

Steps 1 thru 3

1. Find Out



Essential Facts Checklist

- ✓ **What** happened?
- ✓ **Who** was involved?
- ✓ **Where** are they now?
- ✓ **What** is their present condition?
- ✓ **What** action has been taken so far?
- ✓ **Who** was supervising?
- ✓ **Who** is in charge?
- ✓ **What** internal resources are available?
- ✓ **What** outside resources are needed?
- ✓ **How** will assistance be delivered?
- ✓ **When** did the incident occur?

2. Call Emergency Services



Emergency Medical Services _____

Fire Department _____

Police Department _____

Other _____

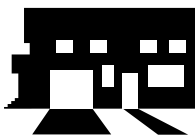
Poison Control _____

National Center for Missing & Exploited Children 800-843-5678

3. Stabilize the Situation



- ✓ Deal with hazards in the area.
- ✓ Attend to the needs of the injured.
- ✓ Disperse greeters.
- ✓ Account for individuals; gather in a central location.
- ✓ Look for additional injuries.
- ✓ Attend to the needs of the non-injured.
- ✓ Assign a staff person to care for the uninjured children.
- ✓ Preserve everything involved in the incident.



4. Establish Crisis Headquarters

- ✓ After crisis is stabilized, look for a quiet location to set up headquarters.
- ✓ Store emergency supplies and equipment nearby for easy access.
- ✓ Develop a protocol or script for phone conversations. Consult with attorney when drafting your script.
- ✓ Set up a log for incoming and outgoing telephone calls.
- ✓ Assign one person to monitor the telephone.
- ✓ Keep a record of what has been communicated, with whom and when.
- ✓ Designate a spokesperson...typically the center's director.



5. Contact Parents of Children Directly Involved

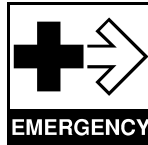
- ✓ Consider what you want to communicate to parents whose children were directly involved.
- ✓ Put yourself in the parent's place. How would you want someone to deliver this news? What would you want to know? How might you react?
- ✓ With your attorney's help, compose a script to provide the facts and to reflect your concern.
- ✓ Offer to make arrangements for parents to travel to the hospital, your facility or emergency location.
- ✓ Consider sending a staff member to accompany parents.
- ✓ Coordinate arrivals with hospital personnel.



6. Mobilize the Crisis Team

- ✓ Assess the crisis' impact on those individuals directly involved, those closely affected, and your facility's community.
- ✓ Plan the level of intervention that the situation requires: facility's crisis response team, local community resources, and outside resources.
- ✓ Identify those areas in which you will need assistance.
- ✓ Coordinate the flow of information between team members.
- ✓ Keep track of each person affected by the incident.

Steps 7 thru 9



7. Call Emergency Resources

National

American Red Cross	703-206-7090
Centers for Disease Control	404-639-3311
Environmental Protection Agency	202-260-7778
Federal Emergency Management Agency	202-646-4600
Center for Missing and Exploited Children	800-843-5678
Occupational Safety & Health Adm.	202-219-8151
Poison Control Center	202-362-7217
Department of Homeland Security	202-456-1414

Community

Animal Control Agency	_____
Hospital	_____
Child Welfare Agency	_____
Gas/Electric Co.	_____
Health Dept.	_____
Telephone Co.	_____
Water Co.	_____
Family/Women's Shelter	_____

Facility Specific

Alarm Co.	_____	Medical Supply Co.	_____
Electrician	_____	Plumber	_____
Equipment Rental Services	_____	Pool Service Co.	_____
Fire Equipment Service Co.	_____	Transportation Service	_____
Food Service Vendors	_____	Tree Care Specialist	_____
General Contractor	_____	Veterinarian	_____

8. Call Support Resources



- ✓ Insurance agent/company
- ✓ Attorney/law firm
- ✓ Business partners/Board of Directors
- ✓ Neighboring schools, child care centers
- ✓ Clergy and mental health professionals
- ✓ Physicians
- ✓ Professional associations
- ✓ Public relations advisors

9. Contact Parents/Guardians of those Not Directly Involved

- ✓ By telephone or letter, contact the parents whose children were not directly involved.
- ✓ Provide basic facts, but do not discuss details or identify individuals involved.
- ✓ Inform parents about the level of support being provided to their child.
- ✓ Emphasize that your facility will operate normally.
- ✓ Have the letter or message reviewed by your attorney.
- ✓ Keep a log of all phone calls received in response to your message.
- ✓ Maintain log until issue is fully resolved.



Steps 10 thru 12



10. Manage the Media

- ✓ Keep a file with television, radio, and print contacts and their phone numbers.
- ✓ Prepare a press kit containing facility's history, facility and program description, and safety record.
- ✓ Keep kit up-to-date and easily accessible.
- ✓ Consider notifying media contact after the crisis—before they contact you.
- ✓ Arrange to meet with the press in one place at one time.
- ✓ Provide media representatives with basic facts, avoiding speculation or assigning blame.
- ✓ Do not release names or personal information about those involved.
- ✓ Review all information with your attorney before its release.



11. Post Incident Actions

- ✓ Carry out periodic status checks of individuals involved in the incident and their families, others closely affected by the incident members of the facility's community, members of your crisis response team.
- ✓ Update your crisis response plan.
- ✓ Check your crisis response kit and supplies.

Crisis Response Kit

- | | |
|-------------------------------------------------------------|-----------------------------------------|
| ✓ Notebooks, pencils, pens | ✓ Copy of crisis response plan |
| ✓ A cell phone/charged/extra battery/number posted on phone | ✓ Flashlight |
| ✓ Emergency services telephone numbers | ✓ NOAA weather radio (battery-operated) |
| ✓ Current class roster with medications and special needs | ✓ Blankets |
| ✓ Child profile kits | ✓ First aid kit |
| ✓ List of staff and volunteers | ✓ Batteries |
| ✓ List of emergency contact numbers for children and staff | ✓ Bottled water—at least 24-hour supply |
| ✓ List of emergency resources and telephone numbers | ✓ Snacks |
| ✓ List of support resources and telephone numbers | ✓ Diapers, bottles |
| ✓ List of media contacts | ✓ Permission to treat/health forms |
| ✓ Current phone book | ✓ Whistles |
| ✓ Change for pay phones | ✓ Disposable camera with flash |

12. Organize Files & Prepare Reports



File and Reports Checklist

- | | |
|---------------------------------------------------|---------------------------------------------------|
| ✓ Incident notes | ✓ Scripts and statements |
| ✓ Telephone logs | ✓ Correspondence |
| ✓ Insurance claims — medical / accident insurance | ✓ Reports — child welfare agencies |
| ✓ Workers' compensation | ✓ OSHA |
| ✓ Liability | ✓ State and local agencies |
| ✓ Property | ✓ Press clippings & videos of television coverage |