

Rural Utah Child  
Development  
Incident Response  
Updated 6/2021



**RUCD**  

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**HEAD START**

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# Child Abuse Reporting

## Legal Responsibilities

1. As mandated reporters, staff members working for Head Start and Early Head Start programs are legally obligated to report suspected child abuse or neglect to the appropriate state child protection agency. Utah Law requires that child abuse allegations be reported to the police or the Division of Child and Family Services.
2. Staff persons are required to report incidents where there is a reasonable suspicion that abuse or neglect has occurred or a substantial risk that abuse or neglect may occur, either in the care of a Head Start agency or outside the program.
3. It is not the responsibility of the staff person or the program to investigate whether abuse or neglect occurred but rather to report probable incidents. In fact, programs and individuals must not attempt to investigate; to do so can jeopardize the accuracy of the official investigation conducted by child protective services.

## Reporting Procedures

1. Immediately document your concerns using the [Suspected Child Abuse Report Form FCP 18](#).
2. Call the state's designated reporting hotline at 1-855-323-3237
  - a. Email the FCP 18 form to Julie Justice at [jjustice@rucd.org](mailto:jjustice@rucd.org)
  - b. Email the FCP 18 form to your direct supervisor
  - c. The direct Supervisor will immediately report the incident to the Executive Director.

## Record Keeping

1. Staff will document suspected abuse using Form FCP 18. The original will be kept in a folder or envelope in a separate file and a locked cabinet.
2. A copy must be submitted to Julie Justice within 24 hours, ensuring confidentiality is maintained.

# Gas Leak

1. If an individual smells gas at the center or CO2 alarms go off, contact the Gas Company immediately at \_\_\_\_\_.
2. If children are present, determine if emergency preparedness steps for evacuation should be taken. The gas company will determine if it is safe to return to the building. If the weather is extreme, children must be sent home.
3. Contact the parents and have them pick up their child(ren).
4. Under no circumstances should gas be left unchecked. Call for a professional evaluation.
5. All staff need to know where the shut-off valves are located and how to shut off the gas.

# Missing Student

1. If a child is unaccounted for while in attendance at the center, teaching staff will search all accessible areas and check the sign in/out on the child tracking system.
2. If the child is not located all available staff will assist in the search.
3. Staff will notify the parents and law enforcement.
4. Be prepared to provide law enforcement with the following information: Name of student, age, sex, race/ethnicity, height, weight, hair color, style, length, eye color, date and time of last contact, location last seen, and clothing the child was last seen wearing, address, phone number(s), and a photograph if available.
5. Notify the education coordinator immediately.
6. Determine if emergency preparedness steps for 'Lockdown' should be taken.

# Water Leak

1. Determine if the leak can be fixed immediately by an employee or volunteer.
2. If a leak is severe or the pipe is broken, shut off water at the valve immediately.
3. If an issue is found and can not be taken care of by staff or parent volunteers the family service worker will contact the center manager to contact contractors and get a bid to resolve the issue. Refer to the financial manual for more information on the bid process.
4. Under no circumstance should water be left running, causing further damage. All staff need to know where the shut off valves are located and how to shut off water.
5. The center will have at least five or more gallons of water in storage for emergency use. If the water is off for more than one hour, children will be sent home to ensure health and sanitation are maintained.

# Outside Threat "Lockout"

1. Lockout is activated when there is a threat or danger outside the building. The purpose of building Lockout is to prevent outside threats from entering the building. Situations that may be deemed a Lockout are criminal activity in the area, civil unrest, animal threat, etc.
2. Bring everyone indoors.
3. Lock all outside doors.
4. Communicate the situation to all center staff. Use walkie talkies to keep staff informed if appropriate.
5. Take attendance.
6. Notify the current center manager.
7. Follow any instructions from the police and share that information with all center staff.

# Fire "Evacuate"

1. The person who locates the fire will pull the fire alarm if the building is equipped. If there is no alarm, yell "fire" and call 911. If your center has walkie talkies, use them to quickly notify other staff.
2. Follows steps for Emergency Preparedness for Evacuation. Be sure to take the emergency contact list, a cell phone, emergency medication from Individual Health Plan, and Emergency Preparedness Kits.
3. Lead children and other employees to the evacuation site. Follow the normal fire drill routine. If drill route(s) are too dangerous, follow an alternate route.
4. Take attendance.
5. If possible, extinguish the fire and turn off the natural gas and power. If unable to do so, move a safe distance in case of an explosion.
6. Before re-entering the building, let emergency personnel deem the building safe to re-enter.
7. If the building is unsafe to re-enter, children are to remain at the evacuation site until the parents are able to pick up the child.
8. Notify the center manager.

# Intruder (Non-Violent) "Hold"

1. Politely greet the intruder and identify yourself. Ask the intruder the purpose of his/her visit.
2. If the purpose is not Head Start related, ask the intruder to leave. Accompany intruder to exit.
3. A staff member is to call 911 or police if the intruder refuses to leave.
4. Walk away from the intruder if he/she indicates potential for violence (be aware of actions, location, weapons or packages, etc).
5. If the intruder is in a classroom, have another staff member calmly take the children to another area of the building, if possible.
6. Communicate the situation to the rest of the center.
7. Close and lock classroom doors.
8. Conduct business as usual.
9. Take attendance.
10. If a staff member determines Lockdown or Lockout, follow Emergency Preparedness steps. All center staff must be informed of the ongoing situation.
11. Inform the Health Manager of the situation.
12. If approached by members of the media requesting information regarding RUCD, refer the request to the Executive Director.  
Note: An intruder can be someone intoxicated, lost, wandering in by mistake, etc. Be aware of people entering and leaving the center.

# Active Shooter "Lockdown"

1. Communicate to other staff of the intruder if possible.
2. Lock or barricade interior doors. (Do not open the doors except for emergency personnel.)
3. Turn out the lights.
4. Move out of sight.
5. Maintain silence and silence cell phones.
6. Call 911.
7. Take attendance.
8. Escape or get out if possible.
9. Help others without putting yourself at risk.
10. Defend yourself if necessary. Find something to use as a weapon to disrupt the intruder's ability to see, breathe, or control a weapon.
11. If approached by members of the media requesting information regarding RUCD, refer the request to the Executive Director.

# Child Accident / Injury

1. The staff member will assess the severity of the injury.
2. If a child bumps his/her head, always contact the parent or emergency contact and let them make the decision as to whether the child should remain at school.
3. If the injury is minor the child can remain in class. Care for the child and complete an 'Ouch Report'. Give a copy of the Ouch Report to parents and document the accident on the Health and Safety Checklist.
4. If the injury is serious and the child needs to be taken to the hospital, call 911. The teacher/classroom support will accompany the child and remain with the child until the parent is present. Education staff will stay with the remaining children. A child incident report (A.23b) must be completed within 48 hours and sent to the health manager.
5. If the injury is serious but not an emergency, contact parents or emergency contact to pick up the child immediately.
6. Notify the health manager once the incident is under control.

# Substance Use / Intoxication

When a parent is under the influence of drugs or alcohol:

1. Use the emergency contact list to contact an authorized person to pick up both the child and the parent.
2. If the person refuses to cooperate or acts in a threatening manner, it may be necessary to make a judgment concerning releasing the child. Call the police if you are unsure about what to do.

When a volunteer is under the influence of drugs or alcohol:

1. Politely greet the volunteer and identify yourself. Ask the volunteer the purpose of his/her visit.
2. Make them aware of the drug-free workplace policy and ask them if there is someone you can call to pick them up.
3. If a volunteer refuses to leave, refuses to cooperate, or acts in a threatening manner, call 911.
4. If a volunteer leaves the building, but does not leave the premises, determine if Lockdown procedure is necessary.
5. Walk away from the volunteer if he/she indicates potential for violence (be aware of actions, location, weapons or packages, etc). Call 911.
6. Determine if Emergency Preparedness Steps for Lockout or Lockdown are necessary.
7. Notify the health manager once the incident is under control.

# Earthquake "Shelter"

1. Whether indoors or outside, take action at the first indication of ground shaking.
  - a. Indoors: stay inside. Move away from windows, shelves, and heavy objects that might fall. Take cover under a table or desk, drop and cover, if the table or desk moves, hold the legs and move with it, or if unable to find shelter, move against an interior wall. Stay low and cover your head and neck with arms.
  - b. Outdoors: move to an open space, away from buildings and overhead power lines. Lie down or crouch. Keep looking around for potential dangers that may demand your movement.
2. A teacher should make a quick assessment and make a decision whether to evacuate and to call 911. Take attendance to ensure all children are accounted for.
3. Don't move anyone who is seriously injured unless they are still in danger. Administer first aid if necessary.
4. Do not use the center telephone, power, matches, candles or other open flames unless absolutely certain there is no natural gas leak.
5. Shut off gas if there is evidence of leaking or broken lines. Shut off water and electrical main switches, if possible, and notify the center manager of any damage. Report damage to the appropriate utility company.
6. The family service worker and the center supervisor will determine if canceling school is necessary.

# Power Outage

## Before School

1. When a power outage occurs before school, attempts will be made to determine from the power utility company the anticipated duration of the problem.
2. If the problem is expected to extend beyond school starting time, the family service worker will contact their center manager to determine if school should be canceled.

## During School

1. When a power outage occurs for more than 15 minutes, the family service worker will contact the power utility company to determine the extent of the problem.
2. Teachers will remain in their classrooms with their students. Communication will occur between the family service worker and the teachers. Teachers should prepare emergency plans for activities that can be conducted in the dark using a flashlight or minimum lighting.
3. Every effort will be made to keep the students in school until the end of their regular class time unless the temperature cannot be maintained to a comfortable degree. The staff will contact parents to pick up their child(ren).
4. Foods such as crackers and canned fruits will be available in kitchens to replace cooked foods. Battery operated flashlights are available for a source of lighting.

# Staff Injury / Incident

## Minor Injury / Incident

1. If injury is minor, the employee will remain at work.
2. Fill out an Accident Report (A.23) and email it to the center manager and HR within 48 hours. These are kept on file in case it is determined at a later time that the employee needs to be seen by a physician.

## Sever Injury / Incident

1. Assess the situation and the severity of injury. Examples of severe incidents include but are not limited to seizures, fainting, and incapacitation (unable to drive, work or function normally).
2. Call 911 or seek appropriate medical assistance.
3. Issue a "Hold"
4. Close and lock classroom doors.
5. Business as usual.
6. Take Attendance.
7. The medical responders must take the injured employee to the nearest hospital when 911 responds. When emergency responders determine professional treatment is needed, staff must notify HR.
8. Employees must fill out injury report information within 48 hours. If the employee is unable to do so, a witness or the Family Service Worker may fill out the Accident Report (A.23) on behalf of the injured employee. When an employee is taken to the hospital, give Worker's Compensation Fund (WCF) as insurance. If more information is required by the clinic or hospital, refer them to HR.
9. If a staff member is to fill a prescription, the Worker's Compensation Fund (WCF) information is:  
Employer - Rural Utah Child Development  
Insurance Company - Markel Insurance Company  
Policy Number - MWC0114828-03  
Address - PO Box 650028 Dallas, TX 75265-0028  
Phone number - 888-500-3344  
Website - [www.wcgroup.com](http://www.wcgroup.com)

# Children Before and After School Hours

## Early Arrival of Child

1. Teachers are not to accept children before or after the 15 minute grace period of the beginning and ending time of regular school hours.
2. Parents that bring children to school early must stay and supervise the child until school begins for the day. (Exceptions can be made for one time emergency situations). Parents must bring the child into the classroom and ensure that teachers are aware that the child has arrived. Parents must sign the child in.

## Parent/Guardian Not Available to Receive the Child After Class

1. If parent is more than 15 minutes late to pick up their child after class ends:
  - a. Attempt to contact parents.
  - b. Attempt to contact someone from the list of emergency contacts found in ChildPlus under the application tab or Report 1520.
2. If no contact is made within 45 minutes after class ends, follow the steps below:
  - a. Contact the police. This is not an emergency situation because the child is not in immediate danger, so do not call 911. You may be referred to a dispatch worker after hours.
  - b. Police must sign FCP.17, Check In and Responsibility Form, if they are going to take the child with them. If the child is scared, anxious, or upset, staff may offer to ride in the vehicle with the child.
  - c. Send an email to the Comprehensive Services Coordinator with the time, date and description of the situation on each occasion.

# Releasing Children In an Emergency

## Authorized Person(s)

1. Staff is legally responsible for the safety of each enrolled child at their site. This includes ensuring that children are released only to either an individual who has legal right to the child or to someone whom the child's parent or guardian has previously authorized. Emergency Contacts and Release Authorizations can be found in ChildPlus under the application tab or Report 1520.  
Children will not be released to anyone under the age of 13.
2. If the enrolling parent does not name the other parent as an authorized person, clarify the parental rights of each parent and explain that unless there is a court order stating otherwise, RUCD must release the child to either legal parent. Check the birth record if you are unclear.
3. Contact the Comprehensive Services Coordinator for assistance if you are unclear about the specifics of the court documents.

# Unauthorized Pick-up

If an unauthorized person comes to your program site and demands release of a child:

1. Take all reasonable steps to resist the person's demand and stay calm.
2. Explain that RUCD policy prevents the release of the child to any unauthorized person.
3. Immediately call the custodial parent and inform him/her about the situation.
4. If the parent confirms that the person is unauthorized, try to stall the person until the parent arrives, without releasing the child.
5. If the unauthorized person attempts to physically take the child(ren), call 911 immediately.
6. If an unauthorized person leaves the building, follow Emergency Preparedness Lockdown procedure.

## Updating Emergency Contacts

1. Parents who wish to add an authorized individual to their emergency contacts must do so in person.
2. If a situation arises and a parent wishes to authorize someone to pick up their child on short notice, they must do so in writing, e.g.,: text or email.
3. The request must list the name of the authorized person, as well as the authorized date of release.
4. A staff member must acknowledge receipt of the written notice prior to releasing the child.
5. When the individual arrives, they must provide a photo ID .
6. Staff must notify the Comprehensive Services Coordinator each time a parent requests a change in authorized persons on short notice. Frequent changes may cause unnecessary anxiety for the child and may signify neglect.

# Lockout/Lockdown/Evacuate/Shelter/Hold

**LOCKOUT**" - Get Inside. Lock Outside Doors

Lockout is called when there is a threat or hazard outside of the school building. (Example: danger in your neighborhood).

**"LOCKDOWN"** - Locks, Lights, Out of Sight

Lockdown is called when there is a threat or hazard inside the school building. (Example: active shooter)

**"EVACUATE"** - Leave the Current Location

Evacuate is called to move students and staff from one location to another. (Example: fire).

**"SHELTER"** - Find a Safe Location Inside

Shelter is called when the need for personal protection is necessary. (Example: severe weather or earthquake)

**"HOLD"** - Remain In Your Classroom

Hold is called when the hallways need to be kept clear for first responders or staff managing a situation. (Example: An injury in the hall)