

EMERGENCY POLICIES & PROCEDURES

**GUIDELINES FOR EMERGENCY AND DISASTER PREPAREDNESS
YMCA OF METROPOLITAN DENVER EARLY CHILDHOOD EDUCATION**

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PREVENTION

Unfortunately, accidents do occur. Some can be prevented, but despite everything we do, there will be situations which call for special actions. While the various steps and suggested actions outlined in this guide and various trainings represent sound procedure, your own good judgment should be the final authority until you are able to contact your supervisor, the department head, branch executive or association services staff.

STAFF RESPONSIBILITIES

- 1- Prevention of accidents before they happen.
- 2- Handling the situation quickly and calmly at the time it occurs.
- 3- Notifying the necessary people after the incident.
- 4- Recording and documenting the information as soon as possible.

STAFF EQUIPMENT

The following items must be properly maintained and with staff members at all times, including when switching to alternate locations both on and off site:

ATTENDANCE SHEET

An accurate list of children in your care must be maintained at all times in Tadpoles.

TADPOLES iPad

iPad must be charged and with you at all times including outside and in the multi room.

CHILDREN'S INFORMATIONAL RECORDS (CIR/EMERGENCY BOOK)

Printed child care applications must be signed and initialed by both parents and directors. This includes emergency contact information. The CIR must be up to date and included on the child's first day of attendance. In addition, all staff member's emergency information must be included.

FIRST AID/MEDICATION

First Aid kits should be checked and refilled regularly and include, band aids, paper towels, medical gloves, Kleenex, and instant ice packs. A First Aid Kit must be at every group location. All Emergency Medication must be taken with us at all times. Any child(ren) needing emergency medication must be in a group with a staff member trained in Medication Administration or delegated for a particular medication individually by the YMCA of Metropolitan Denver's nurse consultant.

MAINTAINING INDOOR & OUTDOOR ENVIRONMENTS

- 1- All children must be supervised and monitored at all times. Children will never be left alone during YMCA programming.
- 2- All program areas including all indoor facilities, outdoor areas, transportation vehicles, and fieldtrip locations will be checked for safety hazards before being accessible to children.
- 3- Active & quiet games/activities will be separated from each other to avoid congestion and collisions and will be included on daily/weekly schedules.
- 4- Staff supplies/equipment that may be hazardous will have limited access to children. Items such as staff personal belongings, medications, cleaning supplies, and other hazardous items must be locked and out of reach to children.
- 5 - The environment must be arranged so that children and staff are visible at all times, including bathroom supervision.
- 6 - Staff to child ratios and proper group sizes must be maintained at all times.

MINIMIZING RISKS

Staff that is employed by the YMCA are expected to actively supervise all children at all times. This means that while children are present staff are expected to place the needs of the children ahead of their own personal needs.

STAFF RESPONSIBILITIES

BEING A PROPER ROLE MODEL -

A proper role model acts in the same manner that children are expected to act while at the program. This includes following all policies and procedures of the YMCA, meeting all Colorado Department of Health and Human Services Licensing Requirements, supervising and acting in ways outlined in staff trainings, making safe decisions, and acting in a manner appropriate around children.

EXERCISING PROPER JUDGEMENT -

Proper judgement includes following all safety guidelines, making quick and sound decisions, and being prepared for any situation that may arise while working with youth.

MINIMIZING THREATS TO CHILDREN'S SAFETY -

The most important part of the staff's job is to keep all of the children safe. By acting in accordance with the responsibilities outlined above we can avoid most accidents. Staff should never be afraid or hesitant to change an activity or leave any location, no matter how much planning was involved or how excited both staff and children are/were, if a safety risk or issue arises. Staff must be prepared to respond immediately when children are making unsafe choices.

DEVELOPING SAFE HABITS

INVOLVE CHILDREN IN MAKING SAFETY RULES -

Program Rules should be made in conjunction with children in the program. Keep rules to a minimum so children can remember them but also broad enough that one rule can cover multiple rules that may be needed. For example, Rule: Treating Others with Respect can mean; keep hands/body parts to yourself, Let others thoughts be heard, help out when needed, etc.

COMMUNICATE RULES, EXPECTATIONS, & DIRECTIONS

Explain game rules, daily expectations, activities planned, program procedures, activity directions, etc. clearly and constantly. Even when activities are common children need refreshers or new children may be present.

TEACH & MODEL HOW TO CARE FOR YMCA EQUIPMENT

Show children and explain to them how to use, clean up, and to store equipment and supplies.

STAFF TRAINING

Staff trainings are required both by the YMCA and by CDHS licensing requirements. Trainings are extremely important to ensure proper supervision and to keep children safe.

REQUIRED TRAININGS FOR ALL STAFF

- Universal Precaution
- Hazmat
- CPR and AED
- First Aid & Oxygen;
- Emergency Procedures
- Fire Safety
- Program Policies
- Safety & Supervision
- Child Abuse Prevention
- Fire Safety & Prevention
- FEMA
- Mandated Reporting
- Physical Exam
- Safe Sleep
- Shaken Baby

REQUIRED FOR SOME STAFF

- Medication Administration
- Immunization

MEDICATION ADMINISTRATION TRAINING

All sites also maintain a staff member certified in medication administration, and the YMCA works in conjunction with a registered nurse employed by Children's Hospital to ensure all medications are given correctly and medical concerns are managed properly.

ADDITIONAL TRAININGS

Staff Members are required to complete additional training hours and various trainings are scheduled throughout the year including two full day trainings each year.

EMERGENCY DRILLS

Emergency Drills are an important piece to being properly prepared to handle emergency situations. The YMCA performs routine safety and emergency drills to prepare for fires, tornados, bomb threats, and active shooter and lockdown & lockout policies. Drills are held quarterly, at the minimum, and records for drills are kept on site at locations. More detailed information containing procedures for each of the above drills are given later in this guide.

ACCIDENTS, INJURIES & MEDICAL EMERGENCIES

Respond to all accidents both major and minor quickly and calmly. Remember that in an emergency response time matters immensely. Keep in mind that children will follow your lead so responding frantically can make the situation worse.

MINOR INJURIES

Minor Injuries are those in which staff trained in First Aid is able to attend to without calling for additional help.

IN CASES OF MINOR INJURIES

- 1- Administer First Aid as needed in manner prescribed during First Aid training.
- 2- Call the parent to share information about cause of injury, condition of injured party, and course of action taken. Don't presume an injury is insignificant and parent contact is unnecessary.
- 3- Document all information properly using incident reports, log books, and always follow up with both the injured party and parents/guardians. Document all follow up conversations as well.

MAJOR EMERGENCIES & INJURIES

Refer to Section I: Emergency Response: Who to Call in an Emergency in this guide in case of major emergency. A copy should be posted at all locations and kept with each location's Children's Informational Records.

IN CASE OF MAJOR EMERGENCY AND/OR INJURY

- 1 - First Aid should be administered immediately. Follow procedures from trainings including CPR, First Aid, and Universal Precautions.
- 2 - Call 911. Never hesitate to call. It's better to call for help and not need it than to not make the call. Give the emergency dispatcher all relevant information needed to find you and about the incident. Do not hang up until told to do so. Have the injured party's emergency information (paperwork from Children's Information Records) available and send with paramedics.
- 3 - Keep the YMCA informed by following the steps outlined in Section I of this guide.
- 4 - Contact Parents/Guardians/Emergency Contacts as soon as you have information about condition, and transport information if relevant.
- 5 - A staff member must accompany any child (ren) transported by ambulance. Remember that it is our policy the children will never be left alone.
- 6 - Get names, addresses and phone numbers of all witnesses for future reference and for documentation including incident reports, log books, and any other relevant form. Submit the incident to a supervisor as soon as possible.
- 7 - Follow up with both the injured party and parents/guardians about their condition, etc. Document all follow up conversations as well.

BUS EMERGENCIES

When all children have boarded and are properly seated, a staff member or school district bus driver will go over both safety rules and evacuation procedures.

FLAT TIRE AND/OR BREAKDOWN

If a flat tire occurs or if the bus breaks down pull the bus off any main roads and park the bus in the safest location possible. When safe and free of any dangers have all passengers exit the bus and proceed to the safest and most accommodating location possible. Contact the immediate supervisor and wait for instructions. Always be prepared for the unexpected and have backup activities available while you wait.

ACCIDENTS

ACCIDENTS INVOLVING INJURIES

Determine the condition of all parties involved. If possible pull off the road to a safe location. Following procedures outlined in First Aid, CPR, & Universal Precautions initiate any help that might be needed. Refer to Section I: EMERGENCY RESPONSE: WHO TO CALL IN AN EMERGENCY & Section III: ACCIDENTS, INJURIES, & MEDICAL EMERGENCIES both of which were previously outlined.

Any driver that is a YMCA staff member and receives a citation for a moving traffic violation must immediately submit to a controlled substance test and an alcohol test if, (a) the accident results in a fatality, or bodily injury to a person who must immediately receive medical treatment away from the scene, or (b) one or more of the vehicles involved is towed from the scene.

EVACUATIONS, LOCKOUT, SHELTER-IN-PLACE, LOCKDOWN, & ARMED PERSON ON PREMISES

EVACUATION

Evacuation is required when a YMCA facility or off-site facility must be cleared and unoccupied for any reason. Many times this event is caused by the fire alarm system activating. When evacuating stay calm and think before you act. One should be aware of at least two means of exit from their location at all times.

- 1- In cases when evacuation is necessary all children & staff are to line up at the assigned exit.
- 2- Staff members will perform a count of children and a quick walk through of the area to ensure all children are accounted for and in line.
- 3- Staff must remember to bring the required staff equipment items listed in Section 2.
- 4- Ensuring that all children are present, with a staff member at both the front and end of the line, the group will exit the facility quickly.
- 5- After leaving the building, walk to the predetermined evacuation site/area. Do not use elevators; use stairways only. Stay quiet so instructions may be heard. Think about safety first.
- 6- Immediately upon reaching the designated evacuation area attendance will be taken.

Reentrance to the facility will only occur when granted by the proper authorities. Parents will be immediately notified of alternate pick up information if reentrance is not granted.

LOCKOUT

A Lockout is initiated when there is a threat or hazard outside a YMCA Facility or off-site location and it is safer for all persons to remain inside. The danger may be criminal, threatening or suspicious activity outside the premises, in the immediate vicinity of the facility. A lockout uses the security of the building for protection.

- 1- In cases when lockouts are necessary, all entrances and exits are locked and all individuals are directed to exit from only one source to maintain security within the building and minimize potential exposure to the outside threat or hazard.
- 2- All staff and children will continue with regularly scheduled activities inside the building.
- 3- Parents coming to pick up or drop off will be properly identified prior to gaining access to the building. In the event a parent wishes to still leave the facility with their child during a lockout, staff members should encourage them to remain indoors until the "lockout" is lifted.

SHELTER-IN-PLACE

A Shelter-In-Place is ordered when short term protection from an outside event is necessary. One of the most common ways to Shelter-In-Place is to take refuge in a small, interior room, with no or few windows. These situations include, but are not limited to, severe weather, tornado warnings, and hazmat incidents. For weather emergencies, a Shelter-In-Place is typically reported by emergency weather reports or emergency broadcast systems. It may also be reported by staff or guests based on personal knowledge.

- 1- If a tornado warning, or other event requiring a Shelter-In-Place, occurs, all children and staff are to line up at the assigned area.
- 2- Staff members will perform a count of children and a quick walk through of the area to ensure all children are accounted for and in line.
- 3- Staff must remember to bring the required staff equipment items listed in Section 2. Ensuring that all children are present, with a staff member at both the front and end of the line, the group will relocate to the predetermined Shelter-In-Place location. Immediately upon reaching the Shelter-In-Place Location attendance will be taken. Children and staff will remain in the designated area until the warning has expired or the hazard has been deemed safe.

LOCKDOWN

A lockdown is initiated when there is a threat or hazard inside of the YMCA facility and evacuation may be unsafe to perform. This may be presented as a parental custody dispute, alcohol or drug impairment, intruders (armed with weapons or not), disciplined or discharged employees, etc. Always be aware and assess the situation. Use lockdown procedures to protect children, visitors, and staff from physical threats. If at an offsite location, i.e. schools make sure to follow their lockdown procedures.

INITIATING A LOCKDOWN

- 1- If you recognize a threat or hazard, do not approach the offending party or put yourself or others in danger.
- 2- Immediately designate a staff to call 911 and report the type of threat. Stay on the line with the dispatcher and provide a description of what was observed, the number of individuals providing the threat, their height, weight, race, sex, clothes description, type of weapon (if any), and nature of the threat.
- 3- As soon as possible notify the Executive Director or Designee of the emergency or threat.
- 4- Announce over the paging system: "LOCKDOWN THE BUILDING, LOCK ALL DOORS AND TURN OUT ALL LIGHTS." If a PA is unavailable, and it is safe to do so, identify staff to circulate the building and notify all persons of the threat or hazard.
- 5- As soon as possible follow contact the YMCA as described previously on "Who to Call in an Emergency" from Section 1.
- 6- Wait for notification from first responders that it is safe before beginning to exit all areas. Under no circumstances should any member unlock a door and allow an unknown person to enter. Remember, and intruder may pretend to be harmless or even helpful to gain entrance to a locked room.

One should never put themselves in danger. The first reaction should be to avoid or get away from the threat. Should one find themselves confronted by the threat they should take any and all actions to protect themselves.

ARMED PERSON INSIDE THE FACILITY - LOCKDOWN/EVACUATE

In the event of an armed person or persons inside the facility the following steps should be taken depending on the immediate danger/threat.

GET OUT

When at all possible get yourself and all children out of the facility or building and far away from the threat

CALL OUT

Use mobile phone to call 911. Call over the PA system "Code Silver" if at a YMCA owned/ran facility, or use alternate verbiage if at an off-site location

KEEP OUT

Do not lock exterior doors. Close, lock, and barricade interior doors, if possible

HIDE OUT

Seek shelter in the nearest secured place. Turn off lights and any devices indicating that the room is occupied. Keep out of the line of sight. Be Quiet. Do not respond to anyone at the door.

TAKE OUT

Last Resort. Use anything to distract or disable the suspect.

ONLY CONFRONT THE PERSON AS A LAST RESORT TO SAVE YOUR LIFE

CHILDREN WITH ACCESS AND FUNCTIONAL NEEDS

In the event of an emergency additional and intentional care will need to be made for any children or staff with access and functional needs, including disabilities. A list of those with access and functional needs should be made and special notation will be taken identifying whether this need is permanent or temporary.

Any children with Access or Functional Needs will be assigned to a staff member to ensure safe evacuation or relocations. This staff member will be responsible for providing any and all assistance needed for the child. Any child(ren) needing emergency medication must be in a group with a staff member trained in Medication Administration or delegated for a particular medication individually by the YMCA of Metropolitan Denver's nurse consultant.

TRACKING ENTRY & EXIT OF CHILDREN AND VISITORS

To ensure the safety of the children and to be recognizable to parents and school staff all YMCA Staff must wear YMCA staff badges and staff shirts at all times while in the care of children.

SIGN IN/OUT

It is required that all children be signed in and out properly by a parent or guardian from our programs. The YMCA ECE program utilizes attendance in Tadpoles. When not available, Printed paper copies of the Sign In and out are to be used in substitution.

ATTENDANCE

Parents are required to sign their child in and out using Tadpoles. In the event a parent does not sign them in, you may add them to your roster on Tadpoles.

HEAD & FACE COUNTS

In addition to attendance staff are required to perform head and face counts continuously while children are in attendance. It is the responsibility of all staff members to know the exact number of children present in their group at all times.

PARENT PICK UP

New parents or unknown person – Ask if you can help them. If they say they are to pick up a child, ask to see their photo ID. Refer to the child care application for who is authorized to pick up. If they did not sign the form or are not listed on the authorized to pick up list, you MAY NOT release the child to that person. A call must be made to the parent/guardian. The parent/guardian can authorize the release over the phone and must amend the application as soon as possible.

LATE PARENT

At 10 minutes late, start calling both authorized parent's home and work phone numbers.

At 20 minutes late and unable to contact either parent, call any other person who is authorized to pick up the child and/or the emergency contact person.

At 30 minutes late and unable to contact anyone, call your Program Director. At this time the Program Director may make the decision to contact the proper authorities.

INTOXICATED PARENT

Ask if someone else can drive them home. If no, ask if you can call a taxi or use an app based transportation such as LYFT or UBER. Inform the parent/guardian that while you legally cannot refuse to release their child to them if they leave in a vehicle you are required to contact the police. If they leave anyway, call police, explain the situation, give license number, make of vehicle and home address, and any other relevant information.

VISITORS

Parents or guardians are always welcome and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization card in order to have access to the program area. Any visitor entering a YMCA childcare program is required to sign in. A visitor will sign the "Visitor's Log", write their address, state the purpose of the visit, and show identification.

AFTER AN EMERGENCY COMMUNICATION

DEALING WITH THE MEDIA

In case of an accident or missing child, the media may come to investigate. Only Branch Executives or Association Services staff may speak with the press. Any questions should be referred to Teresa Kutt at Association Services. Call your immediate supervisor with any instances needing further direction.

The initial news media contact is the most crucial because:

- 1- Once a serious accident occurs, the YMCA has been undeniably harmed. It becomes the job of the Association to make the impact of that harm as light as possible.
- 2- The first impression the general public gets is the one that is the most lasting.
- 3- Maintain an attitude of cooperation and helpfulness even though, you are unable to respond to their questions.
- 4- Be wary of casual conversation. Do not say "off the record" or "no comment". Once again, refer them to call Association Services with any questions.

INSURANCE

Essentially, the YMCA carries three types of insurance:

Compensation for employees on payroll for injuries or illnesses attributed to their work. If staff are hurt at work, forms must be filled out that day, whether or not the staff needs medical attention or not. If medical attention is needed, staff must go to the YMCA's designated doctors and hospitals. This insurance is called Workman's Compensation. Personal injury or property damage to persons other than employees. The determination of whether our insurance company will pay a claim is totally up to the insurance company. A participant may send us a bill and we will turn it over to the insurance company who will determine liability.

Automobile accidents which result in injury to persons or damage to property. Make sure that automobile forms are completed immediately and turned into the Executive Director.

CAUTION: If you are asked about the insurance coverage of the YMCA, you are authorized to say ONLY: "It will be referred to our insurance company".

CONTINUITY OF OPERATIONS

In the event of an emergency, the YMCA of Metropolitan Denver, has the option for continuation of operations by combining with other YMCA programs in the vicinity, wither at a school location or YMCA building.

RETRIEVING STAFF & CHILDREN'S FILES

Staff and Children's Files are kept on site in paper and electronic copy.

PROTECTING CONFIDENTIAL RECORDS

In order to maintain the member/program participant right to confidentiality of personal information, including, but not limited to credit card and bank account information, the following policies and procedures will be followed effective immediately.

The following is the order in which the process should be taking place when receiving membership applications/program registration at the front desk, mail, or faxed:

1. Case Option 1

During a shift in which program registration or membership applications are accepted, all information is immediately recorded appropriately into MemberST/ DAXKO. The paperwork related to this transaction (member application or program registration) needs to immediately be forwarded to the person responsible for completing input into MemberST or double checking the work of the front desk staff person. The membership application then needs to be placed in a folder, label with the membership name, and immediately locked in the appropriate file cabinet. The program registrations need to be given to the appropriate sports staff and they are to lock the registration in the appropriate file cabinet.

2. Case Option 2

During a shift in which program registration or membership applications are accepted, all information is immediately recorded appropriately into MemberST/ DAXKO.

When the second person is not available to complete the verification process and make a folder for the membership application or accept and lock the program registration then the paperwork is kept secure in the cash drawer until the end of the staff shift. At the end of the staff shift the completed forms are placed into an envelope and marked COMPLETED and dropped in the safe with the end of shift reconciliation.

3. Case Option 3

When there are circumstances which prevent program or membership information from being input immediately into MemberST/ DAXKO then the staff who received the information is to place the application/program registration into the accordion file labeled "To Be Processed". This file is to remain in a drawer or cabinet that can be locked at the front desk, and not accessible by the general public. Once time allows, this file should be pulled back out and the steps in Case Option 1 or Case Option 2 should be followed. If, in the event the staff shift is over and the items have not been processed, these need to be passed along to the next shift, following the same procedures as closing out your shift, explaining what came in and is not processed in MemberST/ DAXKO. If at the end of the day there are still registrations or membership applications that have not been processed, these need to be placed in an envelope labeled "To Be Processed" and dropped into the safe with end of shift and the envelope processed records.

4. Case Options 4 – Off site locations with no MemberST access. All registrations/applications collected on-site need to be placed in a lock box or a locking bank bag immediately upon acceptance.

=When transporting documents from one location to another through a courier service we will utilize locking bank bags.

ILLNESS

Public Health Reporting Requirements

By law, certain diseases and conditions are reportable to public health for surveillance purposes and so disease control measures can be implemented. Persons treating or having knowledge of a reportable disease, whether the disease is suspected or confirmed, must report the case to the state or local public health agency. This includes schools and child care providers. Group outbreaks resulting from any cause, including foodborne outbreaks, must be reported to the state or local public health agency within 24 hours. For the purposes of public health reporting, an outbreak is defined as two or more persons ill with similar symptoms within a similar time frame. In an outbreak situation, the state or local public health agency will typically work with the child care facility or school to achieve the following:

- Control and prevent further spread of disease;
- Identify ill persons so they can receive proper treatment if indicated;
- Attempt to identify the source of the outbreak;
- Identify infection risk factors;
- Evaluate existing prevention strategies.

Child care facilities and schools can also contact the state and/or local public health agencies about infectious conditions that are not reportable, especially if the facility has questions about notifying parents, exclusion, and disease control measures.

The YMCA will consult with our health consultant about any type of communicable disease issue, case, or outbreak and follow their recommendations when reporting. Child care facilities are inspected routinely by either the state or local public health agency to ensure compliance with the health and sanitation regulations. These inspections are typically conducted by Environmental Health Specialists employed at the state/local public health agency.