

# **LCCS CRISIS RESPONSE PLAN**

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## Preface

Unanticipated tragic events can quickly escalate into a facility-wide catastrophe if not dealt with immediately and effectively. Knowing what to do when a crisis occurs can minimize the chaos, rumors, and the impact of the event on consumers and community.

When a disaster strikes, staff are torn between the need to deal with consumer reactions at the same time they are coping with their own reactions. This time often proves to be a time that they are least prepared to think quickly. With some advance planning, this process can be much smoother than when tragedy takes a facility by surprise and no pre-formulated plan is in effect.

### Training for LCCS

1. All staff members will be trained concerning the crisis plan. This includes all staff employed by LCCS.
2. The staff will be trained to deal with trauma.
3. The staff will have training and access to a heart defibrillator.
4. All staff members have obtained Instructor Certification for First Aid, AED, and CPR (infant, child, and adult).
5. The Crisis Team will be trained in information management.
6. Our Crisis Team will be briefed and updated on our constantly developing crisis handbook and procedures.

## **Authorized Crisis Team for LCCS**

870-886-7083 ext. 101

870-809-0082

<b>Crisis Team:</b>	Lisa Williams	Executive Director In absence of Director a designee will be appointed
	Tammy Davis	Quality Assurance Manager
	Andrea Richey	Transportation Coordinator/office manager
	Sandi Bagwell	Adult Coordinator
	Tammy Davis	Quality Assurance
	Mark Davis	Service Coordinator
	Lesla Brewer	Center Facilitator
	Gina Dejarnette	Cafeteria Supervisor
	Stacie Reese	Residential Facilitator
	Julie Flugrad	Financial Coordinator
<b>Media:</b>	Alex Latham	Chairman of Board
	Lisa Williams	
	Julie Flugrad	

## **Auxiliary Team**

# \* 911



\* POLICE



\* FIRE



\* AMBULANCE

Sheriff's Office	(870)886-2525
State Police	(870)886-2266
Portia City Hall & Water	(870) 886-7897
Red Cross	(870)932-3212 or (870)268-1990
Office of Emergency Management	(501)569-4130
Poison Control	1-800-482-8948
DDS Emergency Response	(501) 682-8650
DPSQA Licensure	(501) 682-2441
CACFP Program Rep.	(501) 682-8869
Health Department	(870)886-3201
Department of Human Services	(870) 886-2408
Attorney General	(501) 628-2007

**UTILITIES**

Summit – Gas ..... (800)992-7552  
-PS & AD #378233-2  
-LR #8573113-1  
-ADMIN #8583449-7

Entergy – Electric..... (800)968-8243  
-ADMIN #3306214  
-AD #63881338  
-LR #3306362  
-PS #3306578

Police Departments:	Hoxie	(911) or (870) 886-7701
	Black Rock	(911) or (870) 878-6273
	Lynn	911) or (870) 528-3462
	Strawberry	(911) or (870) 528-3856
	Walnut Ridge	(911) or (870) 886-6634
	Imboden	(911) or (870) 869-2384

## Procedures

1. Crisis team will be notified of an event and the fact that a crisis exists that is either obvious or must be decided by the team.
2. The Director will verify the occurrence and secure information.
3. Decide about scheduling changes. Decide, after consultation with the Director, whether or not to maintain normal schedules or set aside regular scheduling in an all-out effort to deal with crisis. This decision will depend on the extent of the crisis and may vary. Note: A most important step in any disaster plan is reopening the facility and returning to the normal as soon as possible.
4. Formulate plans if the facility is to be dismissed early. Typically, keeping consumers in facility for the regular day is best when dealing with disaster. However, if early dismissal is required, p/g/c/guardian/caregiver (p/g/c) notification becomes an item of priority. In that case activate previously prepared dismissal plan. If this plan is put into effect, transportation and media will be informed of dismissal/relocation so p/g/c will have accurate information. Inform media to assist spreading information on early dismissal, face book, KRLW – 886-6666 and KAIT – 931-8888.
5. Identify high-risk consumers, staff, and p/g/c likely to be most affected by the news (i.e. due to relationship with the deceased/injured, personal history with similar crisis, recent confrontations with affected consumers). These persons are targeted for extra support. Don't forget the emergency contacts of staff members.
6. Gather and inform closest family of the victims. Provide support and information to them before the general announcement is made. If certain close friends are absent, assure that authorized personnel gives the news to them. This ensures that they do not get initial information from the media.
7. The safety team will meet, if possible, at its earliest possible time to assess the situation and implement a course of action.
  - A. Decide on specifics of crisis response plan and which ones to implement, at this time.
  - B. Contact appropriate outside authorities.
  - C. Obtain the latest and most accurate information concerning the incident.
  - D. Identify the location of consumers or staff needing additional assistance. Initiate evacuation if necessary.
  - E. Inform those who will provide initial intervention and how it will proceed.
  - F. Notify and update staff as information becomes available.
  - G. Activate appropriate responses to crisis (i.e. remain in the building, go to designated safe area, evacuate to different location, etc.)
  - H. Notify the p/g/c/ guardians/ caregivers and proper media.
  - I. End of day debriefing.
8. In event of these emergencies (fires, floods, tornados, utility disruptions, bomb threats, etc.).

When relocation is necessary, the following procedures will be followed

  - A. Standard Designated relocation site:
    - If on East side of river (Walnut Ridge, Hoxie, Sedgwick, Pocahontas) you will try to transport to the Wal-mart parking lot in Walnut Ridge

- If on West side of river (Lynn, Smithville, Strawberry, Black Rock, Imboden, Saffell) you will try to transport to the Dollar General Store parking lot in Black Rock
- Old Portia City Hall

\* Staff will be trained on these procedures to follow. In the event of these locations not accessible then Crisis Team will identify alternate location. Evacuation route maps are available.

- B. P/g/c will be notified of relocation and sites thru media outlets and phone contacts.
- C. Reunification of family is ensured as p/g/c will have accurate information through media outlets.
- D. In event of relocation, staff will collect emergency disaster kits which contains necessary items to address the needs of the consumer. Staff will account for all consumers using rosters in kit. Disaster kits are checked annually.

### Responding to a Crisis

#### Guidelines for Staff

A crisis has occurred and consumers are wandering into classes stunned, confused and questioning. As their first official contact, you should be prepared with information that was provided to you that morning at a staff meeting or at the debriefing the previous day. Consumers will be at various stages; anger, shock, denial, depression, etc. Your job is to inform, support, and encourage. Some consumers may even appear as to not care or be concerned with the tragedy. Crisis intervention will be provided if necessary.

Determine if additional district/community resources are needed to be on “standby” to effectively manage the crisis. The team is to notify them if appropriate. It is essential to minimize the number of “strangers” who may just seem to be standing around.

1. Facilitate staff meeting to provide information related to the crisis.
2. Set up command post, if necessary.
3. Direct Crisis Team members to their designated areas to handle.
4. Assist staff with consumers processing information dealing with the crisis.
5. Provide support and counseling for consumers. Regular instruction will likely need to be altered while the crisis is discussed.
6. Provide helpful, factual information to p/g/c.
7. Maintain a record of offers of assistance and ensure that proper personnel respond.



## **Possible Crisis to Consider**

- Terrorism
- Arm Intruder
- Bomb Threat
- Violence in Workplace

### **Safe Room Locations:** (disaster kits in Main Admin. area)

Adult ----- Lock Bldg, cover windows, or escape

Preschool ----- Lock Bldg, cover windows, or escape

Admin----- Lock Bldg, cover windows, or escape

Lunchroom---- Lock Bldg, cover windows, or escape

### **Say Chemical Spill on PA system or walkie talkie for the following:**

- Train Derailment/Chemical Spill

### **Safe Room Locations:**

Adult -----Communication Room/Safe Room

Preschool -----Bathrooms/Safe Rooms

Admin-----Middle Bathroom/Safe Room (landline phone & with disaster kit)

Lunchroom----bathroom/Safe Room

### **No Code for the following – will just be handled:**

- Bus Accident
- Flu Pandemic
- Serious Illness/Death
- Serious Injury/Accident
- Transportation Crisis
- Missing Child/Adult (Code Adam)
- Utility/Power Failure
- General Computer/Database Retention Controls
- Tornado (air horn with walkie - talkie)
- Fire (fire alarms with walkie- talkie)
- Earthquake
- Flood
- Ice/Snow Storm

## Terrorism/Armed Intruder/Bomb Threat/Violence in Workplace

1. Ideally, provide for a way to make announcements over the pa system or verbally, physically warn of dangers. Also, a mock drill will be done twice a year. Evacuation Routes are posted in every building.
2. Shut and lock all exterior doors and windows if possible. Shut blinds and close interior door.
3. Have employees familiar with your building breaker box. Turn off heating and air conditioning systems and lights which will be color coded in breaker box with the **color yellow**.
4. Gather essential first aid kit and other items as applicable from office such as medicine box with sign off sheet, roster, and walkie talkie.
5. Gather consumers and all visitors in the building.

### Locations:

Adult ----- Lock bldg., cover windows, or escape as needed

Preschool ----- Lock bldg., cover windows, or escape as needed

Admin----- Lock bldg., cover windows, or escape as needed

Lunchroom---- Lock bldg., cover windows, or escape as needed

(However, other locations may be designated based on actual events)

6. Admin will report over pa as much information as possible to allow staff to make appropriate quick decisions. Walkie Talkies are provided as a communication among all rooms.
7. Admin will have landline telephone for inquiries from concerned p/g/c. Also p/g/c will be familiarized with our evacuation procedures.
8. Listen for announcements from the facility's officials via the pa system.  
If evacuation is necessary, we will relocate to ball field or 50 ft. away from building as a group if safe. Local officials may call for evacuation in specific areas at greatest risk in your community.

## Bomb Threats/ Terrorism

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine the credibility of the threat. Follow these procedures:

- Remain calm.
- Notify authorities immediately:
  - Notify your facility Director
  - Call 9-1-1 or your local law enforcement.

For threats made via phone:

- Keep the caller on the line as long as possible. Be polite and show interest to keep them talking.
- **DO NOT HANG UP**, even if the caller does.
- If possible, signal or pass a note to other staff to listen and help notify authorities.
- Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.—that will aid investigators.

- Record the call, if possible.
- Be available for interviews with facility supervisors and/or law enforcement.
- Follow authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.

### **Active Shooter**

An active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.

Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

#### **How to respond when an active shooter is in your vicinity:**

##### 1. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

##### 2. Hide out

If evacuation is not possible. Find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e. an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place.

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e. cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

### 3. Take action against the active shooter

As a last resort and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

## **Workplace Violence**

LCCS provides a safe workplace for all employees.

### **Prohibited Conduct**

LCCS does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors provides examples of conduct that is prohibited:

- Causing physical injury to another person
- Making threatening remarks
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging employer property or property of another employee.
- Possessing a weapon while on company property or while on company business.

- Committing acts motivated by, or related to, sexual harassment or domestic violence.

## **Reporting Procedures**

Any potentially dangerous situations must be immediately reported to the director. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled, and the results of investigations will be discussed with them. LCCS will actively intervene at any indication of a possibly hostile or violent situation.

## **Individual situations**

List of potentially dangerous situation:

- Discussing weapons or bringing them to the workplace.
- Displaying overt signs of extreme stress, resentment, hostility or anger.
- Making threatening remarks.
- Showing sudden or significant deterioration of performance.
- Displaying irrational or inappropriate behavior.

## **Strategies to De-Escalate Threatening Behavior**

- Project calmness, move and speak slowly, quietly and confidently
- Encourage the person to talk; listen closely and patiently
- Maintain a relaxed but attentive posture
- Position yourself at an angle to the person rather than directly in front
- Arrange yourself so your access to emergency exits is not blocked
- Acknowledge the person's feelings
- Ask for small, specific favors such as asking the person to move to a quieter area, or to move outside
- Use delaying tactics to give the person time to calm down, such as offering a drink of water (in a paper cup)
- Point out choices, break big problems into smaller ones
- Avoid sudden movements and maintain 3-6-foot distance
- Call the police when it is safe to do so
- Notify director when safe to do so.

## **Train Derailment/Chemical Spill**

1. Train Derailment/Chemical Spill is the same as the above (Terrorism/Arm Intruder/Bomb Threat/Violence in the Workplace) except # 4. You will use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.

## **Tornado**

\* If severe weather is imminent ALL departments will have Walkie-talkies turned ON.

1. When a tornado or severe storm warning is issued, or when a tornado is sighted, the tornado alarm or signal will sound throughout the facility building. The signal will be a verbal warning over PA system or an air horn on the walkie-talkie if there is no power. Drills are held monthly. Evacuation Routes are posted in every building.
2. Staff will collect their first aid kits and other items as applicable from office such as medicine box with sign off sheet, roster, and walkie talkie and direct their consumers to the safe room, where they will sit facing the wall, protecting their head and face with arms against the wall.

### Safe Room Locations:

Adult -----Men's and Women's Bathroom/Safe Room  
Preschool -----Bathrooms/Safe Rooms  
Admin-----Middle Bathroom/Safe Room (landline phone)  
Lunchroom----bathroom/Safe Room

(However, if everyone is in lunchroom, then line against the serving line)

3. Upon arrival in the safe room, staff will take role, account for their consumers, and report to Admin with walkie talkies found in first aid kit or as applicable.
4. Everyone will remain in the safe room until further instructions are given.
5. The Crisis Response Team will meet, once the storm has passed, and respond appropriately with the safety and welfare of the consumers being first priority.
6. If damage has been reported to the facility, the facility will be closed and the p/g/c will be notified.
7. The personnel from the Auxiliary team will be summoned and called on, to assist in the appropriate levels of actions needed.

## **Fire**

1. When a fire alert is heard, each staff will activate the evacuation procedures, which has been practiced in each class monthly. Evacuation Routes are posted in every building. Cheat sheets are posted in each department's office for reminders of staff of what to do.
2. That procedure ensures that all windows are closed and that consumers make an orderly exit from the classroom. The last staff exiting the building will collect their first aid kits, and other items as applicable from office such as medicine box with sign off sheet, roster, and walkie talkie and will close the classroom door.
3. Once outside staff will direct their consumers to the evacuation. Staff will take roll, account for their consumers, and report to Admin with walkie talkies found in kit.

### Evacuation Area Locations:

Adult -----50 ft. from the building toward the ball field  
Preschool ----- 50 ft. from the building toward the ball field  
Admin-----50 ft. from the building toward the ball field  
Lunchroom----50 ft. from the building toward the ball field

(However, other locations may be designated based on actual events)

4. One of the Crisis Team members will call the appropriate auxiliary members to respond to the fire.
5. The auxiliary team members will have a current map and layout of the facility.
6. A designated team member will go directly to the entrance of the facility and will direct all non-emergency traffic away from the building.
7. Appropriate personnel will be on hand for the consumers, p/g/c, staff, and staff member's families.

## **Earthquake**

1. When an earthquake happens, stay calm, drop and cover your head with your hands, if possible get under door frame or against interior wall. Alarm will sound throughout the facility building if possible. Drills are practiced monthly. Evacuation Routes are posted in every building.
2. Staff will collect their first aid kits, and other items as applicable from office such as medicine box with sign off sheet, roster, and walkie talkie and direct their consumers outside when the shaking stops. They will be directed to stay away from trees, telephone, and electric lines. Staff will take roll, account for their consumers, and report to Admin with walkie talkies found in first aid kit.
3. If able, all consumers will meet at the Portia ball field with the assistance of all staff.
4. Everyone will remain outside until further instructions are given.
5. The Crisis Response Team will meet, once the earthquake has passed, and respond appropriately with the safety and welfare of the consumers being first priority. If it is felt safe, a Crisis Response Team member or members will turn off the main shut-off at the breaker boxes and water lines.
6. If damage has been reported to the facility, the facility will be closed. P/g/c will be notified of our alternate location.
7. The personnel from the Auxiliary team will be summoned and called on, to assist in the appropriate levels of actions needed.

## **Flood**

1. If the Office of Emergency Management/Highway Transportation Department/Sherriff's office has issued a flood warning/closing of roads, the crisis team members will decide on what to do.
2. In the case of the flooding occurring overnight, the closing notices will be given to the local radio and television stations.
3. If facility needs to be closed during the regular day, the p/g/c will be notified.
4. The Drivers will be called and will transport the consumer's home.
5. The local radio and television stations will be kept informed of closings.

## **Ice/Snow Storms**

1. If the National Weather Service has issued a warning for severe weather, the crisis team members will decide on what to do.
2. In the case of the weather occurring overnight, the closing notices will be given to the local radio and television stations.

3. If facility needs to be closed during the regular day, the p/g/c will be notified.
4. The Drivers will be called and will transport the consumer's home.
5. The local radio and television stations will be kept informed of closings.

### **Bus Accident** **(Regular Route)**

1. If a report of a bus accident comes in, a printed list of consumers who normally ride that bus is at the center. This list is also on each van for medical personnel.
2. The list includes special considerations, medications, allergies and signed medical releases provided by the p/g/c.
3. The driver/monitor will notify the Director and the Transportation Coordinator.
4. The Director and Transportation Coordinator will all be in route to the accident scene.
5. These people will help with the identification of the consumers.
6. The driver/monitor will also go to the hospital with any of the injured consumers. The driver will be drug tested due to policy immediately following accident.
7. The Director and Transportation Coordinator will make alternate transportation arrangements for the remaining consumers who are not injured.

### **Bus Accident** **(Field Trip)**

1. Before the bus leaves with the consumers going on a field trip, a seating chart for each bus will be left at the facility. The bus driver will also have one. Riders are expected to return on the same bus. If consumer does not ride bus back to center, the Driver/Monitor will have signed off on seating chart stating consumer is not on van.
2. Verbal confirmation of the intended route will be discussed with Transportation Coordinator.
3. After calling 911, the driver/monitor will notify the Director and the \ Transportation Coordinator. They will in turn notify the appropriate auxiliary members to the scene of the accident.
4. The Crisis Team members will notify the p/g/c using the list that was provided. If the location and condition of that consumer is known that information will be conveyed.
5. The driver or Crisis Team will relay the information which will include medical considerations and conditions that can be relayed to the hospital. The driver will be drug tested due to policy immediately following accident.
6. The Crisis Team will then be in route to the hospital where the victims are being treated.

### **Contagious Illness or Diseases**

1. In order to prevent the outbreak of an epidemic, wipe clean hard surfaces with a mixture of bleach and water using gloves.
2. Teach and practice good hygiene with the consumers and staff.
3. Have on hand items such as Kleenex, hand sanitizer, gloves, and paper masks.



4. If an outbreak occurs, isolate the consumers until p/g/c picks them up or isolate until no longer contagious.
5. Contact administration and the proper auxiliary team members.

### **Pandemic**

1. Follow Local Health Department and CDC (Center for Disease and Control) guidelines.
2. Crisis team will properly train staff as they become educated on all recommendations as they are updated.
3. Have stockpile ready with such items such as Kleenex, hand sanitizer, gloves, and paper masks, goggles and gowns.

### **Serious Illness/Death**

1. The staff will notify the Director who will notify Crisis response team.
2. The appropriate auxiliary team members will be notified and asked to come to the facility.
3. The Auxiliary team member will be directed to a specific entrance.
4. The victim will remain in the classroom where the incident occurred. All other consumers will be evacuated.
5. Staff will remain with the victim until the ambulance arrives.
6. A member of the crisis response team will notify the p/g/c of the consumer.

### **Serious Injury/Accident**

1. In the event of a serious injury or accident the staff will notify the Director whom will then notify the Crisis Response Team.
2. The Crisis Response Team will make a decision whether or not auxiliary team members need to be informed.
3. A Crisis Response Team member will call and inform the p/g/c of the situation.
4. During which time the consumer will be receiving comfort and first aid.
5. The emergency medical services will be called.
7. DDS or childcare will then be notified of the injury at the earliest convenience as applicable.

### **Transportation Crisis**

1. Due to so many variables during a **tornado**, an assessment by the driver/monitor must be made to determine the steps to be taken. If the van is caught in the open when a tornado is approaching, the driver should pull over in safest location possible and remain there until the tornado has passed. If safe evacuation is possible, do this in an area without power lines, utility poles, trees, etc. Seek safety in a ravine or ditch, advising the individuals to lie face down with head covered with clothing, arms, and hands. Do not use above ground locations for shelter. (e.g., road or bridge over passes) The roll call will be taken immediately after the danger has passed.
2. In the event of an **earthquake** and the van is in route, the driver should pull over to the safest

location possible and remain there until the shaking has stopped. Do not attempt to exit the van if dangerous obstacles are surrounding it.

3. In the event of a **fire** and the van is in route, the driver/monitor should pull over and evacuate all passengers along with their notebooks. The roll call will be taken immediately after the consumers are placed on the blue tarp laid out by the driver/monitor. The consumers will remain there. After evaluating the individuals for injuries, the driver/monitor must determine if the fire extinguisher needs to be used.
  - In the event of any of the above the van driver/monitor will call 911 and the Director. A Crisis Response Team member will inform the p/g/c of the situation.
  - In the event of any of the above the van driver/monitor will begin first aide as needed.
  - Auxiliary team will be called on, to assist in the appropriate levels of actions needed as necessary
  
1. In the event of a **flood/ice/snow storm** and the van is in route, the driver/monitor seek the below instructions on emergency evacuation routes. If flooding has occurred, do not attempt to cross any roads or bridges where the surrounding body of water has crossed the road. If ice or snow storm has occurred and vision or driving is impaired, pull over to the safest location, preferably not on the side of the road.
  - In the event of any of the above the van driver/monitor will call the Director or Crisis Response Team member to inform of their situation and location.
  - Auxiliary team will be called on, to assist in the appropriate levels of actions needed as necessary.
  - If possible the Crisis Response Team will utilize the standard locations for emergencies unless other alternate routes are having to be utilized. These locations are identified on the map in each van.
    - If on East side of river (Walnut Ridge, Hoxie, Sedgwick, Pocahontas) you will try to transport to the Wal-mart parking lot in Walnut Ridge
    - If on West side of river (Lynn, Smithville, Strawberry, Black Rock, Imboden, Saffell) you will try to transport to the Dollar General Store parking lot in Black Rock

## **Power/Utility Failure**

**\*In the event of power failure ALL walkie-talkies will be turned ON for communication purposes.**

All facilities should maintain an emergency lighting system to be used in case of a power failure. Staff will closely supervise all individuals and a member of the Crisis Response Team will notify the utility company of such failure. Staff will assure a calm atmosphere among individuals until the electrical power can be restored. Staff should remain calm and direct individuals in their location until safety issues can be resolved and proper direction is given. The local utility company will be notified if there is imminent danger that the power/utility failure could cause injury, is perceived to be unsafe or could cause injury. P/g/c will be notified if the outage is longer than 2 hours.

## **General Computer and Database Retention Controls**

Employees and applicable subcontractors are issued usernames or given access to the usernames to gain access to the network. Users then create a complex password that is to remain only known to the user and

the Director. Computer users can and are encouraged to change the passwords frequently with prior authorization and assistance of the I.T consultant and Director. Department specific files are stored in sectors on the server that can only be accessed by the user within an assigned group; user-only files are to be stored on a sector of the server only accessible with their username. Users are discouraged from storing company information on the computer hard drives.

Data from the server is backed-up daily and stored off-site. In the event of a catastrophic loss of the servers or the administrative office, temporary workstations could be set up at a non-DD location that would give key users (payroll, billing) access to current data in order to continue core business operations for a period of time.

## **Missing Child/Adult**

(See Missing Child/Adult form at end of Crisis Plan)

1. If a child/adult is not accounted for at any time, the staff member responsible for the child should search the premises for them. Each area that a child/adult could potentially hide should be searched, as well as the outdoor areas of the facility.
2. If the child/adult is not located after all potential hiding spots and immediate outdoor areas have been searched, the facility Director should be notified that the child/adult is missing.
3. The staff member should also double-check to confirm the location of the child/adult, such as the pickup of the child/adult by their p/g/c.
4. A code Adam will be activated on PA, walkie talkie or any form of communication available.
5. Begin Lock Down procedure with all exits being monitored by employees letting no one in or out of the facility.
6. The staff member responsible for the child/adult will call 911, since he/she will have the best knowledge of what the child/adult was wearing that day, along with other distinctive features. The following information should be written down.
  - Child's/Adult's name, height, weight, date of birth, and hair color.
  - Child's/Adult's clothing that he/she was wearing that day, along with other identifying features.
  - The time at which the child/adult was noticed missing.
  - If child/adult abduction is suspected, were there any suspicious vehicles or persons located around the facility? If so, what was the appearance of the person or vehicle?
7. The Director will notify the p/g/c that the child/adult is missing from the facility.
8. While the police are en route to the facility, the staff will continue to search the facility for the missing child/adult. The staff should look in every cabinet, closet, cubby, and every other location where a child/adult may hide.
9. The Director will stay on the facility premises at all times to be the contact person for the police department and the p/g/c.
10. The police should be asked to activate the Amber Alert by the Director.

## **Role and Expectations**

Crisis/Safety Team Director:  
Lisa Williams – 870-886-7083 Ext. 101  
Cell: 870-759-0784  
Landline: 870-886-2611

- Directs and coordinates all activities dealing with the crisis at hand.
- Has authority to make decisions on the use of facilities, staff, and equipment.

### **Crisis/Safety Team**

#### **Immediate Decisions for the Crisis Team**

- 1.** Decide about scheduling changes. Decide, after consultation with the Director, whether or not to maintain normal schedules or set aside regular scheduling in an all-out effort to deal with crisis. This decision will depend on the extent of the crisis. Note: A most important step in any disaster plan is reopening the facility and returning to the normal as soon as possible.
- 2.** Formulate plans if facility is to be dismissed early. Typically, keeping consumers in facility for the regular day is best when dealing with disaster. However, if early dismissal is required, p/g/c notification becomes an item of priority. In that case, activate previously prepared dismissal plan. If this plan is put into effect, make arrangements for transporting consumers, and keep media informed of dismissal/relocation so p/g/c will have accurate information. Inform media to assist spreading information on early dismissal, Face book, KRLW – 886-6666 and KAIT – 931-8888.
- 3.** Be available for and keep in contact with community counselors, if applicable.
- 4.** Identify high-risk consumers, staff, and p/g/c likely to be most affected by the news (i.e. due to relationship with deceased/injured, personal history with similar crisis, recent confrontations with affected consumers). These persons are targeted for extra support. Don't forget spouses of staff members.
- 5.** Gather and inform closest friends of the victims. Provide support and information to them before the general announcement is made. If certain closest friends are absent, assure that authorized personnel give the news to them. This ensures that they do not get initial information from the media.
- 6.** Prepare a formal statement for the initial announcement to consumers and staff. Include minimum details and note additional information will be forthcoming. Also prepare statements for telephone inquiries.
- 7.** Use the public announcement system. The crisis team will assist the administrator in the formation of the first public announcement. Note: Carefully plan and rehearse what will be said. Choice of words, voice tone, and inflection are very important and will set the tone for management of the tragedy.

8. Hand delivers a memo to all staff. Give all staff the facts about the tragedy and instructions on how to share the information with the consumers, as well as suggestions for assisting the consumers. This memo may also invite the staff to a faculty meeting after hours. Also have a mechanism for the staff to share their insights, concerns, and other pertinent information. During the following moments of tragedy, the majority of consumers should stay in their classrooms.

9. Determine if additional district/community resources are needed to be on “standby” to effectively manage the crisis. The team is to notify them if appropriate. It is essential to minimize the number of “strangers” who may just seem to be standing around.

1. Facilitate staff meeting to provide information related to the crisis.
2. Assist staff with consumers processing information dealing with the crisis.
3. Direct community counselors to work with consumers/staff individually or in groups if necessary.
4. Provide support and counseling for consumers. Regular instruction will likely need to be altered while the crisis is discussed.
5. Provide helpful, factual information to p/g/c.
6. Maintain a record of offers of assistance and ensure that proper personnel respond.

**Other considerations for the Crisis/Safety Team:**

- Work with local police to ensure traffic control: 911
- Crisis Team will review Auxiliary Team members to determine who needs to be contacted.
- Consult with the Director concerning a special board meeting.
- Access Available Mental Health Services

***Director’s Role***

- Support response efforts, be available for consultation.
- Be visible, available, and supportive to empower staff.
- Provide direction for staff to alter the programming curriculum, if necessary.
- Communicate with other agencies if deemed necessary and affected surrounding school districts.
- Consider an area on premises to land an emergency helicopter.
- Be supportive, visible, and available to p/g/c and consumers.

***Staff’s Role***

- Provide accurate information to consumers which may dispel rumors.
- Lead classroom discussions, when warranted, that focus on helping consumers to cope with loss.
- Answer questions without providing unnecessary details.
- Recognize and honor the various religious beliefs that may help the consumers to cope.
- Be understanding and receptive to consumer’s expressions of various emotions.
- Be careful of the use of TV broadcasts in the classroom. Live newscasts can be traumatizing; especially if the consumers are still at facility.

- Identify consumers who need counseling and refer as necessary.
- Provide activities to reduce trauma, such as artwork, music, etc.
- Alter the curriculum as needed; with approval from administrators.
- Discuss funeral procedures when appropriate.
- LCCS facility is closed; this provides for much more control in the event of an emergency. The media will have severe limitations.
- Director will have posted an emergency evacuation plan, which will also include a manner to evacuate the playground.
- Director will keep a packet that includes Building Information. This will have facts on number and names of staff. The packet will include a map of each building. A copy of the map should be on file with law enforcement agencies, fire department, and 911 Coordinator's Office.
- Director will have locations identified for the use of media, family, friends, and workers. Alternate locations will be made available. (Portia City Hall)
- The transportation coordinator will have copies of schedules of the bus routes.
- It is not unusual for old issues to resurface. Each consumer should be given permission to feel a range of emotions. There is no right or wrong way to feel. Typically, individuals go through a sequence of emotional reactions following a crisis: 1) high anxiety, 2) denial, 3) anger, 4) remorse, 5) grief, and 6) reconciliation.

### *Long-Term/Ongoing Disaster Intervention*

Provide for ongoing opportunities to deal with the crisis. This might include:

- Continue to have additional support staff and outside professionals available to consumers.
- Make additional resources available to staff who will be dealing with consumer's reactions daily.
- Amend crisis response procedures as necessary.
- Write thank you notes to out-of-building district and community resource people who provided (or are still providing) support during the crisis.
- Be alert on crisis anniversaries and holidays. Often consumers will experience an "anniversary" grief reaction the following month or year on the date of the crisis, or when similar crisis occur that reminds them of the original crisis. Holidays are often difficult for consumers who have experienced loss.
- Support hospital's request of visitation to victim's rooms.
- After one week, consider raising the flag back to full mast. Remove the flowers, cards, displays, etc. to get back the building back to normal.

### **Determining the Facts of the Crisis**

The person with a first-hand source of providing information about the crisis is not to repeat it elsewhere in the facility. This information needs to be verified and converted in to a single announcement, which is to come from the Director.

Office staff members are not to repeat or give any information within or outside the facility unless specifically told to do so. They are to direct inquiries to Director until told otherwise.

Verification is very important. In case of reported consumer death, verify the reported incident by calling the police liaison or coroner. Give everyone the facts as quickly as possible to dispel rumors.

Note: the timing of the notification of a crisis may alter the order of the initial steps taken.

The following questions will help the Director anticipate the amount of emotional trauma:

- Who was the person and were they a long time popular member of the facility?
- What happened? Murder and Suicide are unexpected and violent, and thus more difficult to deal with than, for example, a death from a serious illness.
- Where did the death occur? A death that occurs on facility grounds is more difficult to deal with. It is important to find out who witnessed the death and provide them with counseling. Consumers may also express concerns with personal safety.
- What other tragedies have impacted this facility recently? The latest death will cause other unresolved issues to surface for both staff and consumers.
- Who was the perpetrator? If the person believed to be responsible for the death is also a member of your community, it adds to the emotionality.

### **Guidelines for Media Relations**

**1.** The print and broadcast media have the responsibility to report, accurately and fairly, noteworthy events, including those that occur in your facility. This includes any event that significantly impacts the facilities and the communities that the facility serves. These events will include such “crises” as the violent death of a staff or consumer, a shooting on or near the campus, or a man-made or natural disaster. You must prepare for the media before the crisis strikes.

**2.** Your cooperation with the press is both desirable and necessary to ensure the story gets told as completely and accurately as possible.

**3.** If you, or your designated spokesperson, do not help media representatives, they will turn to less reliable sources that do not have all the facts. Your goal is to ally the media as an educational and informational tool in communicating the situation and efforts of the district.

**4.** The overall accuracy and completeness of media coverage depends in a large degree upon getting the maximum amount of information out to the media – and thus to the public – as rapidly as possible.

**5.** Emphasize and strongly encourage p/g/c, consumers, and staff that they can say “NO” to interviews.

**6.** If media makes reporting errors, the spokesperson should name the specific reporting agency in correcting the facts.

### **General Directors That Can Positively Affect Your Actions and Communication in a Crisis Situation**

1. Bring the situation under control, if possible. Always protect people first and property second.
2. Analyze the situation to judge its newsworthiness. Don't create a crisis by jumping the gun. Many times the situation doesn't warrant media attention.
3. Act quickly to distribute the information you determine the media and others should have.
4. Before talking to media an information sheet should be developed with permit information, to release to media.
5. Set the ground rules for the media.
  - a. Have a pre-assigned place for the media to meet when an event erupts.
  - b. If space is limited, consider asking media to arrange pool coverage.
6. Appoint someone to be a spokesperson for the district who has these attributes:
  - a. Comfortable before the camera
  - b. Knowledgeable with the subject matter
  - c. Smart enough to know when to refer a question
  - d. Ability to think on his/her feet
  - e. Familiar with the district
7. Areas for facility spokesperson to avoid
  - a. Speculation as to the cause of the incident
  - b. Allocation of blame
8. Gather the facts – who, what, where, when, why, how, what next.
9. Give the media as much information as possible; they'll get the information (perhaps inaccurately) from other sources.
10. Be truthful.
11. Never answer "No Comment"
  - a. "No Comment" can imply a lack of cooperation, a lack of concern, or an attempt to hide something.
  - b. If you won't comment on the situation, you can be sure someone else will.
  - c. More appropriate responses are:
    - i. I'm not the authority on the subject. Let me have our Ms. Jones call you right back.
    - ii. "All our efforts are directed at bringing the situation under control, so I'm not going to speculate on the cause.
12. Never go "off the record".
  - a. Most reporters respect an "off the record" comment and will not quote you. But they will get the information from someone else.
  - b. A reporter's job is to get the story and to provide reliable information to their audiences.
  - c. They will get that information whether or not you cooperate.
13. Keep no secrets from the public.
14. Report your own bad news. Don't allow another source to inform the media first.
15. Conduct frequent news conferences with media representatives.
16. Remember that trust is the bedrock of the relationship between the press and the community.



### **Staff Meeting**

A facilitator from the Crisis team must do the following at the first staff meeting during a crisis:

- Review facts of crisis and dispel rumors.
- Help staff members process their responses to the situation.
- Describe the feelings that consumers may experience and suggest how staff might handle specific situations.
- Provide guidelines for helping consumers who are upset.
- Encourage staff to allow for expressions of grief, anger, etc. in the class in which announcement is received or in other classes throughout the day. Emphasize the acceptability/normalcy of a range of expressions. The guiding principle is to return to normal as soon as possible within the facility. The structure of routine provides security and comfort to all.
- Encourage staff to dispel rumors whenever possible and discourage any glorification of the event (especially in suicidal death).
- Request staff to meet 30 minutes early the next day to review procedure plans for the day.

### **Debriefing Format for Staff**

- Review intervention process and events of the day.
- Ensure that key personnel attend debriefing.
- Review status of referred consumers and staff that needed follow-up attention.
- Identify and prioritize needs for the following day.
- Provide opportunities for the staff to express feelings and request support.

### **Debriefing/ Wrap up for the Crisis Team**

- Brainstorm ways to meet identified needs
- Provide mutual support
- Identify who will contact victim's family
- A follow up detailed incident report will be sent to appropriate agency.