



Child Care Center Crisis/Disaster Response Handbook



Snohomish County
Dept. of Emergency Management
3509 109th Street SE
Everett, WA 98204
425.423.7635



**SNOHOMISH
HEALTH
DISTRICT**

Snohomish Health District
Child Care Health Program
3020 Rucker Avenue, Suite 206
Everett, WA 98201
425.252.5580

Child Care Center Crisis/Disaster Response Handbook

The purpose of this handbook is to give child care 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, "Director" means the center director 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 Child Care Health Program, and individualized by the child care center.

This policy was last reviewed and updated on: May 1st 2025

**OUR CENTER'S ADDRESS IS: 6215 196th ST SW
Lynnwood WA 98036**

OUR CENTER'S PHONE NUMBER IS: 425-771-5393

**OUR NEAREST CROSS-STREETS ARE: 196th ST SW
Highway 99**

Out of Area Contact EMEA headquarters 1-800-500-7644

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3509 109th Street SW
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Emergency Phone Numbers

Emergency Assistance	Number(s)
Police	911
Fire/Medics	911
Swedish Edmonds	425-640-4000
Children's Hospital	206-987-2000
Poison Control Center	1-800-222-1222
PUD (Electricity)	425-783-1000
Puget Sound Energy (Gas)	1-888-225-5773
Alderwood Water District	425-775-1971
Property Manager: Don Boulter	425-778-2159
Church Mutual Insurance Agency	1-800-554-2643
Auto Policy Number: 016-7258-09-306690	
Building Policy Number: 016-7258	
KRKO Radio - 1389 am	425-304-1381 ext. 117
KIRO Radio – 710 am	206-421-5476
Director office Phone Nanette Erban	425-771-5393
Child Protective Services	1-800-562-5624
Child Care Licensur: Julia Dunham	425-740-6871
Snohomish Health District	425-252-5580
Evacuation Site Location	
Safeway Lynnwood	
19500 Hwy 99 Suit 110	
Lynnwood WA	
Alternate Site Location (near child care)	
Church property @	
6304 194 th St SW	
Lynnwood WA 98036	

Introduction

In order to ensure the safety of all the children who attend this center and the staff who work here, this center has developed a comprehensive Crisis/Disaster Response plan. By putting together this plan and sharing it with parents, we hope to be prepared when disaster strikes.

Preparing your child care for a disaster

This child care center has taken many steps to prepare the facility, children, staff, and parents, for the unexpected.

Drills

The center conducts fire drills on a monthly basis and records the dates as required by licensing.

The center conducts disaster drills on a quarterly basis and records the dates.

There are two designated escape routes from each area. Evacuation maps are posted in each classroom.

Kits

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. This kit is kept in the CDC office.

The center checks its emergency kits and emergency medication expiration dates on a regular basis. This is done *each November*.

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.

Fire extinguishers are located throughout the center. The locations are *outside of room 010 and 101*. They are checked *annually* and recharged per manufacture guidelines.

The center's smoke alarms are checked every 6 months by ProComm.

Communication

At least one corded phone is available to use if there is no electricity and we have located our nearest payphone.

Emergency phone numbers are posted by each phone in the center.

Children will only be released to individuals listed on the child's emergency contact form. Parents need to ensure these are kept up-to-date.

Training

Staff have been trained on how and when to shut off all utilities.

Older children are taught to call 911 if directed to do so by a staff member.

At least one staff member trained in CPR and first-aid is with each group of children as required by licensing.

Gather information from parents

Make sure that all parents have reviewed the disaster plan and understand the steps that the center will take in the event of an emergency. All parents need to be given the center's out-of-area contact number and should in turn provide the center with an out-of-area contact for their family (*see Appendix A*).

Discuss with parents their plans and availability to pick up a child after a major disaster. Some parents work nearby, while others have a long commute. If roads are blocked, it could be quite some time before the parents are able to pick up their children.

Practicing for a disaster

Child care centers are required by licensing to conduct monthly fire drills and record the date and time of each. Disaster drills need to be conducted at least quarterly. It is up to the center to choose which type of disaster they will practice for each time. It is advisable to practice earthquake drills frequently. Periodic practicing of lockdowns and shelter in place is also important. A disaster drill log has been included in the appendix of this document. Some situations are difficult to practice for during normal operation of the center. For such scenarios involving site evacuation, it is a good idea to run through the situation verbally as a group during a staff meeting. In this way, questions can be answered and possible hurdles can be figured out.

When practicing fire or disaster drills, make sure to vary the time of day and day of the week. You cannot predict when a disaster will happen and if you've never practiced during pick-up time or lunch time, there could be a lot of confusion at the center. Consider conducting periodic drills without giving staff members warning. They need to be able to react, even when not mentally prepared for the situation.

All staff should receive regular training on disaster preparedness. The entire plan should be reviewed at least annually, and with all new staff as they start work. Use this handbook during staff meetings to review procedures for various disasters. Make sure you have discussed roles and responsibilities for different scenarios. Staff should be familiar with how to use a fire extinguisher and it is best if they have had practice actually using one. Make sure all staff that is required to have CPR and First Aid training is up to date on their certification. Teach staff how to shut off any utilities, such as natural gas.

Take care of staff

Disasters affect all of us. Center staff members will likely be concerned about their own family members, but will also be needed at the center to help the children in their care. Directors should provide staff with information and assistance in preparing their own families for times of disaster. Each staff should have an out-of-area contact for their family, disaster supplies at home and in their personal vehicle, and a plan for connecting with their other family members. If staff members are individually prepared, their personal worries will be reduced and they will be better able to focus on helping the children in their care who rely on them.

Personal Health Crisis

Trinity staffs the center with a minimum of 4 staff at all times, 2 in each care area. If a staff member experiences an emergency and is unable to care for children they can inform any other staff member who can call for help and secure additional coverage for children currently in care and contact administrative staff. Children are not to be left unsupervised. Teachers are not left alone to care for children.

Steps to Take During a Disaster

Building and Site Evacuation

Building Evacuation:

Make a quick assessment of the situation in the classroom and of any injuries to the children or adults

Director or most Sr. Lead teacher evaluates the evacuation route to be sure that it appears clear of obstructions

Director or most Sr. lead teacher gives instruction to evacuate

If possible and time allows, have children take jackets and coats

Staff should take the following items:

- disaster supplies which are stored *in the CDC office*
- class/staff attendance sheets and visitor sign-in sheets in Brightwheel
- children's emergency and medical information/supplies in red go bag
- classroom cell phone

Staff should assemble children 2 by 2 to evacuate the building (preferably one teacher leading the children and one teacher following behind). Infants will be put into rolling evacuation cribs. Young toddlers will be evacuated by: *Evacuation carts located in the foyer and hallway outside of toddler room or evacuation cribs. Children with special needs will be evacuated with the class. Non ambulatory children will utilize evacuation cribs, wheelchairs, and/or strollers if the situation allows or will be carried out of the building by staff at a ground level exit.*

Take attendance; if safe to do so, search the building for anyone missing

Have children sit down if possible

If a gas leak or other incident that requires individuals be located further away from the child care, have teachers move children to the pre-designated area or no less than one block from the child care; The pre-designated location is *Safeway on 99*. Director or most Sr. Lead teacher 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 in this plan), or to stay put until it is safe re-enter the building. Director with lead teacher assistance will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location; parents will be notified *by phone and brightwheel.*

Director or most Sr. lead teacher will report incident to licenser ASAP
Director will complete a written incident report at the earliest opportunity; incident reports are stored *in file cabinet outside of the CDC office*.
All parents will be notified of incident by brightwheel notification.

Site Evacuation:

If it is determined that staff and children will be moved to the alternate site location distant from the child care, assign children to a designated teacher

Staff should bring the following items to the alternate sites:

- disaster supplies which are stored *in the CDC office*.
- class/staff attendance sheets
- children's emergency and medical information/supplies in the red go bag
- cell phone

Children will be taken to the alternate site location by: *walking or evacuation cribs and carts*.

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.

Director will continue to communicate with parents by phone and/ or Brightwheel and coordinate pick-up of children

Director will report incident to licenser

Director will complete a written incident report at the earliest opportunity; incident reports are stored *in the file cabinet outside CDC 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 in a location which is easiest to seal off from the outside, such as a room or two with few exterior windows and doors. Rooms 006,007,008

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 AM; Listen for emergency information from your local fire or police department. Director 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

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, close the window shades, blinds, or curtains; to avoid injuries, keep children away from windows

Director should stay in touch with responding agencies/emergency personnel

Director and emergency personnel in charge will determine whether to stay sheltered in place or to evacuate

Advise parents via Brightwheel 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 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 via Brightwheel or by phone, take down plastic, turn ventilation system back on

Director will report incident to licenser

Director will complete a written incident report at the earliest opportunity; Incident reports are stored *in the file cabinet in front of the CDC office.*

Fire Alarm/Emergency

If smoke or fire is seen or if there is another emergency requiring evacuation:

Activate fire alarm if not sounding

Evacuate children, visitors, and staff (follow *Building Evacuation procedure* in this plan); drop and crawl to avoid smoke and close doors behind you; take the following items with you:

- disaster supplies which are stored *in the CDC office*
- class/staff attendance in Brightwheel
- children's emergency and medical information/supplies in red go bags
- classroom cell phone

Call 911 from outside the building

Take attendance; if safe to do so, search the building for anyone missing

Director or staff member will check area 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, assistants, family members, volunteers, and visitors
- Knowledge of anyone remaining in the building
- Floor plan and internal systems information (see *Appendix C*)

If it is determined that the building is unsafe, move children to alternate site location; follow *Site Evacuation procedure* in this plan

Director will notify parents by phone and/or via Brightwheel of evacuation and alternate site location, if applicable

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity; incident reports are stored *in file cabinet outside the CDC office*.

All parents will be notified of incident by phone and/or Brightwheel

Gas Leak

If gas odor is detected:

DO NOT activate the fire alarm system or any other electrical equipment

Notify center Director

Evacuate children and staff (see *Building Evacuation procedure* in this plan) and close doors behind you but leave a window open; take the following items with you:

- disaster supplies which are stored *in CDC office*.
- class/staff attendance sheets and visitor sign-in sheets
- children's emergency and medical information/supplies
- class cell phone

Call 911 from outside the building

Move children to a designated area no less than one block from the child care; This location is *Safeway*.

Take attendance

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 (see *Appendix C*)

Director will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location; if necessary to move to the alternate site location, follow *Site Evacuation procedure* in this plan

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity; incident reports are stored *in file cabinet outside the CDC office*

All parents will be notified of the incident by phone and/or Brightwheel.

External Hazardous Materials Accident

Call 911 immediately; have staff initiate the *Shelter in Place procedure* in this plan 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 procedure* or *Building and Site Evacuation procedure* in this plan

If evacuated, call on transportation resource to take children and staff to alternate child care site; our transportation resource is *community transit*. 425-353-7433

Notify parents of move to alternate site location

If Shelter-in-Place occurs, and media attention is significant, call/brightwheel notification to parents to let them know of situation

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity; incident reports are stored *in file cabinet outside the CDC office*.

All parents will be notified of incident by phone and/or Brightwheel

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 center for common household product poisonings.

Call 911 if additional assistance is needed

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity; incident reports are stored *in file cabinet outside the CDC office*.

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.

Power Outage

Center is not to open if power is out when staff arrive. Do not allow parents to leave. Staff will wait until 9:00 to see if power will be restored. All staff arrives at work on time. If power is restored before 9:00 we will open when it is restored.

Director or designee will try to locate the problem and activate alternate lighting system; flashlights and batteries are located *in each classroom and in the emergency supplies in the CDC office.*

Call 911 if concerned about a fire or safety hazard

Unplug all electrical equipment; turn off all but one light

Director to contact property manager, if needed

Director to call PUD

Call Snohomish Health District 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?

All parents will be notified if power outage is prolonged by brighwheel.

Director will report incident to licenser

Director will complete a written incident report at the earliest opportunity; incident reports are stored *in file cabinet outside the CDC office.*

Storms & Snow

Director will determine prior to opening hours, whether or not to open the center; families will be notified by adhering to Edmonds School District announcements on local TV and Radio. Director will post status on Brightwheel.

If the child care must close during hours of operation because of snow or storm, lead staff will notify parents by telephone and/or Brightwheel.

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 12 hours of the center closing, the director will contact police. Child may be transported to a Child Protective Services care site if necessary.

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity; incident reports are stored *in file cabinet outside the CDC office*.

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. Instruct children to do the same.

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, take cover in a doorway to protect yourself and children.

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 (also see *Tsunami procedure* if in a Tsunami inundation area)

Evacuate children and staff (see *Building Evacuation* section of this plan if necessary) and close doors behind you; take the following items with you:

- disaster supplies which are stored *in the CDC office*
- class/staff attendance sheets and visitor sign-in sheets in Brighwheel
- children’s emergency and medical information/supplies in red go bag
- classroom cell phone

Staff will render first aid to those who need it

Director will take attendance outside to account for all children and adults

Check utilities for disruption/damage

Have a team of two individuals (at least one familiar with building assessment) inspect the exterior of the building following the post-earthquake damage assessment list in *Appendix C* and report findings to the Director

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

Call child care's out-of-area contact with information on the center's status (injuries, evacuation, children remaining in care, children who have been picked up)

Have the same team of two individuals assess the interior of the building and determine if it is safe to move children back into the building or to whether it is best to evacuate; follow the post-earthquake damage assessment list in *Appendix C* in this plan and report findings to the Director

If it is decided to evacuate to an alternate location, post a notice indicating your new location, date and time you left; follow the *Site Evacuation* procedure in this plan. The notice will be posted *on exterior exits*.

Call parents with center status information; if not possible, report center status information to KRKO radio station for announcement over the air for parent to hear

If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called if possible

Director will report incident to licenser

- Director will complete a written incident report at the earliest opportunity; incident reports are stored *in the filing cabinet outside the CDC office*

Volcanic Eruption

A volcanic eruption will likely also be accompanied by other disasters such as earthquakes, flooding, landslides or mudflows (also known as lahars).

When notified of possible eruption (if within inundation area), director or designee will listen to KIRO Radio 710 AM for Volcano/Lahar warning reports and evacuation directions.

If a lahar warning is issued and evacuation directives given, move children and staff to the alternate site location; follow *Site Evacuation* procedure in this plan.

Director will notify all parents immediately by phone and/or brighwheel if evacuation takes place.

If not in the inundation area but Volcanic Ashfall is imminent close doors, windows and dampers. Place damp towels at door thresholds and other draft sources, tape drafty windows.

Protect dust sensitive electronics (e.g., computers, machinery)

Dust often using vacuum attachments rather than dust cloths, which may become abrasive.

Remove outdoor clothing before entering the building if possible – ask parents to remove their shoes and shake off as much ash as they can before entering the main section of the child care facility.

When going outside use dust masks and eye protection. If you don't have a dust mask, use a wet handkerchief.

Prior to sweeping, dampen ash to ease removal. Be careful to not wash ash into drainpipes, sewers, storm drains etc. Seek advice from officials regarding disposal of volcanic ash in your community.

Keep children indoors; discourage active play in dusty settings. Dust masks do not fit well on small children.

The weight of ash can cause roofs to collapse. Since most roofs cannot support more than four inches of wet ash, keep roofs free of thick accumulation. Once asphalt stops, sweep or shovel ash from roofs and gutters. A one-inch layer of ash weighs 5-10 pounds per square foot when dry, but 10-15 pounds per square foot when wet. Wear a dust mask and use precautions on ladders and roofs.

Put stoppers in the tops of your drainpipes (at the gutters)

Minimize driving (change oil and air filters frequently) use ample windshield washer fluid.

Director will call insurance company (if needed)

Flooding

If center is in a flood prone area:

During severe weather, director 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* procedure in this plan

Director will notify all parents immediately by phone and/or Brighwheel

Director will report incident to licenser

Director will call insurance company (if needed)

Landslides

If center is in landslide prone area:

During severe weather, director or designee will listen to KIRO Radio 710 AM for watch and warning reports, especially during snowmelt and saturating rain events

Staff will keep an eye out for increased water/mud flow downhill, tree movement/leaning, and sounds of earth movement

If a landslide seems imminent or a warning is issued, move children and staff to the alternate site location; follow *Site Evacuation* procedure in this plan

Director will notify all parents by phone or Brightwheel immediately Director will report incident to licensor

Director will call insurance company (if needed)

Missing Child

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 Director immediately and search the facility again

Have child's information including picture, if possible, available for the police upon their arrival

Director will notify parents by phone of missing child and attempt confirmation that child is with family; if not - inform parents of situation and steps taken

Director will report incident to licensor and Child Protective Services

Director will complete a written incident report at the earliest opportunity;

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 Director immediately

Follow *Emergency Lockdown procedure* in this plan

Have child's information including picture, if possible, available for the police upon their arrival

Director will notify parents by phone of missing child; inform parents of situation and steps taken

Director will report incident to licensor and Child Protective Services

Director will implement *Crisis Response procedure* in this plan

Director will complete a written incident report at the earliest opportunity;

Child Abuse

___ Report abuse or suspected abuse to the Director

___ Director, in conjunction with any reporting staff, will make a report to Child Protective Services , the licensor and complete a pastoral information report (see list under next item for the type of information that may be asked)

___ Director and appropriate staff will write down the following information on an incident report*:

- Date and time of calls to Child Protective Services and Department of 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 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

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

Assault on Child or Staff

Call 911 if any medical treatment is needed or if police are required (if in doubt, call)
Director will follow "Intruder Alert Procedure" in the Intruder Alert / Lockdown procedure in this plan

Follow Lockdown or Lockout procedure in this plan as appropriate

Staff member or teacher will stay with the victim

Victim's family will be notified by *director or most Sr. lead staff* when safe to do so

If medical treatment is required, director will call Child Protective Services

Director will report incident to licenser

Director will complete a written incident report at the earliest opportunity

Intruder Alert Procedure / Lockdown / Building Lockout

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 unauthorized individual 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. If the intruder is already in the building, initiate the intruder alert procedure and lockdown. Children will be locked down WITHIN their classrooms. If there is suspicious or criminal activity occurring outside the facility, the child care will go into a building lockout. Doors to the outside will be locked and access restricted, but staff and children will be allowed to move between the classrooms inside the building.

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

- It is important that all members of the building's staff understand, support and participate in the Intruder Alert, lockdown, or lockout procedures.
- It is important to practice these procedures in the facility several times per year, just as you practice fire drills.
- Lockdown information will be given to parents upon enrollment. Parents will be notified of all lockdown/lockout events.
- 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 or lockout and may be kept away from the child care until authorities determine it is safe.

Intruder Alert / Lockdown

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 hand signal to another staff member for them to call 911 immediately. This signal is thumb to ear pinky to mouth ASL sign for telephone. Initiate Intruder Alert / Lockdown Procedure.
- If a weapon is **suspected**, confront the intruder in the following manner:
 - Director or designee should try to engage the intruder in conversation, directing toward entrance/lobby/office/exterior door
 - Inform the individual of the policy that all visitors need to sign in and guide him/her to the area where that is done.
 - Remain calm and avoid sudden moves or gestures
 - Try not to raise your voice – but, if necessary, do so decisively and with clarity.
 - If it can be done safely, have a staff member go outside the building to warn approaching parents of the danger and lockdown status.
 - Alert other staff members to call 911 – initiate Intruder Alert / Lockdown Procedure
- 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 signal to call 911
 - Initiate Intruder Alert / Lockdown Procedure

If it is determined that the safety and health of children and staff are in jeopardy begin the *Intruder Alert procedure*.

If the intruder is already inside the building, a hand 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 call 911. This hand signal is *ASL sign for help H hand lifted by left hand*.

Upon hearing the chosen intruder alert announcement the following steps must be implemented:

Director or designee will immediately call 911 (if it has not been done already) and stay on the phone until help arrives. Alert upstairs church staff and ask for assistance when available. Await further instructions from emergency response personnel.

Staff should quickly check the hall and restrooms closest to their classrooms to get children into the rooms

Lock all doors to classrooms (this includes exterior and interior doors), close and lock all windows, cover all windows and doors, and turn off lights; if doors to hallway cannot be locked, use a doorstop or other wedge to keep the door closed from the inside.

Keep children away from windows and doors; position children in a safe place against walls or on the floor; position children behind a bookcase or 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 one or two cribs (preferably on wheels) 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

Emergency personnel will inform the site when it is safe to move about and release children from classrooms. Children should not be released to parents until an “all clear” has been called.

Upon arrival, the local police, in conjunction with the Director, will assume controlling responsibility and may evacuate the building per police standard operating procedures

When “All Clear” is heard, the 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 Director.

Director will apprise parents of all “lockdowns” whether practice or real

Building Lockout

If the suspected intruder is not yet in the building, an announcement will be made (or a bell sounded) which alerts the staff of potential danger. The announcement will be (*“This is a Code Red Emergency, repeat, this is a code red emergency.” – or – this is an actual lock down__*). A building lockout will be initiated:

Any children outside the facility on the playground must be brought inside immediately

Immediately lock all exterior doors, close and lock all windows, and cover all windows

Director or designee will immediately call 911 and stay on the phone until help arrives; await further instructions from emergency response personnel.

Keep children away from windows and doors

Staff will maintain (as best they can) a calm atmosphere in the building, keeping alert to emotional needs of the children. Activity within the building may continue, but no access to the outside is permitted

Teachers will keep all children in the building until an all-clear signal has been given.

Upon arrival, the local police, in conjunction with the Director will assume controlling responsibility and may evacuate the building per police standard operating procedures or may allow parents to pick up children if deemed safe

Any individuals outside the building wishing to gain admittance must be escorted by law enforcement personnel.

When "All Clear" is heard, the director will apprise the staff of the situation and counsel children. When the threat has been eliminated, normal activities should be resumed as soon as possible as instructed by the Director.

Director will apprise parents via brightwheel of all lockdowns or lockouts whether practice or real

Director will report incident to licenser

Director will complete a written incident report at the earliest opportunity

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.

Director 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.

Director 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 - Director will keep the local radio station (KRKO) 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 information in *Appendix E*)

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.

The Director and/or Pastor(s) 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

Director will report incident to licenser

Director will report incident to Child Protective Services if necessary

Arrange for a child care/community debriefing 48-72 hours after the event

Director will complete a written incident report at the earliest opportunity;

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 Hospice/Carousel Program. The phone number is (425) 261-4777.

Flu Outbreak

Symptoms of flu include fever, headache, extreme tiredness, dry cough, sore throat, runny or stuffy nose, and muscle aches. Nausea, vomiting, and diarrhea are also common in children with the flu. Flu is spread from person to person through coughs and sneezes and indirectly through contaminated objects. For this reason, it is very important to isolate children with flu symptoms and have their parents or guardians pick them up as soon as possible. During a flu outbreak, as determined by the local health authority, additional steps should be taken to prevent the spread of disease. Make sure to keep emergency disaster supplies and emergency contact cards handy.

Check all children upon arrival for flu symptoms before the parents leave the child care. Any children who have these symptoms should not be permitted to stay at the child care and should be asked to leave with the parent/guardian.

All staff, parents, and children should wash their hands with soap and warm water upon entering the child care.

If a child or staff member develops flu-like symptoms while at the child care, physically separate the sick person.

Call the parent/guardian to arrange for pick-up of the ill child. Insist that they come immediately.

Send sick staff home

Sick children will stay in the isolation area located *in the CDC office* until a parent or guardian is able to pick them up.

The person in charge of caring for ill children in the isolation area is office staff when available or classroom assistant. This person will limit contact with the ill child to the greatest extent possible.

Plenty of fluids will be provided to ill children.

Children and staff with symptoms will be asked to wear a mask. The staff member caring for the ill child will wear a mask.

All persons at the child care should carefully follow recommendations for hand hygiene after contact with an infected person or the environment in which the infected person was.

Those persons who are not involved in caring for the ill child will not enter the isolation area.

Place all used tissues in a bag and dispose of with other waste. A bag will be placed next to the ill child in the isolation area for this purpose.

All parents of children in affected classrooms will be notified by brightwheel of the illness by the end of the business day.

Sanitize the environment in which the sick child/staff had been located. Sanitize any toys or objects the sick child handled. Other cleaning and sanitizing activities should be done at the normal times.

Wash and sanitize any bedding that was used by the sick child. Care should be taken when handling soiled laundry (i.e. avoid holding the laundry close to your body) to avoid self-contamination. Wash hands after doing laundry.

Soiled dishes and eating utensils should be cleaned and sanitized as usual.

Any staff member or child who has been in the child care with a sick individual is at risk for developing influenza. Monitor staff and children continually for flu symptoms. Consult with healthcare providers to determine whether a flu vaccine, if available or antiviral prophylaxis should be considered.

Keep in contact with the local health authority and the child care licensor to determine if and when the child care should be closed.

Director will complete a written incident report at the earliest opportunity

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
- 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 center and provide update and actions being taken; center should consider deploying personnel to the scene, hospital, or to appropriate locations

Director will contact parents and give update of actions being taken; indicate meeting locations or pick-up times at the child care

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity

Director will call insurance company (if needed)

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 the following:

- Voice of male or female
- Speech impediment or accent
- What kind of background noise there is
- Cell phone or land-line

Note the following: Time _____ Date _____

Try to get the attention of another staff member and have them initiate the next steps.

Notify Center Director

Call 911

Initiate a lockdown; follow *Lockdown procedure* in this plan.

Confer with fire and police about evacuation

Have floor plan ready for police/fire personnel (*see appendix C*)

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* in this plan

Director will notify parents by phone and/or Brightwheel if evacuated or moved to alternate location

Director will report incident to licensor

Director will complete a written incident report at the earliest opportunity

All parents will be notified of incident by phone and/or Brightwheel

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

Director will inform all parents of the incident by phone and/or Brightwheel

Director will report incident to licenser

Director will complete a written incident report at the earliest opportunity

Appendices

Appendix A: Sample Parent Letter

Date

Dear Child Care Parents:

Attached please find a copy of our “Crisis/Disaster Response Handbook” – or - Near the sign-in desk you will find a copy of our “Crisis/Disaster Response Handbook”. Please take the time to read and become familiar with our procedures. 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 immediately telephone the child care. Telephone lines will be needed for emergency personnel. Please call the center’s out-of-area contact for information or to relay messages during a disaster.

- Listen to KRKO or KOMO radio for updates.

- Provide an emergency/comfort kit for your child.

- Include an out-of-state contact number for your family 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 is 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 the child care if you have any questions regarding our crisis/disaster response handbook. After reading this plan, parents should complete the following page and return it to the center director.

Keeping your children safe,

Sample Parent Communication Form

Dear Parent or Family,

During a disaster, communication may become challenging. Often it is easier to contact an long-distance phone number than a local or cell number. Our facility is establishing an out-of-area number to relay information throughout a disaster. Please put this number in a convenient and accessible place so that you are able to get information about your child should local calling become challenging. Our out-of-area contact is:

Name: ELEA head office

Phone #: 1-800-500-7644

We encourage you to familiarize yourself with the disaster plans and policies established for our child care facility. If you have not already been given this information, it will be provided for you by: The Child Care Director on our website Trinitylutheranchurch.com

Date: _____

Please sign and return the following portion

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

I have read and understand the child care facility's 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): _____

Appendix B: Disaster Supply Lists

Our Disaster Kits contain the following items:

- | | |
|--|---|
| Batteries | Hand sanitizer |
| Blankets (compact or space) | Infant care supplies (bottles, formula, baby food, diapers) |
| Bleach, unscented | Lighter or matches |
| Books or games | Paper towels |
| Bucket | Plastic garbage bags (large, one per child for rain protection) |
| Can opener (manual) | Plastic garbage bags (medium, for toilets) |
| Disaster Plan (copy) | Plastic kitchen supplies |
| Disposable diapers/wipes | Radio (portable) |
| Disposable face masks | Soap |
| First Aid Kit (for disasters) | Tissues |
| ○ Adhesive bandages | Toilet paper |
| ○ Acetaminophen (children's) | Water (3-day supply) |
| ○ Alcohol wipes | Whistle |
| ○ Anti-diarrheal medication | |
| ○ 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) | |

Car Kits

You never know when a disaster may strike. Have emergency supplies in your car along with a first aid kit. Consider including the following items:

- Flashlight
- Batteries
- Non-perishable food
- Bottled water
- Blanket
- Comfortable walking shoes
- Flares
- Booster cables
- Small fire extinguisher

Food

Choose a variety of non-perishable foods that require little or no preparation. Rotate food items every 6 months. Try to select items that the children like to eat and ones low in sugar and salt. A sample menu and shopping list is found on the next page. Some ideas include:

- Commercially canned or processed foods, ready-to-eat meats, fish, pastas, fruit, and vegetables
- Canned evaporated or powdered milk
- Crackers, granola bars, energy bars, trail mixes, and cereals
- Freeze-dried foods, salmon/beef jerky, dried fruit, such as for camping
- A personal energy booster for staff such as a candy bar, instant coffee, hard candies, or tea bags
- Infant formula and baby food for babies or other special foods for people with specific dietary needs

Water

Allow a minimum of 1 gallon per person per day. Include both staff and children in your count. Store your water in a cool place. Put some in your freezer if you have space, where it can help to keep food cold in a power outage.

You can purchase water or collect it yourself. If you choose to collect your own water, make sure it comes from a safe source and is stored in bottles previously used for beverages only. Wash, rinse, and sanitize all bottles. Do not use old milk jugs. Replace water you bottle yourself every 6 months. If you purchase water already bottled, replace it before the use-by-date.

In an emergency, if water must be treated, boiling is the best way to kill bacteria and parasites. If bleach is used to treat the water, add 10 drops per gallon for clear water and 20 drops per gallon for cloudy water. Use only unscented, 5% or 6% liquid chlorine bleach. Allow the bleach treated water to sit for 30 minutes before using it. Be aware that bleach may not destroy all the disease causing organisms.

Your hot water heater is a great source of water in an emergency. Make sure you know how to shut off the intake and outlet valves—this is to trap the water inside the tank and prevent contaminants from getting inside. It is also a good idea to flush your water heater annually. Check with your manufacturer's recommendation. Make sure it is strapped to wall studs to prevent tipping over. Don't rely on the water heater as your only source of water.

Appendix C: Post-Damage Assessment List

Following an earthquake or other major disaster, this list will be used to evaluate the building to determine whether or not it is safe to re-enter. This diagram is also important for identifying where utility controls and chemicals are located in your facility. *(Note: follow the instructions to complete this form. This information must be gathered PRIOR to any disaster for this assessment list to be useful after an earthquake or other devastating event).*

Draw a picture of your building. On this diagram, mark windows, doors, utilities shut-off valves (including gas, electricity, water, etc), security system controls, heating and air conditioning units, fire extinguishers, chemical storage facilities, closets, any existing cracks, trees, power lines, etc.

List the following information:

Number of children center normally cares for: 90

Number of staff members normally present: 15

After a disaster, begin your assessment outside the building:

Using the diagram on the previous 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. Specific items outside of the building that we will check include:

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 check 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. Specific items that will be checked inside the building include:

Using this information, determine if it is safe to move all staff and children back into the building. If unsure, wait for assistance before entering. Send in a clean up team prior to children re-entering the facility.

Child Care 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								

Structural Damage (Areas checked for damage/problems and location(s) of problems):

C h e c k e d (Damage/Problem Area	Location of damage/problems

X		
)		
	Gas	
	Water	
	Fire	
	Electrical	
	Communications	
	Heating/Cooling System	
	Main Building	
	Other:	

Child Care Situation/Conversation Log

Date: _____ Incident/Situation: _____

Time	Situation	Response	Initials

Child Care Disaster Drill Record

Year: _____

Center: _____ Address: _____

Contact Person: _____ Phone Number: _____

Name of Disaster Plan: _____

Type of Drill	Date / time	Objective of drill	Drill evaluation	Changes to be made	Changes made by when and by whom

Appendix E: 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. The Mental Health Checklist on the following two pages may help you in determining the need for additional assistance. 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.

In the event of a disaster or crisis, grief counseling may be provided through the Hospice/Carousel Program. The phone number is (425) 261-4777.

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>

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 Services Administration's (SAMHSA) National Mental Health Information

P.O. Box 42557
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>

American Red Cross

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

