



# Emergency and Evacuation Plan

A Manual for  
Employees and Families of  
ImagiNation Learning Center 2



# ImagiNation Learning Center Emergency and Evacuation Plan

## **A Manual for ImagiNation Learning Center Employees and Families**

### **Site 2**

14225 Newbrook Drive  
Chantilly, VA 20151

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# PURPOSE AND RESPONSIBILITIES

## PURPOSE

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The intent of this plan is to assist Center Management and staff in responding to emergency situations, provide information that can be shared with family members concerning emergency planning, and provide a basis for restoration of services. The Center Management and staff of the Center are responsible for the safety of the children and will coordinate actions and requirements with community public safety officials and families.

## RESPONSIBILITIES OF IMAGINATION LEARNING CENTER PERSONNEL

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In the event of an emergency, Center Management shall declare an emergency situation and institute the appropriate response actions. Whenever Center Management is mentioned in this plan, it refers to the Center Director and/or Assistant Director. If the Center Director and/or Assistant Director are not available, the next person in authority, e.g. the Manager-in-Training or person specifically left in charge, shall assume the responsibilities of the Center Director.

Center Director: [Gina Davis](#)

Assistant Director: [Kara Cunningham](#)

Manager-in-Training:

In all emergency cases Center Management will notify the Executive Director about the emergency as soon as the initial situation is under control. The Executive Director will serve as a back-up and support person for the Center Management.

Executive Director: [Silke Duke](#)

### **Responsibilities of Center Director:**

- Familiarize all staff with the emergency plan and ensure effective implementation.
- Ensure that the Center's fire and disaster drills are completed consistently and documented accurately.
- Ensure equipment and supplies are present, checked at least monthly, and replaced as needed.
- Review each emergency situation to ensure that proper reports are completed and appropriate actions have been taken to prevent repetition of any ineffective efforts.
- Act as team leader in an emergency situation. Identify the emergency situation and determine the course of action.
- Make contact with local authorities to exchange information about the potential or existing crisis and emergency situation.
- Make contact with Executive Director as soon as initial emergency situation is under control. Executive Director will advise on how to proceed.

### **Responsibilities of Assistant Director**

The responsibilities of the Assistant Director are to assist the Center Director during an emergency, and in the absence of the Center Director, assume all responsibilities.

- Become familiar with the Emergency Plan.
- Provide complete emergency response training and updates to employees on a regular basis.
- Take the lead in planning, implementing, and tracking all training to update and check the accuracy of current emergency response procedures.
- Work with the Center Director to investigate and evaluate each emergency situation to prevent repetition of ineffective efforts.
- See that all injuries and issues are attended to immediately and referred to the Center Director.
- Coordinate a regular plan of inspection of work areas to detect unsafe conditions and work practices.
- Act as team leader in an emergency situation. Identify the emergency situation and determine the course of action.

### **Responsibilities of ImagiNation Learning Center Non-Management Personnel**

- Notify the Director of emergency situations as they become aware of them.
- Follow emergency procedures as outlined and directed by the Center Management.
- Observe safe work practices during all emergency situations.



# EMERGENCY NOTIFICATION

## EMERGENCY PHONE NUMBERS

| FIRST RESPONDERS                                  |                                       |             |                          |
|---|---------------------------------------|-------------|--------------------------|
| Emergency Assistance                              | Police                                |             | 911                      |
|   | Fire                                  |             | 911                      |
|   | Ambulance, Paramedics                 |             | 911                      |
|   | Non-Emergency                         |             | (703) 691-2131           |
| Poison Control                                    | State Hotline                         |             | (800) 222-1222           |
| Fairfax County Emergency Hotlines                 | Government Emergency Information      |             | (800) 817-7771           |
|   | Public Schools Emergency Information  |             | (800) 839-3277           |
| Human Services                                    | Health Department                     |             | (703) 246-2201           |
|   | Child Protective Services             |             | (703) 324-7400           |
|   | Licensing, Cynthia Ford               |             | (703) 359-1209           |
| Utilities   | Washington Gas                        |             | (703) 750-1400           |
|   | Dominion Virginia Power               |             | (888) 667-3000           |
|   | Fairfax Water                         |             | (703) 698-5800           |
| Building Management<br>Quest Diagnostics          | Office of Facilities:<br>Kathy Gordon |             | (703) 802-6900 Ext. 2400 |
|   | Security Desk                         |             | (703) 802-6900 Ext. 2500 |
|   | Safety Manager:<br>Bryan Mason        |             | (703) 802-6900 Ext. 6425 |
| IMAGINATION LEARNING CENTER MANAGEMENT            |                                       |             |                          |
| Executive Office                                  |                                       | Office      | (703) 836-0707           |
| Executive Director                                | Silke Duke                            | Cell        | (703) 963-1380           |
| Center 1 - Albemarle Point Place                  |                                       | Office      | (703) 817-1390           |
|   |                                       | Infant Room | (703) 817-1391           |
| Center Director                                   | Lisa Matteson                         | Cell        | (703) 994-3373           |
| Assistant Director                                | Sherry Kose                           | Cell        | (703) 843-1205           |
| Manager-in-Training                               | Jennifer Trynock                      | Cell        | (571) 259-6889           |
| Center 2 - Newbrook Drive                         |                                       | Office      | (703) 378-2407           |
|   |                                       | Infant Room | (703) 378-2408           |
| Center Director                                   | Gina Davis                            | Cell        | (703) 798-0945           |
| Assistant Director                                | Kara Cunningham                       | Cell        | (703) 581-8814           |
| Manager-in-Training                               | Maria Orantes                         | Cell        | (703) 209-3759           |
| ImagiNation Learning Center<br>Board Of Directors | Cheryl Engelbrecht<br>President       | Office      | (703) 802-6900 Ext. 7514 |
|   |                                       | Cell        | (703) 966-1174           |

| <b>REMOTE EVACUATION SITE AND EMERGENCY TRANSPORTATION</b> |  |  |
|--|--|--|
| <b>Remote Evacuation Site</b>                              | ImagiNation Learning Center 2<br>14225 Newbrook Drive<br>Chantilly, VA 20151 | (703) 378-2407<br>Infant Room (703) 378-2408 |
| <b>Comfort Suites</b>                                      | Located in Chantilly   | (703) 263-2007                               |
|  | 24 Seat Shuttle  |  |
| <b>Westfields Marriot</b>                                  | Located in Chantilly   | (703) 818-0300                               |
|  | 30 Seat Shuttle  |  |
| <b>Williams Bus Lines</b>                                  | Located in Springfield   | (703) 560-5355                               |
|  | 60 Seat Charter Bus  |  |
| <b>Charter Bus R Us</b>                                    | Located in Falls Church  | (703) 829-0660                               |
|  | 55 Seat Charter Bus  |  |
| <b>Reston Limousine</b>                                    | Reston   | (800) 546-6141 Ext.1                         |
|  | Shuttle  |  |

## EMERGENCY NOTIFICATION REQUIREMENTS

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In case of an emergency, Center Management is responsible for calling all persons and agencies that are required to be notified about the situation. Before making any phone calls, the Center Management must ensure that the children and staff are safe from any immediate threat or have been evacuated to a safe location. Depending on the type of emergency, the following persons or agencies will be notified, usually in the same order as it appears below:

### **Notification of Emergency First Responders**

In case of any emergency that adversely affects the safety and health of ImagiNation Learning Center children or employees call 911 immediately and follow the instructions of the emergency assistant. In most cases Quest Security Staff should also be informed about the Center emergency. The Center response for most emergencies generally involves either sheltering in or evacuation. The exception to this is providing emergency medical care and use of fire extinguishers for small, localized fires.

### **Notification of ImagiNation Learning Center Company Management**

Once the initial situation is under control, Center Management will contact the Executive Director to inform the Company about the situation and current status. The Executive Director will advise on how to proceed and will stay in phone contact with the Center during the emergency situation. The Executive Director will notify the President of ImagiNation Learning Center Board of Directors.

### **Notification of Family Members affected by the Emergency**

In case of an emergency that affects the entire Center and/or causes a temporary evacuation, a written notification will go out to all families at the center.

Should the emergency prohibit the return to the center, families will be notified of the emergency and remote evacuation location via email and/or by telephone. If possible, a message will be left on the office phone voicemail system. In order to reach all families quickly and efficiently, we will follow the Emergency Pick-Up Notification Procedures as outlined in this manual.

In emergency situations that involve a specific child or employee, Center Management will notify families directly once Company Management has been notified.

### **Notification of Licensing or Other Emergency Related Agencies**

Incidents that require the evacuation of the building, result in a child injury, or are of other serious nature, must be reported to Virginia State Licensing once the emergency has been cleared. In most cases, Center Management will make the call to licensing.

Incidents that result in the potential abuse or neglect of a child must be reported to Child Protective Services (CPS) within 24 hours. In most cases, Center Management will make the call to CPS.

## **EMERGENCY PICK-UP NOTIFICATION AND PROCEDURES**

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In case of an emergency that compromises the operation of or the safe return to the Center, families must be notified to pick-up their children before the regularly scheduled closing time. In some cases the situation allows for a two hour notification period in other cases children must be picked-up as soon as possible. In general, Center Management is responsible for contacting families and arranging for emergency pick-up, while Company Management serves as a back-up and support system. In extreme cases, the Executive Director has remote access to all emergency contact information and can coordinate alternate notification procedures as necessary. Although each emergency situation may necessitate a different set of actions, the following steps will be considered to ensure a quick and efficient emergency pick-up of all children in the care of ImagiNation Learning Center Personnel:

### **Families will be contacted via email or Yahoo Groups**

- Contacting families via email is the most efficient way to make and confirm contact with the majority of ImagiNation Learning Center families. If available, this will be the first notification method used in all emergency pick-up situations.

**Families will be contacted via phone**

- Families that cannot be reached via email or have not replied to email messages will be contacted via phone. Center Management will call all phone numbers on the emergency contact form provided by each family until a positive contact has been established and pick-up has been arranged.
- In urgent situations or in cases that Center Management does not have access to phones, ImagiNation Learning Center Management from the other Site will share the responsibilities of contacting families.
- While Center Management is responsible for keeping a complete list of emergency contacts for each child enrolled at the Center, families are responsible for keeping the information up-to-date.
- If the parent, legal guardian, or emergency contact person cannot be reached, the child will remain in the care of ImagiNation Learning Center Staff, unless otherwise instructed by state authorities responding to the emergency.

# EVACUATION PROCEDURES

## GENERAL PROCEDURES

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Evacuation Drills will be held monthly to practice evacuation procedures in different settings. The timing of the drills will be varied to include early morning, afternoons, meal times, and nap times.

- At the sound of the alarm or signal of evacuation, Classroom Staff will calmly instruct children to stop their activities immediately and proceed to the nearest exit. Staff will give children clear, simple instructions about exiting the Center.
- Children who cannot walk out of the building on their own will be carried by designated staff members as specifically assigned.
- Each Classroom Staff will carry attendance and emergency contact information from their classrooms.
- Center Management will carry a mobile phone and the Center Emergency Backpack containing a copy of the emergency manual, family contact information, and first aid supplies.
- After exiting the Center, all Staff and children gather in groups at the playground of the Center; Staff will conduct an initial count of the children in each group.
- To ensure that complete evacuation has occurred, the last person to leave each classroom will conduct a final, thorough 'sweep' of all areas accessible to children (whether or not children are allowed in those areas). The Center Director will be the last person to leave the building, and will perform the final 'sweep' to ensure that no one is left behind.
- All Staff and children will then evacuate in groups to the final evacuation destination: **Grassy Area next to Quest Diagnostics Parking Lot** (towards vendor access road).
- Staff will maintain "Situational Awareness" while in route to the evacuation destination to ensure that all children remain safe and accounted for.
- Immediately after reaching the evacuation destination, Staff will complete a name to face count of their group using the Classroom Child Count Roster and will repeat the number of children and teachers in their group to the Center Director when prompted.
- The Center Director will double check the Classroom Child Count Roster and instruct Staff to repeat the Total Number of Children and Teachers in each classroom.
- If re-entry into the building is not possible, children and staff will move to a safe Remote Evacuation Site. Families will be notified of that location and pick-up arrangements will be made.
- Unless the emergency situation requires a different response, the Center's planned Remote Evacuation Site is:

**ImagiNation Learning Center 1**  
14428 Albemarle Point Place, Suite 100  
Chantilly, VA 20151  
Phone: 703-817-1390  
Or 703-817-1391

- To arrange for the transportation of children and staff to the Remote Evacuation Site, Company Management will call transportation companies that have been specifically selected for emergency situations. Please refer to Page 10 of this manual for contact information of the selected transportation companies.

## **Staff Specific Evacuation Procedures**

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The Center Director will check that each staff member knows their specific assignment during the evacuation:

| <b>Employee Title</b>                                | <b>Assignment</b>  |
|--|--|
| Center Director                                      | Move to Infant Room; receive infant; evacuate Center last after final sweep of building; coordinate evacuation to parking lot  |
| Assistant Director                                   | Carry Center Evacuation Backpack; leave building first through front exit, unlock playground gate, set up cones to mark evacuation route; monitor initial evacuation to playground and signal beginning of evacuation to parking lot; stay in front of group; monitor safe crossing of vendor access road            |
| Designated Teachers (2)<br>(Usually Preschool Staff) | Move to Infant Room; receive infant; assist with evacuation of toddlers and/or preschoolers  |
| Designated Teacher (1)<br>(Usually Two's Staff)      | Moves to Toddler Room, assist with evacuation of toddlers to playground  |
| Two's Teachers (2)                                   | Carry Child Count Roster and Classroom Evacuation Backpack; evacuate twos through front entrance; line-up and monitor children outside the front entrance area; conduct initial head count; receive non-walking toddler; when prompted, as first group evacuate two's to parking lot                                 |
| Kindergarten Teacher<br>(1)                          | Carry Child Count Roster and Classroom Evacuation Backpack; evacuate kindergartener through kindergarten room exit to playground; line-up and monitor children at playground fence; conduct initial head count; receive non-walking toddler; as second group (behind two's) evacuate kindergartener to parking lot   |
| Preschool Teacher(s)                                 | Carry Child Count Roster and Classroom Evacuation Backpack; evacuate preschoolers through preschool room exit to playground; line-up and monitor children at playground fence; conduct initial head count; receive non-walking toddler; as third group (behind kindergarteners) evacuate preschoolers to parking lot |
| Toddler Teachers (3)                                 | Carry Child Count Roster and Classroom Evacuation Backpack;  |

|                     |  |
|---------------------|--|
|                     | evacuate toddlers through toddler room exit to playground; line-up and monitor children against twos classroom window/wall; conduct initial head count; assist with handing non-walking toddlers to other designated teachers; carry non-walking toddler; as fourth group (behind preschoolers) evacuate walking toddlers to parking lot |
| Infant Teachers (2) | Carry Child Count Roster and Classroom Evacuation Backpack; carry infant through toddler room exit to playground; line-up and monitor children against toddler window/wall; conduct initial head count; receive non-walking toddler; as last group (behind toddlers) evacuate infants to parking lot                                     |





## SPECIFIC EMERGENCY PROCEDURES

### FIRE OR RISK OF EXPLOSION

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Anyone who discovers smoke, fire or a risk of explosion will activate the fire alarm located in the hallway and in each classroom. In case of a small local fire, all staff are authorized to use the fire extinguisher where necessary and safe.

#### Fire Evacuation Procedures

- Staff will follow routine evacuation procedures as outlined in this manual.
- The police and/or fire department (911) will be called from a safe location after the facility has been evacuated.
- The Center Director will follow notification requirements after the evacuation.
- Families will be notified after the emergency has been resolved.

### SHELTERING IN PLACE

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Sheltering in place may be conducted in response to tornadoes and severe storms, or to any situation where the outside of the Center is potentially dangerous. Sheltering in place is defined as isolating people from a potential outside risk by moving them further into the building.

#### Shelter in Place Evacuation Procedures

- When a potential outside danger has been identified, Staff will follow the general evacuation procedures outlined in this manual with the exception of evacuating to a designated sheltered area inside the Quest Diagnostics Building.
- The shelter in place location is **Conference Room 1 next to the Quest Cafeteria on ground level.**
- During a shelter in place evacuation, people will not be allowed to exit the building until the emergency situation has been cleared by the emergency response personnel.
- Depending on the situation, emergency response personnel may shut down air handling (HVAC), water, and electrical systems, as required.
- The Center Director will follow notification requirements after the evacuation.
- Families will be notified after the emergency has been resolved.

#### Characteristics of Shelter Areas

- The shelter area is identified as a place inside the building that provides the most structural resistance from collapse.
- Shelter areas are free of items that may fall on sheltered people and should be window less.

- A reasonable supply of food and shelter items must be stored in a place easily accessible during shelter in place evacuation. The Center Director is responsible for keeping the supplies complete and up to date.

## LOCKDOWN

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In case there is police activity or another type of security problem near the center, it may be necessary to execute a Lockdown of the Center.

### During a Lockdown

- Keep all exit doors closed and locked.
- Staff and children are to remain in the classrooms and head counts must be taken every 30 minutes during the lockdown.
- Center Management will follow notification procedures as required.
- Center Management should establish external communication with local sources to monitor and exchange updated information about the emergency.
- During a Lockdown no one is allowed to enter or exit the building. THIS INCLUDES FAMILY MEMBERS!
- Classroom Staff should inform children that an emergency situation exists and that they need to remain in the classroom until further notice. Staff should involve children in structured routine activities to avoid spreading fear and/or chaos.
- The Center should remain locked-down until Center Management is certain the emergency has been resolved.

## MEDICAL EMERGENCIES

---

Life Threatening Medical Emergency means that a child, staff or family member requires immediate medical intervention to stabilize and prevent the medical condition from deteriorating. Examples of life threatening medical emergencies are: compound fractures; severe lacerations; internal bleeding; severe burns; difficulty in breathing; heart problems; shock; severe allergic reactions to insect bites, foods, or medications; poisonous plant contact or animal bites; ingestion of chemicals/poisoning; and unconsciousness.

### Procedure for Life Threatening Emergencies

*The Person finding injured or ill person shall:*

- Remain calm, render first aid, and call for help. Do not move the injured or sick person unless his/her safety and health are at risk.
- Call 911 for emergency medical services and report the incident or request someone else to call. Stay on line with the dispatcher and provide information as requested.

*Center Director or designee shall:*

- Call 911 if they have not already been called.
- Notify parent or guardian of the child or make notification to applicable emergency contact of employee.
- Assign an individual to meet the emergency medical personnel to guide them to the location.
- Pull the medical release form of the injured from the files and provide it to the emergency medical personnel upon arrival.
- Assign a staff member to accompany the patient to the hospital.
- Report incident to all required persons and agencies as posted in this manual.
- Thoroughly investigate and document incident in accordance with ImagiNation Learning Center Incident and Accident Investigation and Documentation policy.

## **MISSING CHILD**

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Once it has been established that the child is truly missing, and not just hiding in a classroom, the Center Director must take the following notification steps immediately, since time is an important factor with missing children.

- Call 911 to notify the police. Have all necessary information ready to describe the child including child's full name, physical description, any allergies and possibly the names of people who may not have permission to take the child.
- Notify Company Management.
- Notify the parents.
- Thoroughly investigate and document incident in accordance with ImagiNation Learning Center Incident and Accident Investigation and Documentation policy.
- Notify Licensing and Child Protective Services.

## **CHILD HAS NOT BEEN CLAIMED AFTER CLOSING HOURS**

---

Families are responsible for picking up their children before 6:30 PM or notify the center ahead of time if a late pick-up is unavoidable. If a child has not been picked up after 6:30 PM and the family has not contacted the Center, the following procedures will be followed:

- Center Management will ensure that two members of the ImagiNation Learning Center Staff will remain in the Center until the child has been picked-up. While Center Management follows up on the emergency situation, the other staff person will stay with the child at all times, take care of the child's needs to include giving comfort and reassurance that the child has not been left behind.
- Center Management will call all phone numbers provided on the Emergency Contact Form of the child until contact can be established and a pick-up can be confirmed.
- Center Management will contact the Executive Director about the situation.

- If neither the parent/guardian nor any other emergency contact person can be reached one hour after the scheduled closing time, Center Management will call Child Protective Services and/or Police to report the situation.
- The child will remain in the care of ImagiNation Learning Center Staff, unless otherwise instructed by state officials responding to the emergency.

## INCLEMENT WEATHER

---

Severe weather conditions may necessitate adjustments to the regular operating hours.

**ImagiNation Learning Center will follow the decisions of Fairfax County Public Schools for weather related closings and delayed openings.**

You may find Fairfax County Public School delay or closing information on the Fairfax County Public School Website (<http://www.fcps.edu/news/emerg.htm>), on WTOP Radio or local television stations.

**If Fairfax County Public Schools remain closed for more than one consecutive day, then ImagiNation Learning Center will make an independent decision for any additional closings or delays.** We will communicate the decision via email and recorded center message. Please check your email or call the center and listen to the recorded message to find out if there are any changes to the regular center schedule.

When the center is closing early due to severe weather developing throughout the day, we will inform you of the new adjusted closing time through emails and phone calls. The adjusted closing time is as binding as our regular closing time.

### Other Emergency Closings

The center may also be closed for special emergencies such as utility catastrophe, outbreaks of disease, or other conditions that would adversely affect the health or safety of the children. In case of an emergency closure, we follow emergency procedures as outlined in the center emergency and evacuation manual.

## POWER FAILURE

---

### In case of a power failure

- Staff will comfort the children, explain the situation and model for them how to remain calm.
- Center Management will check whether the power outage is confined to the Center or if it includes the entire Quest Building and or surrounding neighborhoods.
- Center Management will call Quest's Facilities Department (703-802-6900 ex 2400) to request assistance.

- Center Management will notify the Executive Director.
- Unless the power failure is accompanied by an emergency situation requiring evacuation (i.e. flood, fire, etc.), children will be kept inside.
- If weather conditions do not permit the maintenance of safe temperatures within the facility, Center Management will notify families to arrange for an emergency pick-up.

## FLOOD

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Flooding happens during heavy rains, when rivers overflow, when ocean waves come onshore, when snow melts too fast or when dams or levees break. Flooding may be only a few inches of water or it may cover a house to the rooftop. Flooding is the most common of all natural hazards. It can happen in every U.S. state. If the Center is susceptible to floods, adequate preparation is vital to the safety of persons and property.

In most cases, we will receive warning that a flood may occur. At this point, the Executive Director and Board President will decide to close the Center. Inclement weather policies and procedures will be implemented in the (potential) case of flooding of the area and/or Center.

In a situation where the Center must be evacuated immediately to avoid rapidly rising water, Center Management and Staff will follow the regular evacuation procedures outlined in this manual.

## PANDEMIC INFLUENZA

---

A pandemic is a global disease outbreak, and occurs when a new influenza (virus) emerges that people have little or no immunity to and for which there may be no vaccine available. The disease may spread easily from child to child and causes serious illness unless preventative measures are in place.

Influenza, such as the Avian Flu and the H1N1 virus are cause for concern as world health leaders develop measures to prevent a future pandemic. Children play a major role in the transmission of infection as their illness rates are usually higher, the virus remains in their system longer than adults, and they do not control their secretions as well as adults.

Surveillance and detection are two very important measures to prevent the spread of pandemic influenza. Surveillance means being alert to the signs and symptoms of a particular pandemic influenza, and taking measures to contain the potential spread of illness.

### **Center Management Responsibilities**

- Review ImagiNation Learning Center policy of "Illness and Infectious Diseases and Exclusion of Sick Children" to become familiar with the signs and symptoms of contagious illnesses that may require the temporary exclusion of the child from the Center and/or reporting to state health authorities.
- Provide staff training of the signs and symptoms for contagious illnesses, daily health screenings and the exclusion requirements under ImagiNation Learning Center Exclusion for Illness policy.
- Provide refresher instructions to staff and children in proper hand washing, center sanitation practices and cough and sneeze etiquette. Monitor and enforce health practices diligently.
- If a child becomes sick at the Center, make sure that a child's medical needs have been addressed and the child's parent, legal guardian or other authorized party have been notified and informed about ImagiNation Learning Center exclusion policy for sick children. Follow the Health Department's requirements for reporting communicable diseases.
- Post Center Illness Notification easily visible for families at the Center entrance and outside of the affected classroom(s) and notify Quest Diagnostics.
- Require a medical release from the physician of a member of staff or child in order to resume activity at the Center.

## SUSPICIOUS MAIL OR PACKAGE

---

In case an unidentified package or mail is being discovered in the Center or on the playground the following actions should be taken:

- Do not touch, smell or taste unknown substances (wash hands thoroughly if touched).
- Stay away but monitor area; do not allow children, family members or staff to get close to substance.
- Call Quest Security at (703) 802-6900 Ext. 2500 to report incident.

- Follow instructions of emergency assistants.
- Call Executive Director.

## **BOMB THREAT**

---

During a bomb threat, do not hang up the phone but task another person to call 911! Keep the phone conversation going and attempt to get as much information about the caller and the situation as possible.

### **Information to listen for during the phone call**

- Where is the bomb?
- What time will the bomb go off?
- What kind of bomb is it?
- Who are you?
- Why is this going to happen?
- NOTE: Time\_\_\_\_\_ Date\_\_\_\_\_ Number on Caller ID: \_\_\_\_\_
- Listen for:
  - Voice of male or female
  - Speech impediment or accent
  - Noises in the background
  - Cell phone or land line?

### **Immediately after the call**

- Call 911 and report incident.
- Notify Executive Director.
- Initiate a lockdown and follow emergency lockdown procedures.
- Confer with Fire Department and Police about evacuation.
- Have floor plan ready for police/fire personnel.
- Have teachers and staff glance around their area for suspicious items.
- Do not remove any suspicious items.
- If the decision is made to evacuate, follow evacuation procedures.
- Director will report incident to licensing.
- Director will complete a written incident report at the earliest opportunity.
- All parents will be notified of the incident.

## **CHEMICAL SPILL**

---

In the event of an accidental chemical spill, the safety of children and staff take first priority. If necessary, a fire pull station should be activated to notify everyone that the building is not safe. In most cases, the chemicals used in the Center are cleaning products and do not pose a severe hazard. However, in some cases a chemical spill (i.e. bleach) may constitute a hazard to occupants nearby. In the event of a chemical spill:

- Remove all unnecessary personnel (students and staff) from the area.

- Prevent the advance of the spill with towels and/or mops.
- Notify Executive Director.

## **POTENTIAL VIOLENT SITUATIONS**

---

A potentially violent situation (i.e., hostage situation, disgruntled person, unstable custody) may be cause for a selective evacuation procedure. The premise behind a selective evacuation is that it enables large numbers of children and staff to move out of harm's way when an individual is on-site who is potentially violent.

### **In case a potentially violent individual gains access to your facility and leaves the site**

- Immediately call 911 and/or notify Quest Security (703-802-6900 x2500).
- Indicate to a member of Center Management that you may have a condition for a selective evacuation. Depending on the location of the threat, the safest place may be within the building, e.g. Shelter in Place Location, if the potentially violent person does not leave the area. If you have any reason to believe the individual has a weapon, order an evacuation immediately.
- If the individual chooses to leave the premises, allow them the freedom to exit.
- Note: If the individual is leaving and taking a child or staff member, it is often better to let the individual leave rather than prompt a confrontation that would increase the risk of injury.

### **In case a potentially violent individual gains access to your facility and remains**

- Immediately call 911 and seek advice on how to handle the situation.
- Indicate to a member of Center Management that you may have a condition for a selective evacuation. If you have any reason to believe the individual has a weapon, order an evacuation immediately, if possible.
- Try to isolate the potential aggressor from as many adults and children as possible. Seek to draw the individual(s) to the office, break room, or other less populated space. If the individual has entered a classroom, seek to draw him into the least utilized portion of the room.
- If comfortable doing so, engage the potential aggressor in an agreeable conversation to de-escalate the situation.
- Remain calm and be polite.
- Do not physically restrain or block the aggressor's movements.
- The other staff person should also make sure no other individuals, excluding emergency personnel, enter the space where you have isolated the potentially violent individual.
- Once police arrives they will take over the situation, negotiate and dictate further actions.
- If a decision is made to relocate to the Remote Evacuation Site while negotiations go on, follow the appropriate evacuation procedures.



### **Selective Evacuation Procedure**

- While one person is engaging the potentially violent individual, other available persons should direct unaffected classrooms to move to safe locations around the facility that are farthest from the incident point. Selective evacuation should be executed room-by-room and as orderly and quietly as possible, being careful to use routes not visible to the incident point.

### **Random Acts of Violence**

If the Center is affected by random acts of violence (e.g., drive by shooting), implement the following:

- Immediately call 911 and/or Quest Security (703-802-6900 x2500).
- Staff members will alert other staff personnel of the problem.
- Depending on the imminent threat, have the children lie on the floor or evacuate to Shelter in Place Location inside Quest Building.
- Report the incident to Executive Director.

### **Disgruntled Employees or Family Members**

In the event of having to deal with disgruntled employees or family members that become a threat to the center, implement the following:

- Remain calm and polite.
- Call 911 and/or Quest Security (703-802-6900 x2500).
- Staff members will alert other staff personnel of the problem.
- Alerted staff members will close the doors of their areas of responsibility.
- If the disgruntled individual's child is immediately known, inconspicuously move the child out of sight during confrontation, if necessary.
- Turn the child over to parent/guardian or authorized representative in accordance with Center procedures.
- Report the incident to the Executive Director.

### **Impaired Employees or Family Members**

If you have reasonable cause to suspect that any person picking-up a child is under the influence of alcohol or drugs, or is physically or emotionally impaired in any way and may endanger a child, you may have cause to refuse the release of the child. If so, request that another adult be called to pick up the child or call the numbers listed on the Emergency Contact Form. In the event of having to deal with such employees or family members, implement the following:

- Remain calm and polite.
- Call 911 and/or Quest Security (703-802-6900 x2500).
- Staff members will alert other staff personnel of the problem.
- Alerted staff members will close the doors of their areas of responsibility.

- Move the child out of sight to another room, if necessary.
- Turn the child over to the authorized representative of family in accordance with Center procedures.
- Report the incident to the Executive Director.

### **Hostage Situations**

Although considered improbable, the Center may be subject to hostage situations either from disgruntled employees or family members. In the event of a hostage situation:

- Remain calm and polite.
- Follow the hostage takers instructions, do not resist.
- Any available staff member will immediately call 911 and/or Quest Security (703-802-6900 x2500).
- Staff members will alert other staff of the problem if time permits - DO NOT PUT YOURSELF IN DANGER.
- Alerted staff members will close the doors of their areas of responsibility.
- If staff members believe it is safe, evacuate children from the Center moving in the opposite direction from the incident.

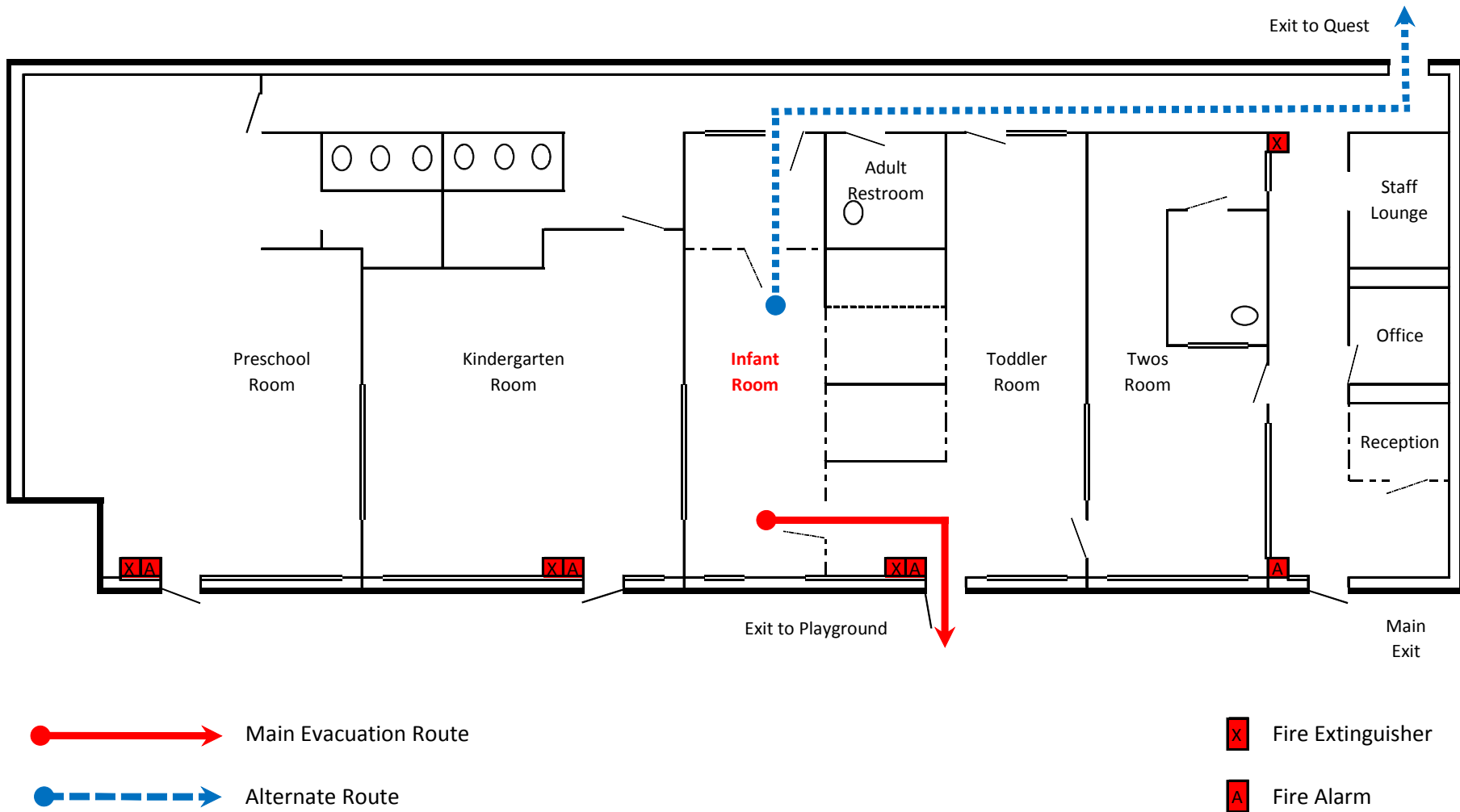
## FACILITY MAP AND EVACUATION ROUTES

The following pages show maps of the facility with the primary and secondary evacuation routes for each classroom of the center. Each map also shows the location of the fire extinguishers and the pull stations in the center.

|                               |         |
|-------------------------------|---------|
| Map of Infant Classroom       | Page 28 |
| Map of Toddler Classroom      | Page 29 |
| Map of Twos Classroom         | Page 30 |
| Map of Preschool Classroom    | Page 31 |
| Map of Kindergarten Classroom | Page 32 |

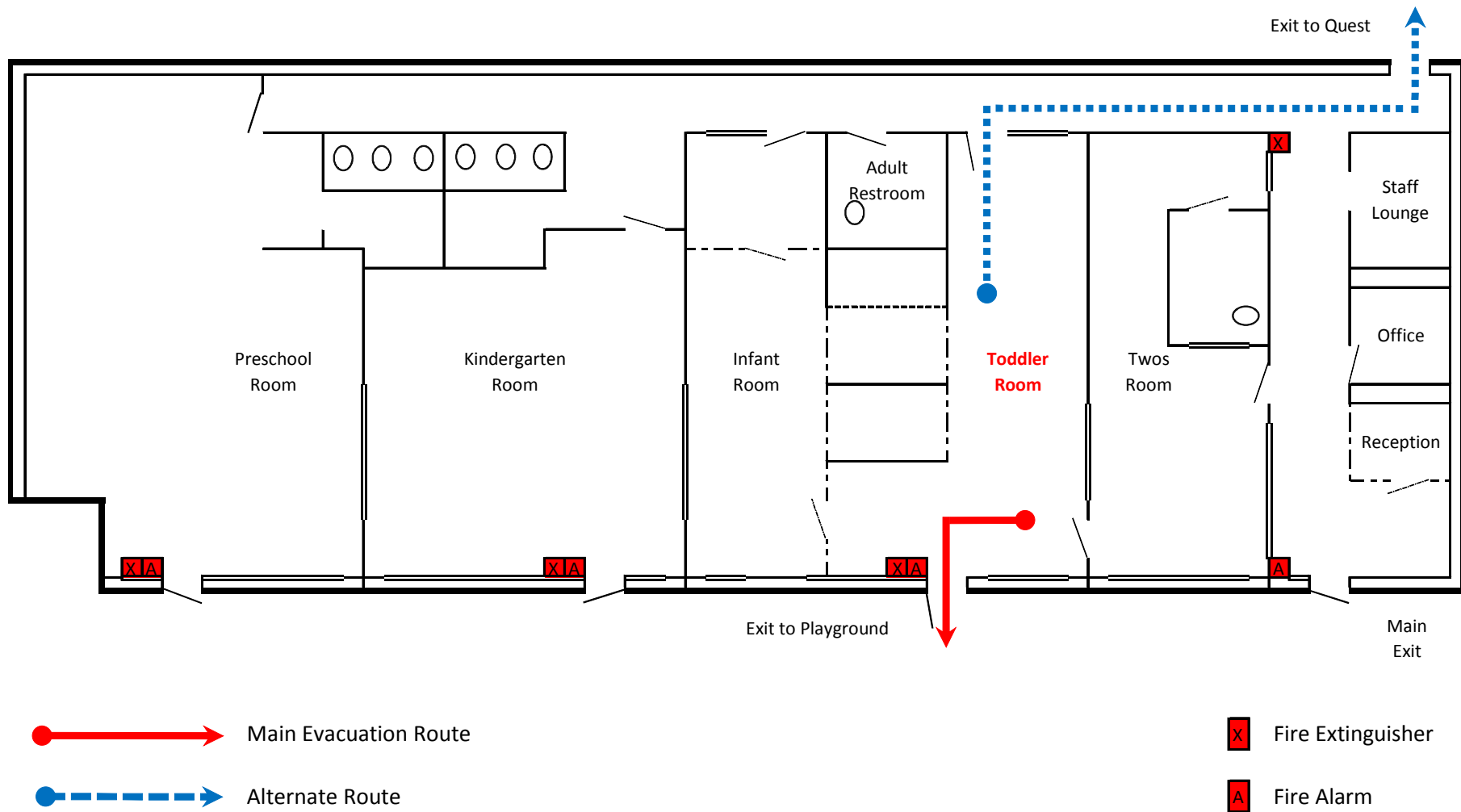
# ImagINation Learning Center 2

## Infant Room Evacuation Routes



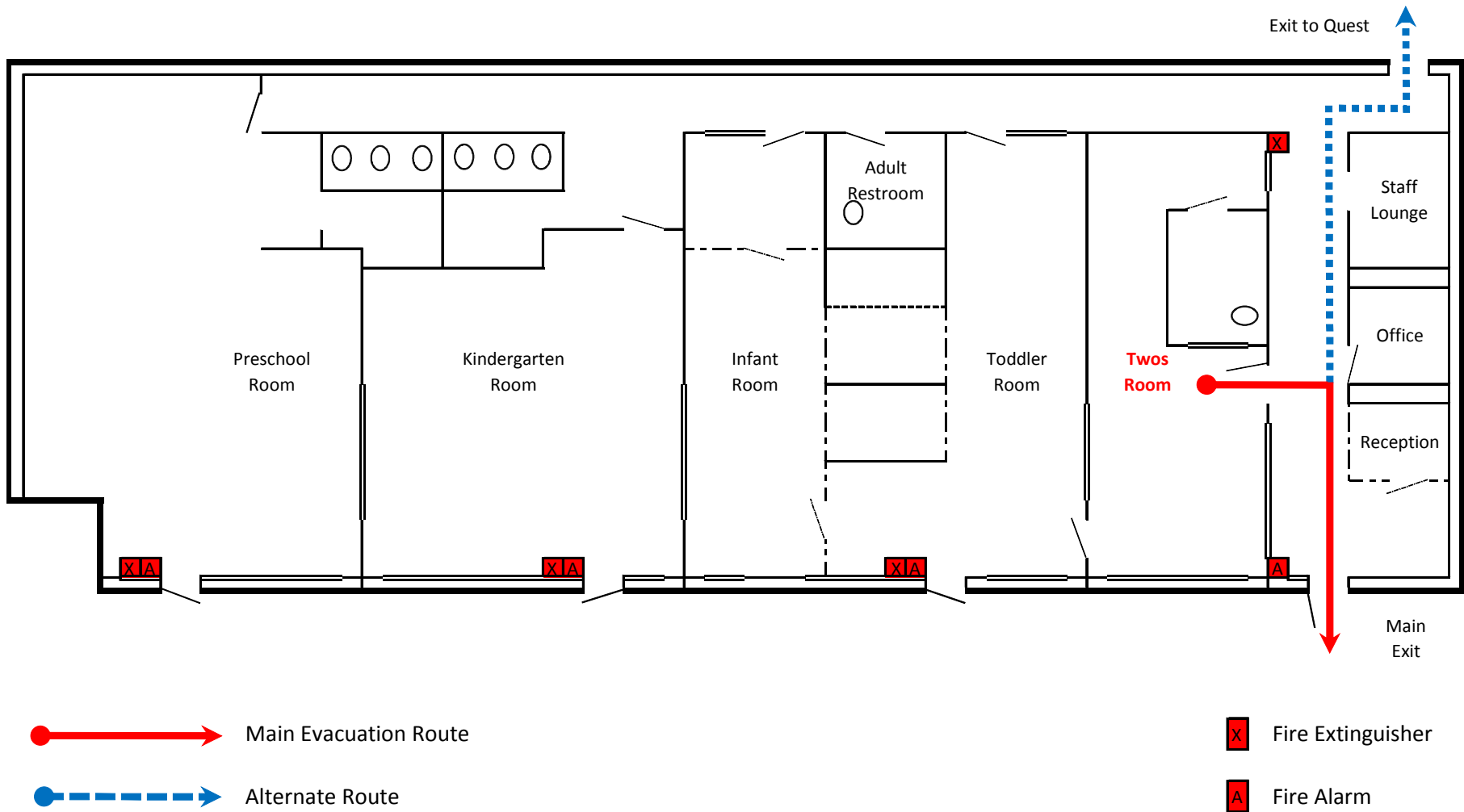
# ImagINation Learning Center 2

## Toddler Room Evacuation Routes



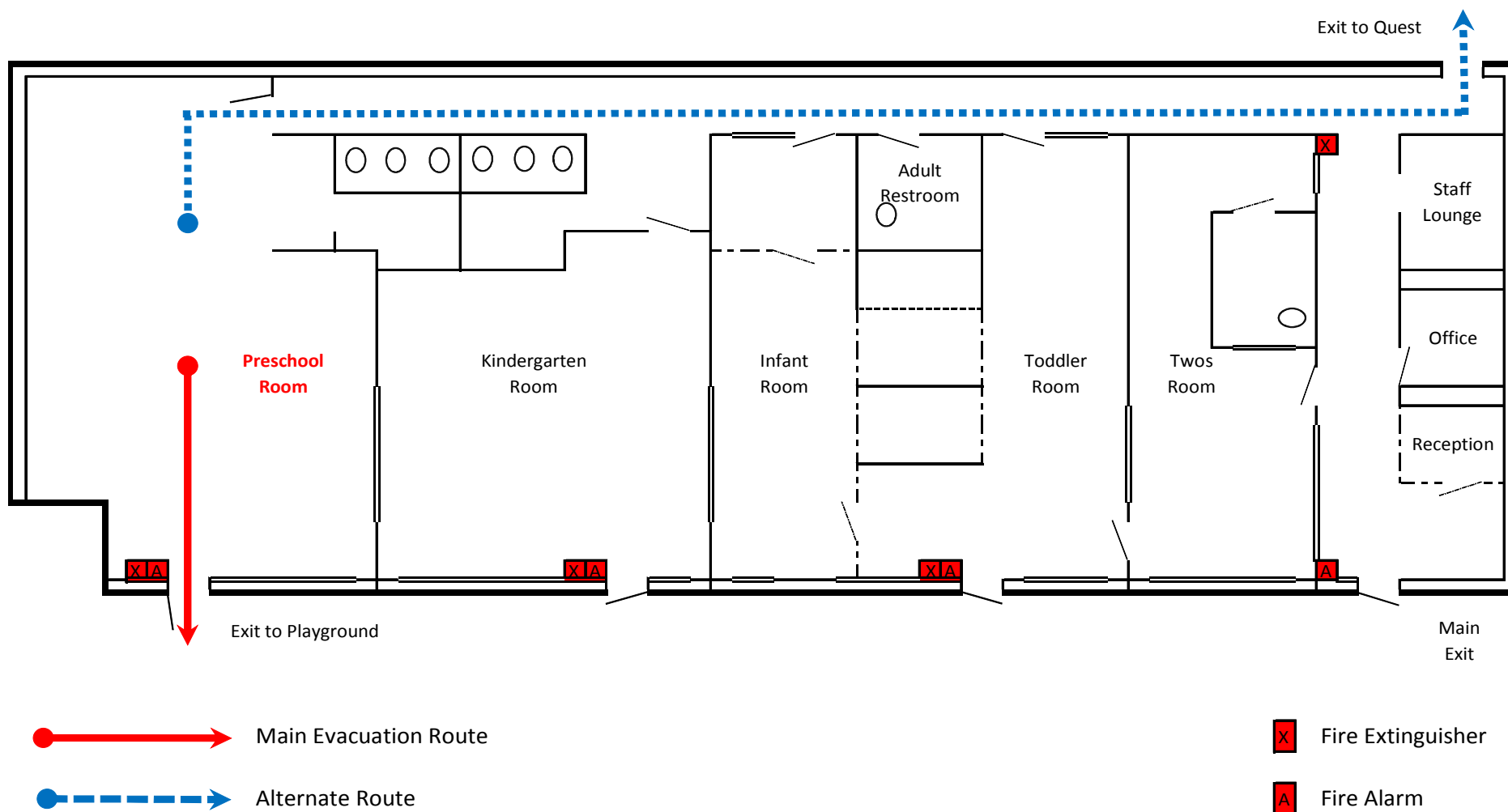
# ImagNation Learning Center 2

## Twos Room Evacuation Routes



# ImagInation Learning Center 2

## Preschool Room Evacuation Routes



# ImagiNation Learning Center 2

## Kindergarten Room Evacuation Routes

