

# COOKS HILL COMMUNITY CHILDCARE CENTER

## EMERGENCY PROCEDURE HANDBOOK



Cooks Hill Community Childcare Center  
2400 Cooks Hill Road Centralia,  
WA 98531  
360-807-1760, ext. #3

**EMERGENCY PHONE NUMBERS ONLY!**

Fire/Medic	911
Centralia Police Department	911
Lewis County Sheriff	911
Washington State Patrol	911
Child Protective Services	807-7081
Crisis Clinic	748-6601
Poison Information Center	800-222-1222
Jessica King, Center Director	508-9931
Jillian Langer, Assistant Director	870-7211
Pastor Dietz	807-9360
Church Board Chairperson-Dave Williams	736-8862
Out of Area Emergency Contact: Debbie Toczko	928-772-6616
	7:30a.m.-4:30p.m.
After Hours	928-710-4866

**WE ARE LOCATED ON THE CORNER OF SCAMMON CREEK  
ROAD AND COOKS HILL ROAD**

## ROBBERY AND THEFT

### **During a Robbery:**

1. Remain calm and do not resist.
2. Follow the instruction of the robber.
3. to not antagonize the robber in any way.
4. Give the robber exactly what is asked for — no more.
5. Do not make any quick or unnatural movements that will startle the robber.
6. Observe closely the physical description, physical characteristics (limp, right-handed vs. left-handed, clothing, weapon, vehicle (ONLY IF SAFE TO DO SO), and the direction of travel.
7. Attempt to keep any note used during the robbery.

### **After the Robbery:**

1. Contact applicable law enforcement immediately — 911.
  2. Protect the scene for preservation of evidence (areas where the robber entered, stood, exited), lock doors to the area if possible.
  3. Ask witnesses to stay until law enforcement arrival. If able to do so, get names, addresses and telephone numbers.
  4. While waiting for law enforcement to arrive, complete that “Suspect Checklist” (located at end of this handbook) including times and statements or notes with other employees until after the departure of law enforcement.
  5. The Director or his/her appointed designee shall prepare an incident report and send report to the Church Board Chairperson and Pastor.
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1. All thefts, whether if be from an office or a vehicle must be reported. Law enforcement should be called to the scene and all pertinent information relative to the case submitted to them for their initial investigation.

## ROBBERY AND THEFT

## WORKPLACE VIOLENCE

### **General Procedures:**

1. Personnel witnessing violence directed against another individual should observe the situation and attempt to get information such as the name and description of the perpetrator, only if it can be done without endangering anyone.
2. Employees shall cooperate fully with law enforcement officials in the investigation and prosecution of violent acts.

### **Managing a Potentially Violent Situation:**

1. Distraught, harassing or abusively angry person:
    - a. Employees are expected to assist the children and fellow employees in a courteous manner.
  2. Person threatening bodily harm:
    - a. Employee should attempt to leave the scene with children under their care, if it can be done safely.
    - b. Notify the Director or his/her designee as soon as it can be done safely.
    - c. Either the employee, Director or his/her designee may determine if law enforcement should be notified.
    - d. The Director shall be contacted as soon as possible by the designated Person-In-Charge or the employee who levels threatened, witnesses, or has knowledge of a violent act.
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1. Any verbal or physical violence shall be reported to the Director or his/her designee,
  2. The Director or his/her designee is responsible for making sure the Daycare Board Chairperson And the Pastor is contacted as soon as it can be safely done,  
Any employee having knowledge of a violent act involving any other employee must report it.
  4. The person or employee- reporting the incident may ask for anonymity during all or part of an investigation, however it will be maintained at the discretion of those investigating and resolving the complaint.

## WORKPLACE VIOLENCE

## EVACUATION

### **Notification**

1. Evacuation of the building shall be announced by means of a continuous whistle. This signal shall be responded to immediately by all occupants within the facility.

### **Determination of Action**

1. The fire department or law enforcement will determine the length

### **Procedures**

1. of time the building must be evacuated.  
Evacuate according to Emergency Evacuation Plan routes as posted. Using primary (red) routes, unless blocked by fire or other situation, fire department personnel or apparatus. If the primary route is blocked, the secondary (green) route will be used.
2. Proceed to the parking lot located on the East side of church.
3. Remain at the location until law enforcement or fire department announce the "All Clear" signal to return to the building. No one should attempt to leave the arena.
4. Remain clear of streets and driveways, as emergency vehicles will be responding to the facility.
5. No employees can be forced to stay in the building during any kind of emergency situation.

### **Responsibilities**

1. Director or his/her appointed designee will turn off all equipment and lights
2. Director or his/her appointed designee will close all doors.  
**DONOT LOCK DOORS.**
3. Lead teachers will bring class roster to account for all children.
4. All staff will aid in the evacuation of the children.

## EVACUATION

## BOMB THREAT

No bomb threat is to be ignored. Treat every bomb threat as if it is a potential danger to human life, Check and document every threat.

### **Oral Bomb Threat:**

1. Keep the person issuing the threat under observation and note their physical characteristics.
2. Complete a "Suspect Checklist" located at the end of handbook.
3. Immediately notify the Director or his/her designee, the Church Board Chairperson and the Pastor.

### **Telephone Bomb Threat:**

1. Gather as much information as possible from the caller, use "Bomb Threat Phone Report" located at the end of handbook.
2. Immediately notify the Director or his/her designee, the Church Board Chairperson and the Pastor.

### **Written Bomb Threat:**

1. Handle the written message and envelope carefully at the corners to preserve fingerprints and other available evidenced.
2. Protect document and give to Director or his/her

designee.

### **The Director or his/her designee shall:**

1. Contact Law Enforcement.
2. Notify Church Board Chairperson and the

Pastor. **Procedures:**

1. Make a cursory search of your immediate world area for anything strange, unusual, or out of place as you are evacuating. **DO NOT TOUCH** any suspicious packages or articles.
2. Report findings immediately to Director or his/her designee after cursory search.
3. The Director or his/her designee will report to the applicable law enforcement after evacuation.

**UNDER NO CIRCUMSTANCES SHOULD ANY PERSONNEL HANDLE A SUSPECTED BOMB.  
"IF YOU THINK IT'S A BOMB, DON'T TOUCH IT!"**

## BOMB THREAT

## FLOOD

1. Request that the staff and children remain on the property.
  2. If possible, notify parents in advance of potential loss of access.
  3. Notify the Director or his/her designee, the Church Board Chairperson and the Pastor of potential loss of access.
  4. Keep the telephones lines clear. Emergency calls only.
  5. Provisions will be in place to accommodate up to a 3-day time frame.
- \$. On duty staff will remain at the Center, with the children, until released.

## FLOOD

**UTILITY INTERRUPTION OR FAILURE**

(Water – Natural Gas – Electrical)

**Director or his/her designee shall:**

1. If evacuation is necessary, follow emergency evacuation procedures.
2. Notify Director, Church Board Chairperson and the Pastor.
3. If necessary, to evacuate, use cellular phone outside of building or neighbor's phone to notify the appropriate utility company,

Puget Sound Energy.....,.....,1-888-225-5773

City of Centralia.....,.....,.....330-7684

(After Hours).....,....., 736-7040

**UTILITY INTERRUPTION OR FAILURE**



## STRUCTURAL DAMAGE/VANDALSIM/GRAFFITTI

Director or Program Supervisor or his/her designee shall:

1. If evacuation is necessary, follow emergency evacuation procedures.
2. Notify Law Enforcement.
3. Notify the Director (if not at the center) and the Church Board Chairperson.

## STRUCTURAL DAMAGE/VANDALSIM/GRAFFITTI

## EARTHQUAKE PROVISIONS

During a major or moderate earthquake, the following procedures should be used:

1. Keep Calm!
2. Make sure everyone **DROPS, COVERS AND HOLDS** during earthquake.
3. Leave office doors open to prevent jamming.
4. Make sure evacuation route from office is clear.
5. Take emergency supply kits and jackets/sweaters (if possible).
6. Evacuate the building and meet in designated area (See Evacuation Section of this handbook).
7. Attend the First Aid needs of injured children and personnel.
8. Account for all children and personnel with the use of class rosters.
9. Extinguish small fires.
10. The Director or his/her designee shall seal off and indicate areas where hazardous materials may have spilled.
11. All available staff shall calm and reassure frightened children and personnel.

### **In the event of injuries:**

1. Identify severity of injuries and work with First Aid team.
2. Give First Aid, if trained.
3. If needed, and if possible, get additional medical help as soon as possible.

## EARTHQUAKE PROVISIONS

## MEDICAL EMERGENCY/INJURY TO CHILDREN OR PERSONNEL

### **For One Injured Person:**

1. Render emergency First Aid only if trained, If you do not know First Aid, find someone who does. However, do not leave patient unattended.  
Move person only if in a life threatening environment (fire, explosives, etc).
2. Promptly inform immediate supervisor if injury is serious.
3. If appropriate, call 911.
4. If needed, contact spouse/relative or person on Emergency List for the Injured Person.
5. Complete an incident report located at the end of this handbook.

### **For Disaster-Related Injuries to Several Employees or children:**

1. Immediately phone 911 and note:
  - A. Number of people with serious injuries who will need on-site treatment beyond abilities of First Aid trained personnel.
  - B. Number of people with serious injuries who will need transportation to hospital or emergency relief center.
2. Call the Director or his/her designee, Church Board Chairperson and the Pastor.
3. Stay at scene and inform help as it arrives of those needing treatment.
4. Assign employees trained in First Aid as asked by medical emergency specialists.

## MEDICAL EMERGENCY/INJURY TO CHILDREN OR PERSONNEL

## EMERGENCY CLOSURE DUE TO COVID-19 OUTBREAK

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by a phone call from the childcare administration or by following updates on the center's website or Facebook page.

Should the center need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick-up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick-up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call of the pick-up location should the children need to be evacuated from the center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

Should the center need to close for any reason, tuition will not be refunded or reduced for closures of less than 10 school days. If the closure extends beyond 10 school days, parents will have their tuition reduced by approval of CHCCC Board.

There is no credit given for scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

We will follow all guidelines that the Department of Health recommends and asks of us. This could result in a closure of one classroom for a period of time, closure of the center for sanitizing, or closure of the center until quarantine timeframes are met.

## EMERGENCY CLOSURE DUE TO COVID-19 OUTBREAK

**CHEMICAL SPILL OR VOLCANIC  
ASH FALL OUT**

1. Request that the children and all personnel remain inside the building.
2. If possible, shut off the outside air ventilators.
3. If not alerted to the situation by Daycare or Church personnel, notify the Director or his/her designee, the Church Board Chairperson and the Pastor.
4. Keep telephone lines clear. Emergency calls only.

**CHEMICAL SPILL OR VOLCANIC ASH  
FALL OUT**

## FIRE

**In the event of a fire in the building, use the following procedure:**

**Evacuate the building:**

1. Follow emergency evacuation procedures.

**Reporting:**

1. ***CALL THE FIRE DEPARTMENT — 911.***
  - A. Give your name, building name and address.
  - B. Give the location of the fire within the facility.
  - C. Describe what is burning.

**Extinguishment:**

1. Evacuate the immediate area.
2. Confine fire by closing doors and windows.  
Confine fire to single room or area.
4. If it can be done safely, disconnect power source.
5. Secure nearest fire extinguisher and try to extinguish the fire
6. If in doubt as to your ability to extinguish the fire,  
confine area and evacuate.

**Arrival of Fire Department**

1. Command of a fire incident shall be assumed by the fire department's commanding officer.
2. Determination of further action will be made by the officer in command.

## FIRE

## AIRCRAFT DISASTER

### **Aircraft crash into or near building:**

1. See to the well-being of the children and personnel.
2. Notify Fire Department and Law Enforcement — 911.
3. Use emergency exit plan to maximize the safety of the children and personnel.
4. Notify the Director or his/her designee, the Church Board Chairperson and the Pastor.
5. Assemble in an area upwind and as far from the crash scene as possible.
6. Provide for treatment and removal of injured persons.
7. Account for all building occupants and determine extent of injuries.

### **Aircraft on or near area but no damage to building:**

1. Notify Fire Department and Law Enforcement — 911.
2. Keep the children and employees in building. Any employees outside should report immediately to their classroom or designated area until further instructions are given.
3. Notify the Director or his/her designee, the Church Board Chairperson and the Pastor.
4. No evacuations should occur unless subsequent explosions or fire endanger the building.

## AIRCRAFT DISASTER

## OTHER EMERGENCIES

(Hostage, Civil Riots, Commotion, etc.)

### **Reporting:**

1. **IMMEDIATELY CALL LAW ENFORCEMENT — 911**  
Report the type of emergency and location and other pertinent information.
2. Immediate evacuation of the building may not be required depending on the emergency. If evacuation is necessary, follow the emergency evacuation plan.
3. For the safety and welfare of all concerned, follow the instructions of the law enforcement personnel or the officer in command and **DO NOT PANIC**.

### **Response and Command:**

1. Law enforcement personnel will respond to the location and assume command, evaluate the situation and secure the area.
2. Notification of required services will be made by law enforcement.
3. Determination of action will be made by the officer in command

### **Procedures:**

1. Procedural decisions will be made after an evaluation by law enforcement personnel. Follow instructions exactly to prevent any injuries and/or unnecessary complications.

## OTHER EMERGENCIES

(Hostage, Civil Riots, Commotion, etc.)



# BOMB THREAT PHONE REPORT

## QUESTIONS TO ASK:

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is it right now? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. What is your address? \_\_\_\_\_
9. What is your name? \_\_\_\_\_

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## Exact Wording of Threat:

Sex of caller \_\_\_\_\_ Race \_\_\_\_\_ Age \_\_\_\_\_ Length of call \_\_\_\_\_  
Number at which ch11 was received \_\_\_\_\_ Time \_\_\_\_\_ Date \_\_\_\_\_

## Callers Voice:

Calm \_\_\_\_\_ Nasal \_\_\_\_\_ Angry \_\_\_\_\_ Stutter \_\_\_\_\_ Excited \_\_\_\_\_ Lisp \_\_\_\_\_  
Slow \_\_\_\_\_ Raspy \_\_\_\_\_ Rapid \_\_\_\_\_ Deep \_\_\_\_\_ Soft \_\_\_\_\_ Ragged \_\_\_\_\_  
Loud \_\_\_\_\_ Clearing throat \_\_\_\_\_ daughter \_\_\_\_\_ Deep breather \_\_\_\_\_ Crying  
Normal \_\_\_\_\_ Cracking voice \_\_\_\_\_ Disguised \_\_\_\_\_ Distinct \_\_\_\_\_ Accent  
Slurred \_\_\_\_\_ Familiar \_\_\_\_\_ Whispered \_\_\_\_\_

Is voice familiar? \_\_\_\_\_ Who did it sound like? \_\_\_\_\_

## Background Sounds:

Street noises \_\_\_\_\_ Factory' \_\_\_\_\_ Crockery \_\_\_\_\_ Machinery \_\_\_\_\_ Voices \_\_\_\_\_  
Animal noises \_\_\_\_\_ PA System \_\_\_\_\_ Clear \_\_\_\_\_ Music \_\_\_\_\_ Static \_\_\_\_\_  
House noises \_\_\_\_\_ Local \_\_\_\_\_ Motor \_\_\_\_\_ Long Distance \_\_\_\_\_ Office \_\_\_\_\_  
\_\_\_\_\_ Booth \_\_\_\_\_ Other \_\_\_\_\_

## Threat Language:

Well spoken \_\_\_\_\_ Incoherent \_\_\_\_\_ Foul \_\_\_\_\_ Taped \_\_\_\_\_ irrational \_\_\_\_\_  
Message read by threat maker \_\_\_\_\_

REMARKS: \_\_\_\_\_  
\_\_\_\_\_

CONTACT LAW ENFORCEMENT IMMEDIATELY — DIAL 911.

NAME \_\_\_\_\_ POSITION \_\_\_\_\_

BOMB THREAT PHONE REPORT

SUSPECT CHECKLIST

SUSPECT CBECKLIST