



Sample Childcare Emergency Operations Plan

November 2011

For Training Purposes Only with
Multihazard Planning for Childcare



FEMA

Springfield Child Care Center Emergency Operations Plan

November 2011

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This document presents excerpts from a sample child care emergency operations plan (EOP). Common procedures, such as evacuation and parent-child reunification, may differ at the local, tribal, and State level, so they have not been included in the annexes although they are referenced throughout the plan. It is recommended that planners coordinate with local and tribal law enforcement, fire, and emergency managers when developing these procedures. Appendixes are mentioned in the sample EOP for reference purposes only; no appendixes are included in the sample plan.

This sample plan is for training purposes only and is based on a fictional child care facility and county. It is important to tailor all emergency operations plans to the specific hazards and needs of your jurisdiction and community.

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SIGNATORY PAGE

This emergency operations plan has been completed and approved through a collaboration of efforts in the community, including:

Jamie Flowers
Director

Angela Cloman
Parent

Bill Jacobson
Maintenance Lead

Mark Wallis
Fire Chief

Jennifer Paprocki
Teacher

Kristin Toliver
Police Chief

Nathan Montgomery
Nurse

Lisa Pollard
Emergency Manager

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Basic Plan

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I. INTRODUCTION

A. Purpose of the Plan

The purpose of the Springfield Child Care Center Emergency Operations Plan (EOP) is to identify and respond to incidents by outlining the responsibilities and duties of Springfield Child Care Center and its employees. Developing, maintaining, and exercising the plan empowers employees in an incident to act quickly and knowledgeably. In addition, the plan educates staff, children, parents, and other key stakeholders on their roles and responsibilities before, during, and after an incident. This plan provides parents and other members of the community with assurances that Springfield Child Care Center has established guidelines and procedures to respond to incidents/hazards in an effective way.

The developed guidelines and procedures for dealing with existing and potential incidents are defined in the plan below. The basic plan and the functional and hazard-specific annexes outline an organized, systematic method to mitigate, prevent, protect against, respond to, and recover from incidents. Staff members have been trained to assess the seriousness of incidents and respond according to these established procedures and guidelines. Springfield Child Care Center regularly schedules training for staff.

Lastly, developing, maintaining, and exercising the EOP increases Springfield Child Care Center's legal protection. While no set of policies rules out the potential for legal problems, establishing procedures and guidelines on the best professional practices provides a margin of protection against liability.

B. Scope of the Plan

The Springfield Child Care Center EOP outlines the expectations of staff; roles and responsibilities; direction and control systems; internal and external communications plans; training and sustainability plans; authority and references as defined by local, tribal, State, and Federal government mandates; common and specialized procedures; and specific hazard vulnerabilities and responses/recovery. Within this scope, the plan defines an incident and hazards as follows.

Incident: An incident is an occurrence – natural, technological, or human-caused – that requires a response to protect life or property. The director shall have the authority to determine when an incident has occurred and to implement the procedures within this Emergency Operations Plan.

Hazards: Hazards shall include situations involving threats of harm to children, personnel, and/or facilities. Hazards include but are not limited to natural, technological, and human-caused incidents. Hazards may require an interagency response involving law enforcement and/or emergency services agencies depending on the size and scope of the incident.

C. Situation Overview/Hazard Analysis Summary

1. Child Care Center Population

Springfield Child Care Center's current enrollment is approximately 150 children from ages 18 months to 9 years. The center is located in a one-story building that was previously an elementary school. The children enrolled at Springfield Child Care Center are supported by a committed staff.

A roster for each room is available in the main office. The roster is also located in Appendix A as a reference. [Note: Appendix A is not included in this sample plan.]

Springfield Child Care Center is committed to the safe evacuation and transport of all children and staff. Children, especially toddlers, are considered to have access and functional needs and this plan addresses those needs in addition to providing additional guidance for children/staff with:

- Limited English proficiency,
- Blindness or visual disabilities,
- Cognitive or emotional disabilities,
- Deafness or hearing loss,
- Mobility/physical disabilities (permanent and temporary), and
- Medically fragile health (including asthma and severe allergies).

The center's current enrollment of children with access and functional needs identified above is approximately 12; however, this number will fluctuate. Children and/or staff may require additional assistance if they are temporarily on crutches, wearing casts, etc.

Classrooms containing children and staff that require additional assistance during an incident will be noted by an asterisk next to the room number on the roster. The list of children and staff with the identified access and functional needs along with their locations can be found in Appendix B. Staff members that have been trained and assigned to assist those with access and functional needs during drills, exercises, and incidents are listed in Appendix B. [Note: Appendix B is not included in this sample plan.]

2. Building Information

Springfield Child Care Center is located on a 2-acre lot and includes one building, three playgrounds, and two parking lots (one for staff and one for visitors).

A map of the child care center building annotated with evacuation routes, shelter locations, fire alarm pull stations, fire hydrants, fire extinguishers, first aid kits, hazardous materials storage, and utility shutoffs is included in Appendix C. All staff members are required to know these locations as well as how to operate the utility shutoffs. [Note: Appendix C is not included in this sample plan.]

3. Hazard Analysis Summary

Springfield Child Care Center is exposed to many hazards, all of which have the potential for disrupting the child care center, causing casualties, and damaging or destroying public or private property.

In June 2010, a planning team of staff members, parents, and emergency personnel completed a thorough hazard analysis to identify any circumstances in the child care center or near the site that may present unique problems or potential risk to people or property. The interior and exterior portions of the building and the grounds have been assessed for potential hazards that may impact the site, the staff, and the children. Identified hazards have been assessed by risk and likelihood and ranked accordingly.

The table on the following page briefly discusses Springfield Child Care Center's high-priority hazards including flood, severe storm, fire, hazardous materials, missing child, and intruder.

Table 1. High-Priority Hazards

Flood	<p>Flooding is a natural feature of the climate, topography, and hydrology of Springfield and its surrounding areas. Flooding predominates throughout the winter and early spring due to melting snow, breakaway ice, and rainy weather.</p> <p>Flooding could threaten the safety of children and staff whenever storm water or other sources of water threaten to inundate the grounds or building. Flooding may occur if a water pipe breaks or prolonged rainfall causes urban streams to rise. Flooding may also occur as a result of damage to water distribution systems such as failure of a dam or levee.</p>
Severe Storm	<p>Springfield and its surrounding areas are vulnerable to severe local storms. The effects are generally transportation problems and loss of utilities.</p> <p>During the 2006-07 winter storms, high snowfall and cold temperatures resulted in significant snow accumulations. The accumulations aggravated by rain, drifting snow, and ice in roof drains caused excessive weight and the collapse of a storage shed located near the building. The collapse resulted in over \$3,000 in damage to arts and crafts supplies.</p>
Fire	<p>Fire hazards are the most prevalent types of business disaster. Fire is of particular concern to young children because it is difficult for young children to escape from fire because they lack the motor skills and mental capabilities needed and may be unable to awake from a sound sleep.</p> <p>A 2003 fire at Mitchell School in Columbia County reiterated the importance of fire preparedness and prevention efforts.</p>
Hazardous Materials	<p>Hazardous materials can be found in all homes and businesses and include: cleaning products, pesticides, paint supplies, lawn and garden products. It is important to ensure hazardous materials are clearly marked, kept in their original containers, and out of children's reach.</p> <p>Currently, ammonia, chlorine, and propane are all used and stored at the child care site.</p>
Missing Child	<p>Most children are taken by someone they know.</p> <p>While no child has ever been taken from the site by any unauthorized person, Springfield Child Care Center is still vulnerable.</p>

4. Preparedness, Protection, Prevention, and Mitigation Overview

Preparedness is the integration of the key areas involved in addressing a threat or hazard. These key areas include protection, prevention, and mitigation.

Preparedness is achieved and maintained through a continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action. Ongoing preparedness efforts require coordination among all those involved in emergency management and incident response activities. Springfield Child Care Center fosters preparedness at all levels including children, parents, and staff. Examples of preparedness actions include maintaining this plan, conducting training, planning and implementing drills and exercises, etc.

Protection and prevention include actions to avoid or deter a threat or to intervene to stop an incident from occurring. Springfield Child Care Center is committed to taking proactive prevention and protection measures whenever possible to protect the safety and security of children and staff. Springfield Child Care Center requires all adults to display identification badges and parents to provide identification when picking up children.

Mitigation includes activities to reduce the loss of life and property by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Springfield Child Care Center has taken action to reduce or eliminate the adverse effects of hazards on people and property.

For example, of the many hazards that can endanger a facility and its service to the community, the most prevalent is fire. Springfield Child Care Center was built in accordance with State building codes, in the form of approved materials, fire-resistant assemblies, exiting requirements, the width and design of stairs, the dimensions of corridors, fire suppression systems, and many other standards.

D. Planning Assumptions and Limitations

1. Planning Assumptions

Stating the planning assumptions allows Springfield Child Care Center to deviate from the plan if certain assumptions prove not to be true during operations. The EOP assumes:

- The child care center will continue to be exposed and subject to hazards and incidents described in the Hazard Analysis Summary, as well as lesser hazards and others that may develop in the future.
- A major disaster could occur at any time, and at any place. In many cases, dissemination of warning to the public and implementation of increased readiness measures may be possible; however, some emergency situations occur with little or no warning.
- A single site incident (e.g., fire, gas main breakage) could occur at any time without warning and the employees affected cannot, and should not, wait for direction from local response agencies. Action is required immediately to save lives and protect property.
- Following a major or catastrophic incident, the site may have to rely on its own resources to be self-sustaining for up to 72 hours.
- There may be a number of injuries of varying degrees of seriousness to staff and/or children. Rapid and appropriate response will reduce the number and severity of injuries.
- Outside assistance from local fire, law enforcement, and emergency managers will be available in most serious incidents. Because it takes time to request and dispatch external assistance, it is essential to be prepared to carry out the initial incident response at the site until responders arrive at the incident scene.
- Proper prevention, protection, and mitigation actions, such as creating a positive environment and conducting fire inspections, will prevent or reduce incident-related losses.
- Maintaining the EOP and providing frequent opportunities for stakeholders (staff, children, parents, first responders, and emergency management officials, etc.) to exercise the plan can improve readiness to respond to incidents.

2. Limitations

It is the policy of Springfield Child Care Center that no guarantee is implied by this plan of a perfect incident management system. As personnel and resources may be overwhelmed, Springfield Child Care Center can only endeavor to make every reasonable effort to manage the situation, with the resources and information available at the time.

II. CONCEPT OF OPERATIONS

This plan is based upon the concept that the incident management functions that must be performed by the site generally parallel some of their routine day-to-day functions. To the extent possible, the same personnel and material resources used for day-to-day activities will be employed during incidents. Because personnel and equipment resources are limited, some routine functions that do not contribute directly to the incident may be suspended. The personnel, equipment, and supplies that would typically be required for those routine functions will be redirected to accomplish assigned incident management tasks.

A. Incident Command System (ICS)

Springfield Child Care Center recognizes that staff and children will be first responders during an incident. In a major emergency or disaster, Springfield Child Care Center may be damaged or need to be evacuated, people may be injured, and/or other incident management activities may need to be initiated. These activities must be organized and coordinated to ensure efficient incident management. Springfield Child Care Center will follow the basic principles of incident command and assume command until emergency responders arrive.

B. Initial Response

Site staff will most likely be first on the scene. The staff is expected to take charge and manage the incident until it is resolved or command is transferred to someone more qualified and/or to an emergency response agency with legal authority to assume responsibility. Staff will seek guidance and direction from local officials and seek technical assistance from State and Federal agencies and industry where appropriate.

The director or his/her designee is responsible for activating the EOP, including common and specialized procedures as well as hazard-specific incident plans. The director will serve as the Incident Commander until someone more qualified arrives.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section establishes the operational organization that will be relied on to manage the incident and includes:

- A list of the kinds of tasks to be performed by position and organization.
- An overview of who does what.

The director is not able to manage all the aspects associated with an incident without assistance. The director relies on other key personnel to perform tasks that will ensure the safety of children and staff during a crisis or critical incident. Each staff member and volunteer must be familiar with his or her role and responsibilities before an incident occurs.

A. Director

The director may serve as the Incident Commander until emergency responders arrive. At all times, the director retains the overall responsibility for the overall safety of children and staff. The director shall coordinate with the Incident Commander.

B. Child Care Staff

Child care staff shall be responsible for the supervision of children and shall remain with children until directed otherwise.

Responsibilities include:

- Supervise children under their charge.
- Take steps to ensure the safety of children, staff, and other individuals in the implementation of incident management protocols.
- Direct children in their charge to inside or outside assembly areas, in accordance with signals, warning, written notification, or intercom orders according to established incident management procedures.
- Give appropriate action commands during an incident.
- Take attendance when relocated to an outside or inside assembly area or evacuates to another location.
- Report missing children to the director.
- Execute assignments as directed.
- Obtain first aid services for injured children from the nurse or person trained in first aid. Arrange for first aid for those unable to be moved.
- Render first aid if necessary. Staff will be trained and certified in first aid and CPR.

C. Custodians/Maintenance Personnel

Responsibilities include:

- Survey and report building damage.
- Control main shutoff valves for gas, water, and electricity and ensure that no hazard results from broken or downed lines.
- Provide damage control as needed.
- Assist in the conservation, use, and disbursement of supplies and equipment.

D. Office/Support Staff

Responsibilities include:

- Answer phones and assist in receiving and providing consistent information to callers.
- Provide for the safety of essential records and documents.

- Monitor radio emergency broadcasts.
- Assist with health incidents as needed, acting as messengers, etc.
- Use, prepare, and serve food and water on a rationed basis whenever the feeding of children and staff becomes necessary during an incident.

E. Children

Responsibilities include:

- Cooperate during emergency drills and exercises, and during an incident.
- Learn to be responsible for themselves and others in an incident.
- Understand the importance of not being a bystander by reporting situations of concern.
- Develop an awareness of hazards and associated prevention, protection, preparedness, and mitigation measures.
- Take an active part in incident response/recovery activities, as age appropriate.

F. Parents/Guardians

Responsibilities include:

- Encourage and support safety and incident preparedness programs.
- Participate in volunteer service projects for promoting incident preparedness.
- Provide requested information concerning the incident, closings, and other related release information.
- Practice incident management preparedness in the home to reinforce training and ensure family safety.
- Have a family emergency plan.
- Understand their roles during an emergency at the child care center.

IV. Direction, Control, and Coordination

A. Community Emergency Operations Plan (EOP)

Columbia County maintains an Emergency Operations Plan (EOP) to address hazards and incidents. The Springfield Child Care Center EOP has been developed to fit into the larger county EOP in the case of a large-scale incident. Staff members that maintain and exercise the plan are in frequent contact with the county emergency management officials.

B. Coordination With First Responders

An important component of the Springfield Child Care Center EOP is agreements with fire, law enforcement, and mental health departments to aid timely communication. The agreements specify the type of communication and services that will be provided in an incident.

If an incident is within the authorities of the first-responder community, command will be transferred upon the arrival of qualified first responders. A transfer of command briefing shall occur.

C. Source and Use of Resources

Springfield Child Care Center will use its own resources and equipment to respond to incidents until incident response personnel arrive. Parent volunteers and community members have been trained to assist if called upon and available after an incident occurs. The following organizations or agencies have agreed to be responsible for providing additional resources or assistance:

- First aid kit and sanitation supplies will be provided by: Community Mart, Mr. Jerald Evans.
- Cots and bedding supplies will be provided by: American Red Cross, Ms. Angie Ferguson.
- Food/water supplies will be provided by: Happyway Grocery Store, Ms. Janet Weber.
- Security will be provided by: Safety and Secure Company, Ms. Yvonne Hun.
- Counseling services will be provided by: Columbia County Mental Health Department.

V. COMMUNICATIONS

Communication is a critical part of incident management. This section outlines Springfield Child Care Center's communications plan and supports its mission to provide clear, effective internal and external communication between the staff, children, parents, responders, and media.

A. Internal Communications

Staff will be notified when an incident occurs and kept informed as additional information becomes available and as plans for management of the situation evolve. The following practices will be utilized to disseminate information **internally** when appropriate:

- **Telephone Tree:** A telephone tree is a simple, widely used system for notifying staff of an incident when they are not onsite. The tree originates with the director, who contacts the office/support staff. The office/support staff then in turn will contact the staff.
- **Morning Staff Meeting:** As appropriate, updated information about an incident will be presented at the morning meeting. Any new procedures for the day will also be reviewed at this time.
- **End-of-Day Staff Meeting:** As appropriate, updated information and a review of the day's events will be presented at the end-of-day meeting. Staff will also have the opportunity to address any misinformation or rumors.

B. External Communications

Communicating with the larger community begins before an incident occurs. In the event of an incident, parents, media, and first responders will require clear and concise messages from Springfield Child Care Center about the incident, what is being done about it, and the safety of the children and staff.

1. Communication With Parents/Guardians

Before an incident occurs, Springfield Child Care Center will:

- Develop a relationship with parents so that they trust and know how to access alerts and incident information.
- Inform parents about the Emergency Operations Plan, its purpose, and its objectives.
- Identify parents who are willing to review and provide input to the Emergency Operations Plan.
- Identify parents who are willing to volunteer in case of an incident, include them in preparation efforts, and include them in training.
- Be prepared with translation services for non-English-speaking families and children with limited English proficiency.

In the event of an incident, Springfield Child Care Center will:

- Disseminate information via text messages, radio announcements, and emails to inform parents about exactly what is known to have happened.
- Implement the plan to manage phone calls and parents who arrive at the center.
- Describe how the situation is being handled.
- Provide information regarding possible reactions of their children and ways to talk with them.
- Provide a phone number, Web site address, or recorded hotline where parents can receive updated incident information.
- Inform parents and children when and where services will resume.

After an incident, Springfield Child Care Center will schedule and attend an open question-and-answer meeting for parents as soon as possible.

2. Communication With the Media

All Springfield Child Care Center employees are to refer all requests for information and questions to the designated spokesperson.

Media contacts at the local television and radio stations are maintained by the director's assistant. In the case of an incident, these local media will broadcast Springfield Child Care Center's information hotline for parents and guardians.

3. Handling Rumors

In addressing rumors, the most effective strategy is to provide facts as soon as possible. To combat rumors, Springfield Child Care Center will:

- Provide appropriate information to all staff. These people are primary sources of information and are likely to be contacted in their neighborhoods, at grocery stores, etc.
- Hold a staff meeting before staff members are allowed to go home so that what is (and is not) known can be clearly communicated.
- Designate and brief personnel answering calls to help control misinformation.
- Conduct briefings for community representatives.
- Enlist the help of the media to provide frequent updates to the public, particularly providing accurate information where rumors need to be dispelled.

After the immediate incident response period, Springfield Child Care Center will conduct public meetings as needed. These meetings are designed to provide the opportunity for people to ask questions and receive accurate information.

4. Communication After an Incident (Recovery Process)

After the safety and status of staff and children have been assured, and emergency conditions have abated following an incident, staff will assemble to support the restoration of services. Defining mission-critical operations and staffing will be a starting point for the recovery process. Collecting and disseminating information will facilitate the recovery process.

The director will:

- Conduct a comprehensive assessment of the physical and operational recovery needs.
- Assess physical security, data access, and all other critical services (e.g., plumbing, electrical).
- Document damaged facilities, lost equipment and resources, and special personnel expenses that will be required for insurance claims and requests for State and Federal assistance.
- Educate personnel, children, and parents on available crisis counseling services.

C. Communication Tools

Some common internal and external communication tools that Springfield Child Care Center may use include the following:

- **Standard telephone:** Springfield Child Care Center has designated a telephone number as a recorded "hotline" for parents to call for information during incidents. The goal is to keep other telephone lines free for communication with first responders and others.
- **Cellular telephones:** These phones may be the only tool working when electric service is out; they are useful to staff en route to or from a site.
- **Computers:** A wireless laptop computer may be used for communication. Email may be a useful tool for updating information for staff and parents. An assigned staff member(s) will post information such as evacuation, closure, or relocation on the center's home page.

- **Alarm systems:** Bells or buzzers are in place and sound in different ways to signal different types of incidents – for example, fire, lockdown, or special alert (with instructions to follow). All staff, children, and volunteers will be trained on what the sounds mean and how to respond to them.
- **Whistles:** Whistles should be included in crisis kits in order to signal a need for immediate attention or assistance.

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VI. ADMINISTRATION, FINANCE, AND LOGISTICS

A. Agreements and Contracts

If resources prove to be inadequate during an incident, Springfield Child Care Center will request assistance from local emergency services, other agencies, and industry in accordance with existing mutual aid agreements and contracts (see Section IV, Direction, Control, and Coordination, for specific details). Such assistance includes equipment, supplies, and/or personnel. All agreements are entered into by authorized officials and are in writing.

All pre-negotiated agreements and contracts are included in Appendix D. [Note: Appendix D is not included in this sample plan.]

B. Recordkeeping

Springfield Child Care Center is responsible for managing the expenditure of funds and providing reasonable accountability and justification for expenditures made to support incident management operations.

These records may be used to recover costs from the responsible party or insurers or as a basis for requesting financial assistance for certain allowable response and recovery costs from the State and/or Federal government.

C. Preservation of Records

In order to continue normal operations following an incident, vital records must be protected. These include legal documents and files on children as well as property and tax records. The principal causes of damage to records are fire and water; therefore, essential records should be protected accordingly.

VII. PLAN DEVELOPMENT, MAINTENANCE, AND DISTRIBUTION

Springfield Child Care Center will maintain and revise the EOP and coordinate training and exercises in support of the EOP.

Input and suggestions from local fire, law enforcement, emergency manager, parents, and other community members will also be requested on the EOP content.

A. Approval and Dissemination of the Plan

The director will approve and disseminate the plan and its annexes following these steps:

- Review and Validate the Plan
- Present the Plan (for Comment or Suggestion)
- Approve the Plan
- Distribute the Plan

1. Record of Changes

Each update or change to the plan will be tracked. The record of changes will include: the change number, the date of the change, and the name of the person who made the change.

2. Record of Distribution

Any person receiving a plan will be documented with the title and name of the person receiving the plan, the agency to which the receiver belongs, the date of delivery, and the number of copies delivered. Copies of the plan may be made available to the public and media without the sensitive information at the discretion of the director.

B. Plan Review and Updates

The basic plan and its annexes will be reviewed annually based on a schedule established by the director.

The EOP will be updated based upon results from exercises, changes in information or resources, input from the community, and results of an incident.

C. Training and Exercising the Plan

Springfield Child Care Center understands the importance of training, drills, and exercises in maintaining and planning for an incident.

EOP training will include:

- First aid and CPR for all staff.
- Drills will be conducted at least four times per year with staff, children, approved parent volunteers, approved community members, first responders, and emergency management officials.
- Training for office/support staff on specific incident response or recovery activities, such as parent-child reunification, access and functional needs, and relocation.
- Two online FEMA courses: ICS 100 and IS-700. Both courses are available for free at FEMA's Emergency Management Institute Web site.

Records of the training provided including date(s), type of training, and participant roster will be maintained.

All Springfield Child Care Center staff members are expected to develop personal and family emergency plans. Each family should anticipate that a staff member may be required to remain at the site following a catastrophic event. Knowing that the family is prepared and can handle the situation will enable staff to do their jobs more effectively.

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VIII. AUTHORITIES AND REFERENCES

This EOP is based on the Columbia Code of Regulations, Title 12 that specifies implementing and using the Standardized Emergency Management System, which mandates the use of the National Incident Management System and the use of the Incident Command System for managing all disaster/crisis situations.

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Functional Annexes

Note:

Functional annexes address all-hazard critical operational functions, including:

- Common procedures, and
- Specialized procedures.

Each functional annex describes the policies, processes, roles, and responsibilities for that function.

All functional annexes should address:

- Situations under which the procedures should be used.
- Who has the authority to activate the procedures.
- Specific actions to be taken when the procedures are implemented.

Functional annexes do not repeat content but rather build on the information within the basic plan. This section presents two sample functional annexes.

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Shelter-in-Place Procedure

Purpose:

Shelter-in-Place is used in some emergency situations when it is best to stay in the site to remain safe and to isolate children and staff from the outside environment.

Scope:

This procedure outlines the steps to be taken by staff and children to prevent injury or death during an incident. The procedure covers children and staff who are indoors and outdoors. The need to shelter will be based on notification from local officials or weather forecasts.

Responsibilities:

Director:

- Identify shelter locations.
- Ensure shelter locations have emergency and first aid kits and supplies for sealing the rooms.
- Ensure shelter locations are marked, free of items that may fall, and have emergency lighting.
- Decide the need to shelter based on official notification.

Office/Support Staff:

- Announce the need to shelter and when appropriate announce it is safe to return to normal operations
- Monitor radio for instructions.
- Call 911.
- Ensure children and staff have properly moved to shelter location.

Staff:

- Account for the children in their care, before moving and once in shelter location.
- Take children to designated shelter locations.
- Assist children with access and functional needs.
- Seal the room, as necessary.
- Monitor radio for instructions.

Children:

- Follow staff member to shelter location.

Specialized Procedure:

The following procedure will be implemented by staff when directed by the director or when deemed appropriate by the situation.

Seal the Room:

- Lock doors, close windows, and close air vents.
- Close curtains and blinds.
- Shut off HVAC systems
- Seal all windows, doors, and air vents

Evacuation Procedure

Purpose:

Evacuation is necessary in some emergency situations because it will not be safe to stay in or around the facility. When evacuating, children and staff must use pre-designated evacuation routes and exits to leave the building in an orderly, safe manner.

Scope:

This procedure outlines the steps to be taken by staff and children to prevent injury or death during an incident. The procedure covers children and staff who are indoors and outdoors. The site may need to be evacuated for fire, explosion, or flooding. Anyone may identify the need for an evacuation based on the incident.

Responsibilities:

Director:

- Identify evacuation locations, neighborhood, out-of-neighborhood, out-of-town.
- Identify evacuation routes and exits and ensure posted.
- Communicate evacuation locations to parents.
- Ensure emergency kits to take during evacuation are prepared.
- Decide the need to evacuate based the situation.
- Identify evacuation procedures for children and staff with access and functional needs.

Office/Support Staff:

- If situation permits, shut off utilities and secure facility.
- Call 911.

Staff:

- Ensure all children have evacuated the room
- Account for the children at the evacuation site.
- Take emergency kit.

Children:

- Follow staff member to evacuation site.

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Hazard- and Threat-Specific Annexes

Note:

The **hazard- and threat-specific annexes:**

- Provide unique procedures, roles, and responsibilities that apply to a specific hazard.
- Include provisions and applications for warning the public and disseminating emergency public information.
- Do not repeat information presented in the basic plan or functional annexes.

Repeating information is not advisable for the following reasons:

- Staff and children should learn and exercise simple procedures that apply to all hazards. The hazard-specific annexes should present only hazard-unique information.
- Repeating procedures increases the possibility that there will be inconsistencies in procedures that could lead to confusion during an incident.
- The plan becomes larger and more difficult for users to comprehend.

Hazard- and threat-specific annexes do not repeat content but rather build on the information within the basic plan. This section presents two sample annexes.

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Flood (Near or On Grounds)

Purpose:

Flooding is a natural feature of the climate, topography, and hydrology of Springfield and its surrounding areas. Some floods develop slowly during an extended period of rain or in a warming trend following a heavy snow. Flash floods can occur quickly, without any visible sign of rain. Catastrophic floods are associated with burst dams and levees, hurricanes, storm surges, tsunamis, and earthquakes. The purpose of this annex is to ensure that there are procedures in place to protect staff/children and property in case of a flood.

Scope:

The annex outlines additional responsibilities and duties as well as procedures for staff responding to a flood near or on center grounds.

Core Functions:

The City of Springfield Office of Emergency Management, the National Weather Service, and other Federal cooperative agencies have an extensive river and weather monitoring system and provide flood watch and warning information to the center community via radio, television, Internet, and telephone. In the event of a flood, the Incident Commander, or director, will activate the EOP and implement the Incident Command System.

The community's siren acts as a warning system to notify staff and children in case of imminent or confirmed flooding, including that due to dam failure. If there is a loss of power, a compressed air horn or megaphone and two-way radios will serve as backup alerting/communication devices.

Operational Functions/Procedures That May Be Activated:

Operational functions or procedures that may be activated in the event of a flood include the following:

- Evacuation
- Reverse Evacuation
- Relocation
- Parent-Child Reunification
- Access and Functional Needs Population
- Continuity of Operations (COOP)
- Psychological Healing
- Mass Care

Activating the EOP:

The director will determine the need to activate the EOP and transfer incident command responsibilities when first responders arrive. The following actions described are before responders arrive on the scene.

Director Actions

- Issue stand-by instruction.
- Determine if evacuation is required.
- Notify local law enforcement of intent to evacuate, the location of the safe evacuation site, and the route to be taken to that site.
- Ensure that all children have been evacuated.
- Issue directed transportation instruction if children will be evacuated to a safer location by means of buses and cars.
- Ensure that staff and children do not return to the building until proper authorities have determined that it is safe to do so.
- Determine whether the center will be closed or remain open.
- Document all actions taken.

Office/Support Staff Actions

- Monitor radio and Internet for flood information and report any developments to the Incident Commander.
- Review procedures with staff as needed.
- Disseminate information about the incident and followup actions such as relocation site and parent-child reunification procedures.
- Notify relocation centers and determine an alternate relocation center, if needed, if primary and secondary centers would also be flooded.
- Take appropriate action to safeguard property.
- Document all actions taken.

Staff Actions

- Execute evacuation procedures when instructed.
- Take the roster and emergency kits. Take attendance before leaving the site.
- Remain with children throughout the evacuation process.
- Upon arrival at the safe site, take attendance. Report any missing or injured children.
- Do not return to the building until it has been inspected and determined safe by proper authorities.
- Document all actions taken.

For Training Purposes Only

Hazardous Materials

Purpose:

Hazardous materials are used for a variety of purposes and are regularly transported through many areas in and around Springfield. Currently, ammonia, chlorine, and propane are all used and stored onsite. The purpose of this annex is to ensure that there are procedures in place to protect staff/children and property in case of a hazardous materials spill.

Scope:

The annex outlines additional responsibilities and duties as well as procedures for staff responding to a hazardous materials spill.

Core Functions:

Hazardous materials accidents may originate inside or outside the building. Examples include: toxic leaks or spills caused by tank, truck, or railroad accident; water treatment/waste treatment plants; and industry or laboratory spills.

The Springfield Child Care Center maintenance team inspects stored chemicals twice a month.

Decontamination equipment and personal protective equipment are located in a storage unit next to the main office.

Operational Functions/Procedures That May Be Activated:

Operational functions, or procedures, that may be activated in the event of an **external** hazardous materials spill include:

- Reverse Evacuation
- Access and Functional Needs Population
- Shelter-in-Place
- Evacuation
- Parent-Child Reunification
- Psychological Healing

If there is an **internal** hazardous materials spill, the following procedures may be activated:

- Evacuation
- Access and Functional Needs Population
- Relocation
- Parent-Child Reunification

Activating the EOP for an External Chemical Spill:

The director will determine the need to activate the EOP and transfer incident command responsibilities when first responders arrive. The following actions described are before responders arrive on the scene.

If the hazardous materials spill is **external**, the following steps will be taken:

Director Actions

- Issue stand-by instruction.
- Determine what procedures should be activated.
- Consider a reverse evacuation to bring all persons inside the building.
- Notify Maintenance/Building and Grounds Manager to shut off mechanical ventilating systems.
- Notify local law enforcement of intent to shelter in place.

- Issue directed transportation instruction if children will be evacuated to a safer location by means of staff cars.
- Do not allow staff and children to return to the building until proper authorities have determined that it is safe to do so.
- Give the “all clear” signal after the threat has passed.
- Determine whether center will be closed or remain open.
- Document all actions taken.

Office/Support Staff Actions

- Review procedures with staff if needed.
- Monitor radio and Internet for additional information and report any developments to the Incident Commander.
- Disseminate information about the incident and followup actions such as the relocation site and parent-child reunification procedures.
- Notify relocation centers and determine an alternate relocation center if necessary.
- Take appropriate action to safeguard property.
- Document all actions taken.

Staff Actions

- Move children away from immediate vicinity of danger.
- Implement the reverse evacuation procedure if children are outside; observe wind direction by observing flags or leaves and move children appropriately.
- Execute shelter-in-place procedures when instructed.
- Remain with children throughout the shelter-in-place process.
- Report any missing or injured children.
- Remain in sheltered area until the “all clear” signal has been issued.
- In the event of building damage, evacuate children to safer areas of the building or from the building. If evacuation does occur, do not re-enter the building until an “all clear” signal is issued.
- Document all actions taken.

Activating the EOP for an Internal Chemical Spill

The director will determine the need to activate the EOP and transfer incident command responsibilities when first responders arrive. The following actions described are before responders arrive on the scene.

If the chemical spill is **internal**, the following actions will be taken:

Person Discovering the Spill Actions

- Alert others in immediate area to leave the area.
- Close windows and doors and restrict access to affected area.
- Notify director.
- Do not eat or drink anything or apply cosmetics.

Director Actions

- Issue stand-by instruction to all staff and children.
- Determine what procedures should be activated.
- Activate the evacuation procedures using primary or alternate routes, avoiding exposure to the chemical fumes.
- Consider an all-center evacuation.
- Notify maintenance to shut off mechanical ventilating systems.
- Notify the local fire department and the Department of Public Health. Provide the following information:
 - Site name and address, including nearest cross street(s).

- Location of the spill and/or materials released; name of substance, if known.
- Characteristics of spill (color, smell, visible gases).
- Injuries, if any.
- Notify local law enforcement of intent to evacuation.
- Issue directed transportation instruction if children will be evacuated to a safer location by means of staff cars.
- Do not allow staff and children to return to the building until proper authorities have determined that it is safe to do so.
- Give the “all clear” signal after the threat has passed.
- Determine whether the center will be closed or remain open.
- Document all actions taken.

Office/Support Staff Actions

- Move staff and children away from the immediate danger zone and keep staff and children from entering or congregating in danger zone.
- Review procedures with staff if needed.
- Disseminate information about the incident and followup actions such as relocation site and parent-child reunification procedures.
- Notify relocation centers and determine an alternate relocation center if necessary.
- Take appropriate action to safeguard property.
- Document all actions taken.

Staff Actions

- Move children away from immediate vicinity of danger.
- Report location and type (if known) of the hazardous material.
- Execute evacuation and relocation procedures when instructed. If a natural or propane gas leak or odor is detected, evacuate immediately and notify the director.
- If evacuation is implemented, direct all children to report to assigned evacuation area. Take class roster and emergency kits. Check that all children have left the building. Children are not to be left unattended at any time during evacuation process.
- Upon arrival at evacuation site, take attendance. Notify director of any missing or injured children.
- Remain with children throughout the evacuation and relocation process.
- Report any missing or injured children to the director.
- Remain in sheltered area until the “all clear” signal has been issued.
- Do not return to the building until emergency response personnel have determined it is safe.
- Render first aid as needed.