

INTERNATIONAL
FRIENDS SCHOOL
国际友谊学校

Crisis Management Handbook 2025 - 2026

Welcome!

Dear Parents, Guardians, Faculty, and Staff,

The purpose of this Crisis Management Handbook is to give International Friends School faculty and staff step-by-step procedures on how to respond to a disaster or crisis situation. Following the listed instructions in sequential order will help prioritize notification of emergency response personnel and limit escalation and injury during the initial impact of the situation. In this document, "Senior Administrator Onsite" refers to the Head of School, Assistant Head of Operations, Business Manager, Office Manager, or other senior ranking administrative staff-in-charge at the time of the incident or disaster. "Parent" refers to the child's parent or legal guardian.

The original version of this handbook was drafted by the Snohomish County Department of Emergency Management, reviewed and edited by the Snohomish Health District Partners in Child Care program, and later adapted for International Friends School. This Handbook and enclosed floor plans are reviewed and updated when necessary and available on the school's website.

DCYF Licensed Programs – Early Childhood Programs and Afterschool Care:

1. Head of School: Xiaorong Li
2. Director of Academics and Early Childhood Center: Wendy Yu
3. Director of Auxiliary Program & Operations: Sophia Lo
4. Director of Admissions Office: Melody Li
5. Development Consultant: Katrina Cameron

Grade School – K-4:

1. Head of School: Xiaorong Li
2. Director of Academics and Early Childhood Center: Wendy Yu
3. Director of Auxiliary Program & Operations: Sophia Lo
4. Director of Admissions Office: Melody Li
5. Development Consultant: Katrina Cameron

Our School Address: International Friends School
556 124th Ave. NE
Bellevue, WA 98005
(425) 401-9874

Our Nearest Cross-Streets: NE 8th Street & 5th Ave

Table of Contents

Emergency Assistance Phone Numbers	1
Missing Child	2
Kidnapping	3
Child Abuse	4
Assault on Child or Staff	6
Fire Alarm/Emergency	7
Gas Leak	8
Earthquake	9
Flooding	11
Building Evacuation	12
Site Evacuation	13
Field Trip Incident	14
Power Outage	15
Storms and Snow	16
Hazardous Materials Incident	17
Shelter-in-Place	18
Bomb Threat	19
Suspicious Mail or Package	20
Emergency Lockdown/Intruder Alert	21
Crisis Response	24
Appendix A: Emergency Supply Kits	26
Appendix B: Preparation Steps Taken by IFS	27
Appendix C: Post-Damage Assessment List	28
Appendix D: Floor Plans	29
Appendix E: Helping Children Cope with Disaster	30
Appendix F: Resources in Times of Need	

Emergency Assistance Phone Numbers

Police	911
Fire/Medics	911
Overlake Hospital Emergency Room	425.688.5000
Children's Hospital Emergency Room	206.987.2000
Poison Control	1.800.222.1222
Puget Sound Energy (Electricity)	1.888.225.5773
Puget Sound Energy (Gas)	1.888.225.5773
City of Bellevue Utilities	425.452.7840
KRKO Radio – 1589 or 1380	425.304.1381. Ext. 117
KIRO Radio – 710	206.726.5476
Front Office	cell 425.559.2949
Head of School (Xiaorong Li)	cell 415.758.8166
Assistant Head of School (Sophia Lo)	cell 206.331.9546
San Francisco Friends School	(415) 565-0400
Child Protective Services	1.866.363.4276
Child Care Licensor (DEL)	425.590.3094
King County Health District	206.296.4600
Alternative Site Location (Evacuation Site & Pay Phone)	
Uwajimaya, 699 120th Ave. N, Bellevue	425.747.9012

Missing Child

1. Notify the reception or administration immediately, and search the facility again for **no longer than 2 minutes**.
2. The reception or administration will call 911 immediately and 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; and
    - Person with whom the child was last seen.
3. The reception or administration will notify the Senior Administrator on-site immediately and search the facility again.
4. Reception or administration will locate the child's information, emergency/consent form and photo if available, and have it available for the police upon their arrival.
5. The Senior Administrator on-site notifies parents of the missing child and attempts confirmation that the child is with family; if not, inform parents of the situation and steps taken.
6. The Senior Administrator onsite will report the incident to Child Care Licensor (DEL) and Child Protective Services. This step is required in all circumstances, including when the child is found without the involvement of the authorities. This requirement applies to all children enrolled at the school.
7. The Senior Administrator onsite will complete a written incident report at the earliest opportunity. Incident report forms are stored in the front office.

Senior Administrator Definition (in the order identified below)

DEL Licensed Programs – Early Childhood Programs and Afterschool Care:	Grade School – K-1 and Afterschool Care:
1. Head of School: Xiaorong Li 2. Director of Academics and Early Childhood Center: Wendy Yu 3. Director of Auxiliary Program & Operations: Sophia Lo	1. Head of School: Xiaorong Li 2. Director of Academics and Early Childhood Center: Wendy Yu 3. Director of Auxiliary Program & Operations: Sophia Lo

Kidnapping

1. First responder call 911 immediately and 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; and
    - Vehicle information and direction of travel.
2. First responder notifies the Senior Administrator immediately.
3. Senior Administrator on-site follows Emergency Lockdown/Intruder Alert procedure (page 21).
4. Senior Administrator on-site locates the child's information, including pictures if available, and has this ready for the policy upon their arrival.
5. Senior Administrator on-site notifies parents of the missing child and informs parents of the situation and steps taken.
6. Senior Administrator on-site reports the incident to the Child Care Licensor (DEL) and Child Protective Services.
7. Senior Administrator on-site implements the Crisis Response procedure (page 24).
8. Senior Administrator on-site completes a written incident report at the earliest opportunity. Incident report forms are stored in the front office.

Child Abuse

Any employee, volunteer, contractor, intern, or Board member who has reasonable cause to believe that a child has suffered abuse or neglect, whether by an employee, Board member, parent, guardian, volunteer, or any other person, shall immediately:

1. Report the abuse/neglect or suspected abuse/neglect to Child Protective Services (CPS) by calling 1-866-ENDHARM (1-866-363-4276) within 48 hours of the incident, as required by law.
2. If appropriate, report the incident to the police.
3. Notify the Senior Administrator on-site of the report of abuse/neglect or suspected abuse/neglect to CPS and the police report if one is made.

Should a suspected abuser be an employee, volunteer, contractor, or intern of IFS, the incident must be reported, verbally and in writing, to the Head of School Should a suspected abuser be the Head of School, the incident must be reported, verbally or in writing, to the President of the Board of Directors. Should a suspected abuser be the President of the Board of Directors, the incident must be reported verbally or in writing to the full Board of Directors. Any suspected abuser is suspended from all program activities involving children until IFS's investigation is complete.

Failure to Report Abuse

Any employee, volunteer, contractor, intern or Board member who fails to report an incident of abuse or neglect may be suspended, terminated, or otherwise removed from his/her position with IFS.

Records

A confidential, full record is maintained of every incident of abuse reported, including a description of the incident, the name of the individual who reported the incident, a record of IFS's internal investigation, if any, and the outcome of that investigation. Such a record is maintained whether the incident report names as the abuser an employee, volunteer, contractor, intern, Head of School, or any member of the Board of Directors or its officers.

The person making the report of abuse/neglect or suspected abuse/neglect as a result of direct observation or information will document the following information:

- Date and time of call(s) to CPS, DEL (licensor), or police;
- Child's name;
- Child's age/birthdate;

- Name and address of parent or guardian and other children in the home (if known);
- Any statements made by the child (**do not interview the child**);
- The nature and extent of the injury or injuries, neglect, or sexual abuse.;
- Any evidence of previous incidents of abuse or neglect, including nature and extent;
- Any information that 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. The confidentiality of these reports must be strictly observed.

Incident Reports will be copied to the Head of School and stored in a confidential file, separate from the regular student file.

Assault on Child or Staff

1. Call 911 if any medical attention is needed or if police are required (if in doubt, go ahead and call).
2. Senior Administrator on-site will follow the Intruder Alert Procedure – Senior School Management Responsibilities in the Emergency Lockdown/Intruder Alert procedure (page 21).
3. Staff or faculty members will stay with the victim.
4. Victim's family will be notified by the front office when it is safe to do so.
5. If medical treatment is required, the Senior Administrator on-site will call Child Protective Services.
6. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL)
7. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report Forms are stored at the front office.

Intruder Alert Procedure

IFS does a "lockdown" drill once a trimester. Students learn:

1. Siren call for lockdown
2. Stay calm
3. Follow teacher's lead to the evacuation point. For many classes, they will exit quietly through the back forest.

Fire Alarm/Emergency

Fire Alarm Drills happen every month. Parents will be informed one day in advance so that they can discuss the importance of drills with their children.

If smoke or fire is actually seen:

1. Activate fire alarm if not sounding.
2. Evacuate children, visitors, and staff, following the Building Evacuation procedure (page 12). Drop and crawl to avoid smoke, and close doors and windows behind you. Take the following items with you:
   a. Class/staff attendance sheets/reports, sign-in/sign-out log, and/or visitor sign-in sheets;
   b. Children's emergency/consent forms and medical information/supplies; and
   c. Cell phone, if available.
3. Call 911 from outside the building.
4. Take attendance. If safe to do so, search the building for anyone missing.
5. Front office staff members will check areas of concern and use fire extinguishers, if safe to do so.
6. Have the following items ready for police and fire personnel:
   d. Number of:
      - children in care;
      - staff;
      - volunteers; and
      - visitors
   e. Knowledge of anyone remaining in the building and
   f. Floor plan and internal systems information (Appendix D: Floor Plans, page 29)
7. If it is determined that the building is unsafe, move children to alternate site location by following Site Evacuation procedure (page 13)
8. Senior Administrator on-site will notify parents of evacuation and alternate site location, if applicable.
9. Senior Administrator on-site will report the incident to the Child Care Licensor (DCYF).
10. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.
11. All parents will be notified of the incident.

Gas Leak

If gas odor is detected:

1. DO NOT activate the fire alarm system or any other electrical equipment.
2. Notify front office staff.
3. Evacuate children and staff if necessary and close doors behind you but leave a window open; take the following items with you:
   - Disaster supplies which are stored in the second gray shed;
   - Class/staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets;
   - Children's emergency/consent forms and medical information/supplies;
   - Cell phone, if available.
4. Call 911 from outside of the building.
5. Move children to a designated area no less than one block from the school; this location is: Uwajiamaya, 699 120th Ave. N., Bellevue (425) 747-9012. See Site Evacuation Procedure (page 13).
6. Take attendance.
7. If possible, turn the gas off. The grey master gas main has a valve on top and is underneath the Morning Star kitchen window (outdoors). See the box adjacent to the window marked "Gas Key," and use the key (wrench) to turn the valve off (clockwise).
8. Have the following items ready for police and fire personnel:
   - Location of leak, if known;
   - Number of:
     - children in care,
     - staff,
     - volunteers, and
     - visitors.

   g. Knowledge of anyone remaining in the building; and
   h. Floor Plan and internal systems information (Appendix D: Floor Plans, page 29).
9. Senior Administrator on-site will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location in #5 above.
10. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
11. Senior Administrator on-site will complete a written Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.
12. All parents will be notified of the incident.

Earthquake

In the event of ground movement, the following procedures will be carried out:

1. 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 in a calm and reassuring manner until it is safe to move. In Trillium Hall and in the Foyer, huddle in the middle of the room, away from windows and doors. In infant areas, cribs with infants in them should be moved away from windows.
2. If no items are available for cover, crouch near a load-bearing wall and cover your head with your arms.
3. If outside, move to a clear area and "**DROP, COVER and HOLD**," keeping away from glass, bricks, and power lines. If you are in the woods and can't get to a safer location, take cover close to the base of a large tree.

When the earthquake stops, the following procedures should be carried out:

1. Faculty and staff will check themselves and children for any injuries.
2. Check evacuation routes for damage.
3. Evacuate children and staff and close doors behind you. Take the following items with you:
   - Class/staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets;
   i. Children's emergency/consent forms and medical information/supplies; and
   j. Cell phone, if available.
4. Staff will render first aid to those who need it.
5. Senior Administrator on-site will take attendance outside to account for all children and adults.
6. Check utilities for disruption/damage (gas, water, sewer). If you smell gas, follow the procedures for Gas Leak (page 8) and turn the gas off.
7. Have a Building Team of two individuals (at least one trained in building assessment) inspect the exterior of the building and report findings to the Senior Administrator on-site.
8. The same Building Team should then assess the interior of the building and determine if it is safe to move children back into the building, or whether it is best to evacuate. Follow the Appendix C: Post-Damage Assessment List (page 28), and report findings to the Senior Administrator on-site.

9. Determine if it is safe for a rescue team to go into buildings and locate anyone missing or injured.
10. Listen to regional audio station KIRO 710 for information on the surrounding area.
11. Listen to KIRO 710 AM for information on the surrounding area.
12. Determine status of emergency supplies with equipment.
13. Call Out-of-Area Contact with information on the center's status (injuries, evacuation, children remaining in care, children who have picked up).
14. If it is decided to evacuate to an alternate location, post a notice indicating your new location, and the date and time you left. Follow the Site Evacuation procedure (page 13).
15. Call parents with school status information. If not possible, report school status information KRKO 1380 and/or 1589 AM radio station(s) for announcement over the air (425.304.1381 ext. 117).
16. If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called, if possible.
17. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
18. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.

"DROP, COVER and HOLD" will be taught and practiced with all children on a regular basis.

Flooding

1. During severe weather, Senior Administrator on-site or designee will listen to regional or local radio stations for flood watch and the flood warning reports.
2. If a flood warning is issued, move children and staff to an alternate site location. Follow the Site Evacuation Procedure (page 13).
3. Senior Administrator on-site will notify all parents immediately.
4. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
5. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.
6. Senior Administrator on-site will call the insurance company (if needed).

Building Evacuation

1. Make a quick assessment of the situation in the classroom and of any injuries to the children or adults.
2. Senior Administrator on-site evaluates the evacuation route to be sure that it appears clear of obstructions.
3. Senior Administrator on-site gives instructions to evacuate.
4. If possible and time allows, have children take jackets and coats.
5. Staff should take the following items:
   k. Class/Staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets;
   l. Children's emergency/consent forms and medical information/supplies; and
   m. Cell phone, if available.
6. Staff should assemble children in a line in pairs holding hands to evacuate the building (preferably with one teacher leading the children and one teacher following behind). Infants will be placed into rolling cribs for evacuation.
7. Take attendance. If safe to do so, search the building for anyone missing.
8. Have children sit down in the north side of the parking lot, if possible.
9. Senior Administrator on-site will evaluate the situation with the help of responding agencies (fire, police, etc.) and/or a Building Team of two individuals (at least one trained in building assessment) and determine if it is safe to enter the building. If it is not safe, Senior Administrator on-site will determine if it is necessary to move to the pre-designated alternate site location (follow the Site Evacuation procedure on page 13), or if the children and staff should stay where they are until it is safe to re-enter the building.
10. Senior Administrator on-site will notify parents immediately if evacuation looks to be long-term or if children are moved to an alternate site location.
11. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
12. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.
13. All parents will be notified of the incident.

Site Evacuation

1. Staff and children will be moved to the predetermined alternate site location at:

   Uwajimaya
   699 120th Ave. NE, Bellevue
   (425) 747-9012

2. The path of travel to the predetermined alternate site location is:
   1. Exit the school via the south school entrance;
   2. Cross the street and go west on 5th Street up and over the hill;
   3. Take a right on NE 120th Street; and
   4. Take a left into the first driveway after the bus lot, into the parking lot of Uwajimaya.
3. Students remain with the teacher who teaches them at the time. If a class teacher is on break at the time of evacuation, s/he must join his or her class as soon as possible. Subject teachers, if not teaching at that time, find the best way to support.
4. Staff should assemble children in a line in pairs holding hands to evacuate the site (preferably with one teacher leading the children and one teacher following behind). Infants will be placed into rolling cribs for evacuation.
5. Staff should bring the following items to the alternate sites:
   n. Class/staff attendance sheets, sign-in/sign-out log, and/or visitor sign-in sheets;
   o. Children's emergency/consent forms and medical information/supplies; and
   p. Cell phone, if available.
6. Regroup in the parking lot of the predetermined alternate site location.
7. Once at the predetermined alternate site location, take attendance again. Faculty and Staff must remain with their group of children until the children are picked up by parents or emergency contacts.
8. Senior Administrator on-site will continue to communicate with parents or emergency contacts and coordinate pick-up of children.
9. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
10. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.

Field Trip Incident

1. Before leaving for a field trip, faculty must make sure the trip coordinator has the following information and supplies:
   - Child list by assigned vehicle;
   - Supervisor/chaperone list by assigned vehicle;
   - Map of intended route;
   - Children's emergency and medical information and 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); and
   - First aid kit.
2. If an incident occurs, faculty must:
   - Attend to any medical needs if there are injuries or complaints of pain.
   - Call 911 if emergency medical treatment or police are required.
   - Contact IFS and provide updates and actions being taken. IFS should consider deploying personnel to the scene, hospital, or to appropriate location(s).
3. Senior Administrators on-site will contact parents and give updates of actions being taken and indicate pick-up times and meeting location(s).
4. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
5. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored at the front office.
6. Senior Administrator on-site will call the insurance company (if needed).

Power Outage

1. Senior Administrator on-site or Designee will try to locate the problem. In teaching spaces and offices, use flashlights. Flashlights and batteries are located in individual classroom tool kits.
2. Call 911 if concerned about a fire or a safety hazard.
3. Unplug all electrical equipment; turn off all but one light.
4. Senior Administrator on-site will contact PSE at 888.225.5772.
5. Senior Administrator on-site will call King County Health District to help determine if the school needs to be closed. The school will consider the following items in making the decision to close:
   - Can we safely prepare/store food?
   - Do we need to move to an alternate site?
   - Can we safely transport the children?
   - How will we notify parents?
6. All parents will be notified if power outage is prolonged.
7. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
8. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.

Storms and Snow

1. IFS generally follows the same school closures as the Bellevue School District.
2. If the school must close during hours of operation due to snow or storm, school administrators will notify parents utilizing the emergency notification system (via text message and voicemail) and www.schoolreport.org.
3. Senior Administrator on-site will determine prior 6am whether or not to open the school.
4. 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 staff to child 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.
5. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
6. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored at the front office.

Hazardous Materials Incident

External

1. Call 911 immediately. Have staff initiate a Shelter-in-Place Procedure unless directed to do otherwise by emergency personnel via the dispatcher.
2. Have the following items ready for police and fire personnel:
    q. Location and description (liquid, gas) of hazard, if known;
    r. Number of children in care, staff, volunteers, and visitors; and
    s. Floor plan and internal systems information (see Appendix C).
3. Follow instructions given by the responding agency for Shelter-in-Place Procedure**,** Building Evacuation, or Site Evacuation.
4. If evacuation transportation is deemed appropriate, our transportation resource is First Student Charter 1.800.472.1187. If necessary, staff can also evacuate students in their own vehicles as long as there are seat belts.
5. Notify parents of move to alternate site location
6. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
7. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored at the front office.
8. All parents will be notified of the incident.

Internal

1. In the event a person comes into 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 at 1.800.222.1222.
2. Call 911 if additional assistance is required.
3. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
4. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.
5. All potentially Hazardous Materials must be stored separately, locked up, and stationary so that they do not fall over in the event of an earthquake.

Shelter-in-Place

The Shelter-in-Place Procedure should be conducted when you are instructed to do so by emergency personnel, radio or television emergency broadcast, when you see a vapor cloud, or if you smell an unusual odor outside.

1. Gather all children inside.
2. Call 911, if you have not already done so. Senior Administrator on-site or designee should turn on and listen to the regional or local radio station: KIRO 710AM or KRKO 1380 or 1589 AM. Listen for emergency information from your local fire or police department.
3. Senior Administrator on-site or facility maintenance person will turn off all fans, heating, cooling, or ventilation systems and clothes dryers.
4. Close and lock windows and doors (locked doors seal better) and close as many interior doors as possible.
5. Close off non-essential rooms such as storage areas, laundry rooms, etc.
6. 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. Supplies will be distributed by administration.
7. 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.
8. If determined necessary, you can provide a minimal amount of breathing protection by covering mouths and noses with a damp cloth.
9. If you are told that there is danger of explosion, close the window shades, blinds or curtains and line the room with tables on their sides, with table legs facing the center, to create a "fort" within which the children sit down. This is to avoid injuries and **keep children away from the windows**.
10. Senior Administrator on-site should stay in touch with corresponding agencies and emergency personnel.
11. Senior Administrator on-site and emergency personnel in charge will determine whether to stay sheltered in place or to evacuate.
12. Advise parents not to pick up children from school until the incident is over. The presence of parents searching for their children will 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.
13. Have emergency disaster supplies and emergency contact cards handy.
14. Once the incident is over, inform parents, take down protective covers, and turn the ventilation system back on.

15. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
16. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.

Bomb Threat

During a bomb threat, if it is a phone call:

1. 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?

2. LISTEN FOR:
    - Voice of male or female;
    - Speech impediment or accent;
    - Background noise, if any; and
    - Cell phone or landline.

3. NOTE: TIME AND DATE.

Immediately after the call:

1. Notify the Senior Administrator on-site.
2. Call 911.
3. Initiate a lockdown by following the Emergency Lockdown procedure.
4. Confer with fire and police about evacuation.
5. Have floor plans ready for police/fire personnel (see Appendix D Floor Plans).
6. Have faculty and staff scan their areas for suspicious items. DO NOT MOVE SUSPICIOUS ITEMS.
7. If the decision is made to evacuate, follow Building Evacuation or Site Evacuation procedures.
8. Senior Administrator on-site will notify parents if evacuated or moved to an alternate location.
9. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
10. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.
11. All parents will be notified of the incident.

Suspicious Mail or Package

1. Do not touch, smell or taste unknown substances.
2. Cover substance with paper, trash can, clothes, or other material.
3. Evacuate and seal off the room.
4. Wash hands thoroughly.
5. Mark room as "Dangerous."
6. Call 911.
7. Make a list of all staff and children present at the time of the incident to provide to local health authorities and the police.
8. Senior Administrator on-site will inform all parents of the incident.
9. Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
10. Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.

Emergency Lockdown/Intruder Alert

From time to time, Senior Administrators and schools have been faced with the threat of unauthorized individuals entering the facility. An intruder is defined as any visitor 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 who makes you feel fearful for your safety or the safety of others, then you may be faced with an intruder situation.

Key recommendations to implement regarding a lockdown including those conducted because of an intruder:

1. It is important that all members of the building's staff understand, support and participate in the Intruder Alert Procedure.
2. It is important to practice Intruder Alert Procedure in the facility several times per year, just as you practice fire drills.
3. Lockdown information will be given to parents upon enrollment. Parents will be notified of all lockdown drills and events. IFS will provide written materials for parents to help children understand and cope.
4. Parents should 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, and may be kept away from the child care center until authorities determine that it is safe.

Intruder Alert Procedure – Senior School Management Responsibilities

1. If the person(s) comes into the facility, the Senior Administrator on-site or designee will assess the situation. If they are uneasy or suspicious of the person(s) immediately have someone call 911.
2. If a weapon is present, **DO NOT CONFRONT** – give another staff member the predetermined hand signal to call 911 immediately. ***At IFS, the hand signal is both hands placed in front of the body together with palms touching.*** Use one of the five lockdown alert horns located in the location specific to each building/floor. ***The lockdown alert horns indicate the absolute necessity for teachers to keep all children indoors, away from windows, and to lock all doors if possible, including interior doors between classrooms.***
    - Building A – Office and above fire extinguisher in Trillium Hall.
    - Building B – South Hallways upstairs and downstairs over the fire extinguishers
    - Building C – Kitchen (ECC)

3. If no weapon is suspected, the Senior Administrator on-site will 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 he/she is 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 members the pre-designated hand signal to call 911. ***At IFS, the hand signal is both hands placed in front of the body together with palms touching.***
4. If it is determined that the safety and health of the children and staff are in jeopardy:
    - If the intruder is ***already inside the building***, a hand signal should be made to the first staff member to see. ***At IFS, the hand signal is both hands placed in front of the body together with palms touching.*** That staff member will pass on the hand signal to others throughout the building and call 911. Use one of the five lockdown alert horns located in the location specific to each building/floor.
        - Building A – Office and above fire extinguisher in Trillium Hall.
        - Building B – South Hallways upstairs and downstairs over the fire extinguishers
        - Building C – Kitchen (ECC)
    - Keep children away from windows, but indoors, and lock all doors if possible, including interior doors between classrooms.
    - If students are off campus (walk, field trip), call the teacher to let him/her know NOT to return to campus.
5. If students are in the forest, teachers lead the students off campus using the exit gate on the east side of the woods, using the padlock combination number.
6. If the suspected intruder is ***not yet in the building***, an announcement will be made (or a bell sounded) to alert the staff of potential danger. The announcement will be "This is a Code Red Emergency, repeat this is a Code Red Emergency." If the children are outside when a "Code Red" is called, or shots are heard/fired, teachers will quickly direct and move children back into the facility and into the nearest classroom for lockdown. Upon hearing the chosen lockdown announcement (Code Red), the following steps must be implemented:
    - Staff should quickly check the hall and restrooms closest to their classrooms and get children into the rooms.

- Lock all doors, close and lock all windows, cover all windows and doors, and turn off the lights.
- Keep children away from windows and doors. Position children in a safe place against the walls or on the floor. Turn a classroom table on its side to use as a buffer.
- Staff will maintain a calm atmosphere in the room, keeping alert to the emotional needs of the children. You may want to gather in a story circle behind the table.
- Teachers will keep the children in the classroom until an all-clear signal has been given.
- Senior Administrator on-site or designee will immediately call 911 and stay on the phone until help arrives. Await further instructions from emergency response personnel. You will be informed when it is safe to move about and release children from your rooms. Children should not be released to parents until an "all clear" has been called.
- Upon arrival, the local police, in conjunction with the Senior Administrator on-site, will assume controlling responsibility and may evacuate the building per police standard operating procedures.
- When "All Clear" is heard, the Senior Administrator on-site 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 Senior Administrator on-site.
- Senior Administrator on-site will apprise parents of all "Lockdowns" whether practice or real.
- Senior Administrator on-site will report the incident to the Child Care Licensor (DEL).
- Senior Administrator on-site will complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.

Crisis Response

When a tragedy strikes, teachers and staff are torn between the need to deal with children's reactions and the need to cope with their own reactions. With some advance planning, this process can be much smoother than when tragedy takes our school 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.

Senior Administrator on-site responsibilities include the following tasks:

- 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 school for one day.
- Determine if parent notification becomes an item of priority or if it can wait for a letter to go home in the evening.
- If school-specific, keep the local radio station (KRKO 1380 or 1589) informed as to the status of IFS 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 injured/deceased or parents whose children are in the same class as the injured/deceased).
- Gather and inform closest friends of the victim(s), providing support and information to them before a general announcement is made. If close friends or classmates are absent, ensure that a supportive adult gives the news to them so they do not get initial information from the media.
- Prepare a formal statement or initial announcement, including minimal details and noting that additional information will be forthcoming. Also prepare statements for telephone and media inquiries. Assign someone who does not get overly emotional to answer the phones.
- Give teachers the facts about the crisis and instructions on how to share the information with children in their care, as well as suggestions for assisting children to cope.
- Send a letter home to parents explaining the crisis. Include specific factual information, and describe how the school 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 "standby" to manage the crisis effectively. 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 follow are some suggestions:
  - Assist the 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 no-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 that children are part of the entire process.
- 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.
- Report incident to Child Care Licensor (DEL).
- Report incidents to the Child Protective Services (CPS) if necessary.
- Arrange for a child care center/community debriefing 48-72 hours after the event.
- Complete an Incident Report at the earliest opportunity. Incident Report forms are stored in the front office.
- Personally deal with or assign a staff member to talk with media/reporters promptly and factually.
- Other considerations:
  - Have designated locations for the use of media, family, friends and workers, as needed.
  - Have a designated area for parents to pick up their children. Students will remain with a designated adult until retrieved by a front office staff member. Parents must sign out their child(ren) from a front office staff member.
  - 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 a local grief hospice program. The Hospice/Carousel Program phone number is 425.261.4777

Appendix A: Emergency Supply Kits

Emergency supply kits are kept in each classroom and contain the following items:

- ✔ Disaster Plan (Copy)
- ✔ Classroom First Aid Kit
- ✔ Emergency and Consent Forms
- ✔ Flashlight
- ✔ Hand sanitizer
- ✔ 4 Plastic garbage bags
- ✔ Whistle
- ✔ 20 Gallons of Water
- ✔ 20 Emergency food kits

Appendix B: Preparation Steps Taken by IFS

The school has taken these steps to prepare the school facility, children, staff and parents for disasters:

- The school conducts fire drills on a monthly basis and records the dates as required by licensing.
- The school has gathered a 72-hour preparedness kit and has included a 72 hour supply of any medications and supplies for those with special needs.
- For those with special needs or life-threatening health conditions which 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 IFS emergency supplies if evacuation is required.
- The school has at least one cellular phone available for use if there is no electricity. The nearest payphone is at:

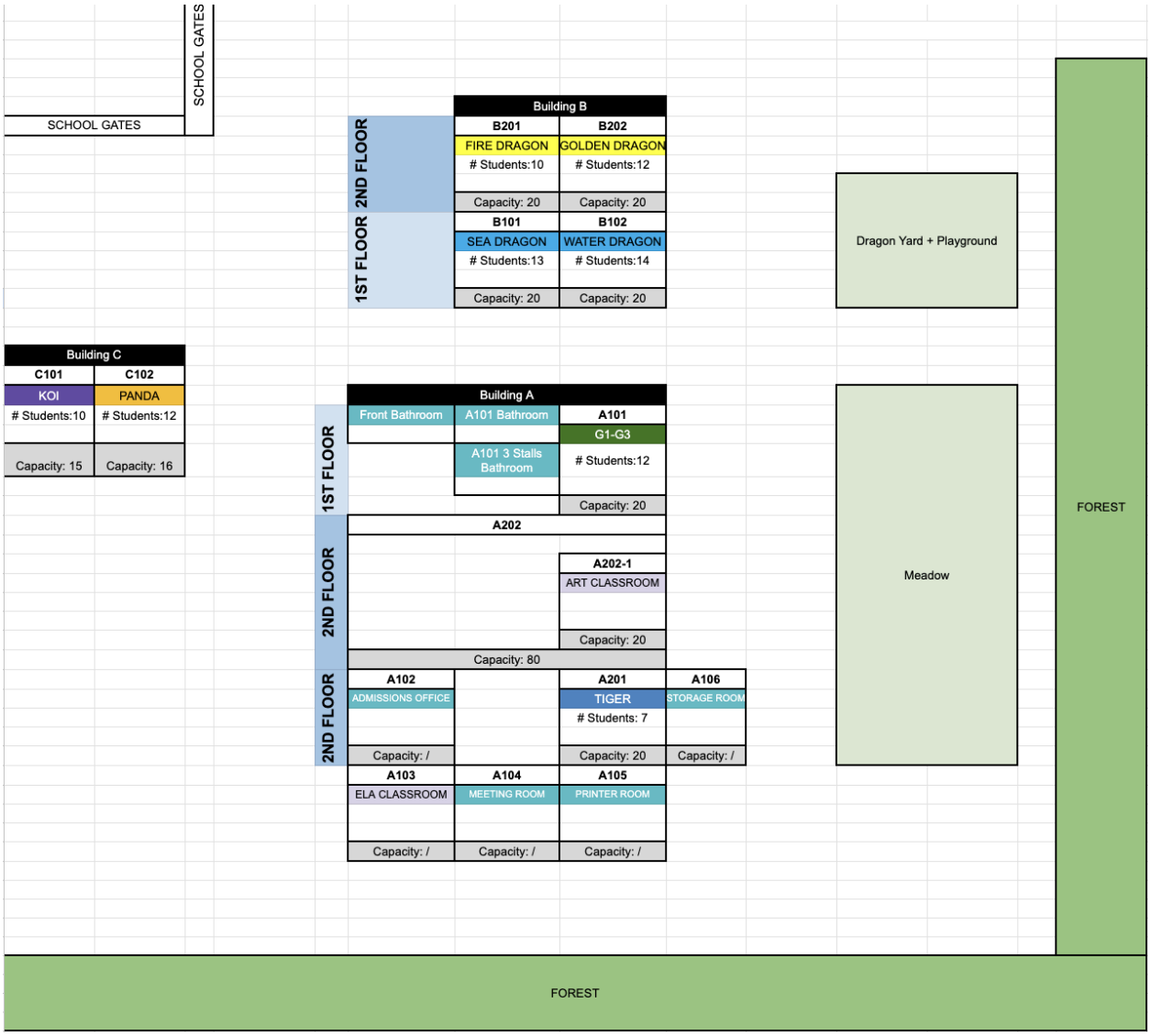
Uwajimiya
699 120th Avenue NE, Bellevue
(425) 747-9012

Appendix C: Post-Damage Assessment List

After a disaster, assessment begins outside the buildings. Check insurance for reentering building – assessment by expert.

- Using the diagram on Appendix D Floor Plans, 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, leaking pipes etc.
- Determine of 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 members 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 checking each room including closets, restrooms, and offices. Look for unsecured light fixtures or broken glass, overturned bookcases, chemicals, filing cabinets, water heaters, etc. Be cautious of live electrical wiring. Mark all findings on this map.

Appendix D: Floor Plans



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.
- Children's Mental Health Information: In the event of a disaster or crisis, grief counseling may be provided through the Hospice/Carousel Program at 425.261.4777.

Appendix F: Resources in Times of Need

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: 1-866-615-6464
TTY: 1-866-415-8051
E-mail: nimhinfo@nih.gov
Web site: http://www.nimh.nih.gov

Substance Abuse and Mental Health
Services Administration's (SAMHSA)
National Mental Health Information
P.O. Box 2345
Rockville, MD 20847
Phone: 1-800-789-2647
TTY: 866-889-2647
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
2025 E Street NW
Washington DC 20006
Phone: 202-303-5000
Web site: http://www.redcross.org

U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202
Phone: 1-800-USA-LEARN
TTY: 1-800-437-0833
Web site: http://www.ed.gov