation available to assist the family
 - Young members of the victim's family should be cared for if possible
 - Children and staff should be given permission to feel a range of emotions. Typically, individuals go through a sequence of emotional reactions following a crisis: High anxiety, denial, anger, remorse, grief and reconciliation
 - Provide for grief counseling through the Crisis Clinic of King County 24 hr. service at 866-427-4747

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
- ☐ Person who discovers mail or package will need to be separated from others to contain potential contamination
- ☐ 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
- ☐ Coordinator will inform all parents of the incident
- ☐ Coordinator will report incident to licenser
- ☐ Coordinator will complete a written incident report at the earliest opportunity; incident reports are stored in files

Appendices

Dear Child Care Parents:

Attached please find a copy of our "Crisis/Disaster Response Handbook". With the implementation of this handbook you can rest assured we will do everything we can to protect your child in the event of a crisis or disaster.

With any disaster or crisis, your cooperation is necessary for the following:

- ☐ Encourage and explain to your child why the best place for them is at the child care center.
- ☐ Explain that if you are unable to pick them up quickly, the child care staff will care for them until you or your emergency contact comes to get them.
- ☐ Please do not telephone the child care. Telephone lines will be needed for emergency communications for the first 4 hours.
- ☐ Listen to KIRO or KOMO radio for updates.
- ☐ Provide an emergency/comfort kit for your child.
- ☐ Include an out-of-state contact number with your kit.
- ☐ Provide a 72-hour supply of any medication or medical supplies/equipment that your child may need.

The child care staff will care for your child until you or your designee are able to reach them. Be sure to keep your child's emergency release card updated. Children will only be released to those specified by you on their card. We will also utilize the phone numbers on the emergency release card should we need to re-locate to our alternate site.

If local telephone lines are unavailable, utilize your out-of-state contact number for information. If possible, we will call that number to give information on your child and to see if you have left any information for us.

Thank you for your attention to this matter. Please feel free to contact Hilltop if you have any questions regarding our crisis/disaster response handbook.

Keeping your children safe.

Out-Of-State Contact

I have received information regarding your childcare facility's out-of-area emergency contact.

I understand that your childcare facility has established policies to respond appropriately to a disaster.

Signature: _____ Date: _____

Please provide the following information for our emergency records:

Child's name: _____

Child's out-of-area contact (*100+ miles away*): _____

Emergency contact (*friend, family or loved-one*): _____

Local contact (*the "nearest" acquaintance*): _____

2019/10/23/11

Appendix B: Disaster Supply Lists

Our Disaster Kits contain the following items:

- ☐ Bleach, unscented
- ☐ Batteries
- ☐ Books or games
- ☐ Bucket
- ☐ Can opener (manual)
- ☐ Comfort kits for children
- ☐ Crowbar
- ☐ Disaster Plan (copy)
- ☐ Disposable diapers/wipes
- ☐ First Aid Kit (for disasters)
 - ☐ Adhesive bandages
 - ☐ Acetaminophen (children's)
 - ☐ Alcohol wipes
 - ☐ Bandages (roller gauze, elastic)
 - ☐ Butterfly adhesive strips
 - ☐ Cotton balls
 - ☐ Eye drops (saline)
 - ☐ First aid book
 - ☐ Gauze dressing
 - ☐ Gloves, disposable
 - ☐ Medications or equipment for children/staff with special needs
 - ☐ Pocket CPR mask
 - ☐ Safety pins
 - ☐ Sanitary napkins
 - ☐ Scissors
 - ☐ Splints
 - ☐ Tape, 2" non-allergenic
 - ☐ Tissue
 - ☐ Thermometer
 - ☐ Tweezers
- ☐ Emergency information cards for children
- ☐ Flashlights

- ☐ Food (3 day supply)
- ☐ Gloves (heavy material/leather)
- ☐ Hand sanitizer
- ☐ Lighter or matches
- ☐ Money, change and small bills
- ☐ Office supplies (pen, paper, tape)
- ☐ Paper towels
- ☐ Pet supplies (if appropriate)
- ☐ PineSol® or similar product
- ☐ Plastic garbage bags (large, one per child for rain protection)
- ☐ Plastic garbage bags (medium, for toilets)
- ☐ Plastic kitchen supplies
- ☐ Pliers
- ☐ Radio
- ☐ Soap
- ☐ Tarp or tent
- ☐ Toilet paper
- ☐ Water (3-day supply)
- ☐ Whistle
- ☐ Wrench

Appendix C: Preparation Steps Taken by Center

Hilltop has taken these steps to prepare the child care facility, children, staff, and parents for disasters (list steps here):

- ☐ The center conducts fire drills on a monthly basis and records the dates as required by licensing.
- ☐ The center has gathered a 72-hour preparedness kit and has included a 72-hour supply of any medications or supplies for those with special needs.
- ☐ The center checks its emergency kits and emergency medication expiration dates regularly.
- ☐ 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.
- ☐ We have at least one corded phone to use if there is no electricity and we have located our nearest payphone.

Appendix D: Sample Incident Report Forms

Attach a copy of your child care's own incident report form or describe how you keep record of significant incidents that occur. Our child care's incident reports are kept for seven years

Also included in this section are two sample forms: a "Hilltop Situation Report" form and a "Hilltop Situation/Conversation Log." Fill out the form completely and leave no blank spaces. If the information is unknown, state that in the blank.

Notes about the Hilltop Situation Report:

- ☐ This form should be used to periodically update responding agencies or other groups about the status and needs of your child care.

☐ This form could also be used for your files if you do not have your own incident report form.

☐ In the message section, include the following information:

- Kind of immediate assistance required
- If you can hold out without assistance and for how long
- Overall condition of the facility, children, and adults
- Names of outside agencies at the site and their actions

Notes about the Hilltop Situation/Conversation Log:

☐ This form should be used to keep a running log of the activities taking place during any disaster or crisis response. It will become very important when multiple individuals are responding to the situation.

☐ A permanent log may be typed or rewritten at a later time for clarity and better understanding. If you do this, be sure to keep all original notes and records; **THEY ARE LEGAL DOCUMENTS.**

☐ The following is a sample of how this log can be used and what information to include:

Time	Situation	Response	Initials
1:30 pm	Earthquake	Center was evacuated.	CD
1:45 pm	Susy's mom came to center upset and upset Susy's classmates.	Escorted Susy's mom away from children to compose herself and then let her take Susy home.	CD
1:55 pm	Water running out of bathroom.	Sent Becky to shut off the water main.	CD



Hilltop Situation Report Form

To: _____

From: _____

Date: _____ Time: _____

Location: _____

Person in Charge at Site: _____

This message was sent via: ☐ 2-way Radio ☐ Radio ☐ Telephone ☐ Cellular Phone ☐ Messenger

Description of the Incident/Situation:

--

Employee/Child Status:

	# Absent	# Injured	# Sent to Hospital	# Dead	# Missing	# Unaccounted for	# Released to Parents	# Being Supervised
Staff								
Children								
Others								

Hilltop Situation/Conversation Log

Date: _____ Incident/Situation: _____

Time	Situation	Response	Initials

[illegible]

In the event of a disaster or crisis, grief counseling may be provided through the Crisis Clinic of King County 24 hr. service at 866-424-4747

Other Resources on Helping Children Cope

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: 301-443-4513
TTY: 301-443-8431
E-mail: nimhinfo@nih.gov
Web site: <http://www.nimh.nih.gov>

Center for Mental Health Services (CMHS)

Emergency Services and Disaster Relief Branch
5600 Fishers Lane, Room 17C-20
Rockville, MD 20857
Phone: 301-443-4735
E-mail: ken@mentalhealth.org
Web site: <http://www.mentalhealth.org/cmhs/emergencyservices/index.htm>

U.S. Department of Education

400 Maryland Avenue, SW
Washington, DC 20202
Phone: 1-800-USA-LEARN
TTY: 1-800-437-0833
E-mail: customerservice@inet.ed.gov
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>

Substance Abuse and Mental Health AC2025



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

P.O. Box 42490
Washington, DC 20015
Phone: 1-800-789-2647
TTY: 866-889-2647
Email: info@mentalhealth.org
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)

National Headquarters
431 18th Street NW
Washington DC 20006
Phone: 202-639-3520
Web site: <http://www.redcross.org>