



Rural Utah Child Development
Incident Response

Updated 8/2018



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- 1 Immediately document your concerns using the Suspected Child Abuse Report Form. Do not wait until the end of the class or the end of the day.
- 2 Contact the Division of Child and Family Services Child Abuse/Neglect Reporting line at 1-855-323-3237. An intake worker will document your concerns and determine if follow up is necessary. During non-working hours, DCFS may transfer your call to a dispatch worker or law enforcement.
- 3 Notify the Comprehensive Services Coordinator that a referral has been made.

Child Abuse

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Child Abuse

- 1 If gas “smell” or CO2 alarms are indicated. Contact Gas Company immediately at _____.
- 2 If children are present determine if Emergency Preparedness steps for Evacuate should be taken. Gas Company will determine if safe to return to building. If weather is extreme, children must be taken home.
- 3 Contact the parents and have them pick up their child(ren). For bussed children they will be bussed to their drop off site.
- 4 **Under no circumstances should gas be left unchecked. Call for professional evaluation. All staff need to know where the shut off valves are located and how to shut off gas.**

Gas Leak

- 1 If gas “smell” or CO2 alarms are indicated. Contact Gas Company immediately at _____.
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- 4 **Under no circumstances should gas be left unchecked. Call for professional evaluation. All staff need to know where the shut off valves are located and how to shut off gas.**

Gas Leak

Lost Child

- 1 If a child is lost while in attendance at the center, teaching staff will search all accessible areas. Check Sign in/out on Childplus.
- 2 If the child is not located all available staff will assist in the search.
- 3 Staff will notify parents and law enforcement.
- 4 Be prepared to provide police with the following information:
 - a. 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 person was last seen wearing, address, phone numbers and a photograph if available.
- 5 Notify the Head Start Coordinator.
- 6 Determine if Emergency Preparedness steps for Lockdown should be taken.

Missing Student

Lost Child

- 1 If a child is lost while in attendance at the center, teaching staff will search all accessible areas. Check Sign in/out on Childplus.
- 2 If the child is not located all available staff will assist in the search.
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 - a. 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 person was last seen wearing, address, phone numbers and a photograph if available.
- 5 Notify the Head Start Coordinator.
- 6 Determine if Emergency Preparedness steps for Lockdown should be taken.

Missing Student

- 1 Determine if the leak can be fixed immediately by employee or volunteer.
- 2 If leak is severe or the pipe is broken, shut off water at valve immediately.
- 3 Call local plumber to see when they can come out for repair.
- 4 If it is determined that repairs will be extensive call Chief Financial Officer.
- 5 If bid is needed for repair follow bid process for items over \$2,000.00. (Call Chief Financial Officer for instructions).
- 6 Send in Google form for Maintenance Repair with repairs completed and amount on invoice and company making repairs.
- 7 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.

Water Leaks / Broken Pipes

- 1 Determine if the leak can be fixed immediately by employee or volunteer.
- 2 If leak is severe or the pipe is broken, shut off water at valve immediately.
- 3 Call local plumber to see when they can come out for repair.
- 4 If it is determined that repairs will be extensive call Chief Financial Officer.
- 5 If bid is needed for repair follow bid process for items over \$2000.00. (Call Chief Financial Officer for instructions).
- 6 Send in Google form for Maintenance Repair with repairs completed and amount on invoice and company making repairs.
- 7 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.

Water Leaks / Broken Pipes

- 1 The person who locates the fire will pull the fire alarm if the building is equipped. If no alarm, yell “fire” and call 911.
- 2 Follows steps for Emergency Preparedness for Evacuate. Be sure to take the emergency list, a cell phone, and Emergency Preparedness Kit. Take roll call from attendance sheet.
- 3 Follow the normal fire drill routine. If normal route(s) are too dangerous, follow an alternate route.
- 4 Extinguish fire if possible.
- 5 If possible turn off the natural gas and electricity. If unable to do so, move to a safe distance in case of explosion.
- 6 Determine whether the building is safe to re-enter according to emergency personnel.
- 7 If the building is unsafe to re-enter, children are to be moved to the safe spot.
- 8 Notify parents, the Health and Nutrition Specialist.

Fire

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- 6 Determine whether the building is safe to re-enter according to emergency personnel.
- 7 If the building is unsafe to re-enter, children are to be moved to the safe spot.
- 8 Notify parents, Bus Driver/Aide and the Health and Nutrition Specialist.

Fire

- 1 Secure vehicle, administer critical first aid.
- 2 Bus Aide or Driver will call 911. Contact center to inform them of accident so that another vehicle is also dispatched to the scene to transport children who are uninjured to school or home if this is needed.
- 3 Keep all students on the bus unless safety conditions warrant their removal.
- 4 Notify the local center and Personnel Specialist and give a list of who would likely be on the bus and route the bus was on.
- 5 Personnel Specialist provides the area Site Manager, Specialists and Office Support with a fact sheet to share with callers.
- 6 Appoint staff to contact parents and as the information is available, inform them if their child has been injured and provide them with information to where they will be transported.
- 7 Staff at involved center will be informed of the facts as quickly as possible.

Bus Accident

- 1 Secure vehicle, administer critical first aid.
- 2 Bus Aide or Driver will call 911. Contact center to inform them of accident so that another vehicle is also dispatched to the scene to transport children who are uninjured to school or home if this is needed.
- 3 Keep all students on the bus unless safety conditions warrant their removal.
- 4 Notify the local center and Personnel Specialist and give a list of who would likely be on the bus and route the bus was on.
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- 7 Staff at involved center will be informed of the facts as quickly as possible.

Bus Accident

- 1 Politely greet intruder and identify yourself. Ask the intruder the purpose of his/her visit.
- 2 If purpose is not Head Start related, ask 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 room.
- 6 If a staff member determines Lockdown or Lockout, follow Emergency Preparedness steps. All staff must be informed of the ongoing situation.
- 7 Inform the Health and Nutrition Specialist of the situation.
- 8 The Health and Nutrition Specialist will determine what information will be given to the public by providing the area Site Manager, Specialists and Office Support with a fact sheet to keep the information accurate and prevent staff and parents/guardians from overreacting.

Note: An intruder can be someone intoxicated, lost, wandering in by mistake, etc. Be aware of people entering and leaving the center.

Intruder

- 1 Assess severity of 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 stay at school.
- 3 If the injury is slight and the child can remain in class, care for the child, and complete an “Ouch Report”. Give a copy to parents and keep a copy in the Ouch Book at the center.
- 4 If the injury is serious and the child needs to be taken to the hospital, call 911. If injury is serious, but not an emergency, contact parent or emergency contact to pick up child immediately. Utilize the Emergency Form for emergency contacts. A 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 Nutrition Specialist.
- 5 Notify Health and Nutrition Specialist once incident is under control.

Child Accident / Injury

Parent under the influence of drugs or alcohol

- 1 Use the Emergency Form and 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 (this may mean having to call the police to let them determine what to do).

Volunteer under the influence of drugs or alcohol

- 1 Politely greet volunteer and identify yourself. Ask the volunteer the purpose of his/her visit.
- 2 Make them aware of drug-free work place policy and ask them if there is someone you can call to pick them up.
- 3 If volunteer refuses to leave, refuses to cooperate or acts in a threatening manner, staff are to call 911.
- 4 If volunteer leaves the building, but does not leave the premises, staff are to 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 Health and Nutrition Specialist once the incident is under control.

Substance Use / Intoxication

- 1 Whether you are indoors or outside, take action at the first indication of ground shaking.
- 2 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 they cannot find shelter, move against an interior wall. Stay low and cover head and neck with arms.
- 3 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.
- 4 A Teacher should make a quick assessment and make a decision whether to evacuate and whether to call 911. Take roll call to ensure all children are accounted for.
- 5 Don't move the seriously injured unless they are still in danger. Administer first aid if necessary.
- 6 Do not use the center telephone, light switches, matches, candles or other open flame unless absolutely certain there is no natural gas leak.
- 7 Staff will shut off gas if there is evidence of leaking or broken lines. Staff member will also shut off water and electrical main switches, if possible, and notify the Health and Nutrition Specialist of any damage. Report damage to the appropriate utility company.
- 8 The Site Manager will determine if cancelling school is necessary and will make appropriate contact with the Head Start Coordinator.
- 9 Tune radio to an emergency station and listen for instructions from public safety.
- 10 Find the safest area to keep children until parents are notified or emergency personnel give instructions.

Earthquake

Before School

- 1 When a serious 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 Site Manager will determine if school should be cancelled. Notify Head Start Coordinator and Personnel Specialist.

During School

- 1 When a power outage occurs for more than 15 minutes, the Site Manager will contact the power utility company to determine the extent of the problem.
- 2 Teachers will remain in their classrooms with their students. Communication with classes will occur through the Site Manager and 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 of the room falls below 70 degrees or exceeds 85 degrees. If temperature is not able to be maintained to an appropriate degree, parents will need to pick up their child(ren). Bussed children will be bussed to drop off site.

Loss of Electrical Power

- 1 Foods such as crackers, canned fruits will be available in kitchens to replace cooked foods. Battery operated flashlights are available for a source of lighting.

Power Outage

Late Bus Prior to Staff Arriving at Center

- 1 If it is determined that the bus will be late picking up children, the driver will call and inform the Teacher at home and Bus Aide.
- 2 Teacher will call Teacher Assistant. They will divide names and contact the children's parents and inform them of the current situation. Determine if children should be transported by parent or bus.
- 3 If bus will have children to school no later than 15 minutes school should be held.

Breakdown After Normal Center Hours

- 1 If bus is on route and will be later than 15 minutes, the parents will be called by Bus Aide using cell phone.
- 2 The Driver will contact Facility Specialist and request a repair truck if needed.
- 3 Parents will be given a choice to pick up child from location of the bus. Bus Aide will keep children until parents arrive or picked up by Head Start staff.
- 4 Center will be contacted so that information can be given to parents and/or guardian about when bus will be operating.
- 5 Children will be taken home by bus, parent or employees if necessary.

Hazardous Conditions

Example: Snow, Road Closure

- 1 Staff person will notify driver and Teachers for classroom.
- 2 Teacher and Bus Aide will divide names and contact children's parents and inform them of current situations.
- 3 Determine if bus will continue route or return children to their home.
- 4 Notify Personnel Specialist.

Late Bus / Bus Breakdown / Hazardous Conditions

Staff Injury / Incident

Assess severity of injury or incident.

Minor Injury / Incident

- 1 If injury is minor employee will remain at work.
- 2 Fill out Accident Report (A.23) and notify the Personnel Specialist. Injured employee is to fill out report and fax or email to Personnel Specialist 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.

Severe Injury / Incident

- 1 Assess situation and the severity of injury.
- 2 Call 911 or seek appropriate medical assistance.
- 3 Examples of severe incidents include but are not limited to seizures, fainting, and incapacitation (unable to drive, work or function normally).
- 4 If 911 is contacted, the injured employee must be taken by the medical responders to nearest hospital, if it is determined by emergency responders that staff should be treated by a professional. The Personnel Specialist must be notified.
- 5 Employee must fill out injury report information within 48 hours. If the employee is unable to do so, a witness or Site Manager may fill out the Accident Report (A.23) on behalf of the injured employee. When employee is taken to clinic or hospital give Markel Insurance as the provider. If more information is required by clinic or hospital, refer them to Personnel Specialist.
- 6 If staff member is to fill a prescription, the same Markel Insurance information is used for insurance coverage. If you are asked to provide an address refer them to the Personnel Specialist.

Note: Staff member will contact Personnel Specialist with accident/injury information.

Staff Injury / Incident

Early Arrival of Child

- 1 Teachers are not to accept children before or after the 15 min. 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.
- 3 Parents are to be reminded to contact the Bus Aide if their child will not be attending school so that the bus does not arrive at school early.
- 4 If the bus arrives at school earlier than five minutes, children need to be kept on the bus until teachers are prepared for class.

Parent/Guardian Not Available to Receive the Child After Class

- 1 If parent is not at home or is unavailable to pick up their child after class:
 - * Attempt to contact parent.
 - * Attempt to contact someone from the list of “authorized persons” on the Emergency Form.
 - * For bussed students, bus aide will call the Center and check for contact from parent.
- 2 If no contact is made, follow steps below:
 - * 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 if after hours.
 - * Keep the child with you until the parent, an “authorized person” or the police arrive to pick up the child.
 - * 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.
- 3 Send an email to the Comprehensive Services Coordinator with the time, date and description of the situation on each occasion.

Children Before and After School Hours

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 on Form H.14 Emergency Form.
- 2 Children will not be released to anyone under the age of 13.
- 3 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.
- 4 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. Obtain the person's name and ask to see identification (if possible, make a copy of the identification).
3. Explain that RUCD policy prevents the release of the child to any unauthorized person.
4. Immediately call the custodial parent and inform him/her about the situation.
5. If the parent confirms that the person is unauthorized, try to stall the person until the parent arrives, without releasing the child.
6. If the unauthorized person attempts to physically take the child(ren), call 911 immediately.
7. If unauthorized person leaves building follow Emergency Preparedness Lockdown procedure.

Updating the Emergency Form

Parents who wish to add an authorized individual to the emergency form must do so in person.

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, ie: text or email.

1. The request must be signed and dated by the legal parent, and provide the name of the authorized person, as well as the date of release.
2. A staff member must acknowledge receipt of the written notice prior to releasing the child.
3. When the individual arrives, they must provide either photo ID or the emergency authorization code word specified on the Emergency Form.
4. A copy of the written notice must be attached to the family services tab in CP.
5. 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.

Releasing Children

IN AN EMERGENCY SAY IT TWICE. SAY IT TWICE.



LOCKDOWN



LOCKOUT



EVACUATE



SHELTER

Standard Response Protocol – Public Address	
Threat Outside	Lockout! Secure the Perimeter
Threat Inside	Lockdown! Locks, Lights, Out of Sight!
Bomb	Evacuate to (location) Shelter for Bomb!
Earthquake	Shelter for Earthquake!
Fire Inside	Evacuate to the (location)
Hazmat	Shelter for Hazmat! Seal your Rooms
Weapon	Lockdown! Locks, Lights, Out of Sight!



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Lockdown / Lockout / Evacuate / Shelter