



Handling Significant Events

Basic Criteria for Handling Events

- The welfare and safety of the children and staff are the primary concern
- Events are handled with professionalism and compassion for those involved, with the goal being to restore a calm environment
- The appropriate regulatory agencies and parties are informed as soon as possible

Working with Investigative or Law Enforcement Agencies

- Answer questions that are asked; don't guess if you do not know the answer
- Allow the investigator to ask questions and conduct the investigation; do not volunteer information
- If staff members are questioned, the Director should sit in on the interview; the staff member can, and should, request for a member of management to be present

Abuse Allegations

Physical or sexual allegations when accused is:

- Employee
- Third Party

Accident and Injuries

Serious incidents involving emergency medical treatment

- Student accident
- Vehicle accident
- Work related accident or injury
- Property damage

ADA

- Employee or applicant issues
- Inquiries to enroll a child with a disability or special need
- Issues involving currently enrolled children
- Decision to de-enroll an ADA child/special needs child

Bomb Threats, Evacuations, Acts of Violence

- In the vicinity of the center or crimes in the area

Child Interactions

- Child on child explorative play

Child Security Issues

1. Missing child
 - From center
 - From grade school
 - Parental abductions
2. Releasing children
 - child left at center/site beyond hours
 - to authorized persons
3. Child left on van
4. Child left unattended

Death

- Of any child or other party while at center

Health Related Concerns

- Hepatitis A or Hepatitis B
- HIV/AIDS inquiry or issue
- Bacterial Meningitis
- SARS
- Administering wrong medications or overdose
- Accidental poisoning

Media Issues

- Media calls center or comes to site
- Employee or parents threatens to call the media

Natural Disasters

- Earthquake
- Flood
- Hurricane
- Tornado
- Fire

Serious Licensing Issues

Threat, concern, or actual impairment of license, such as probation, suspension, provisional, or revocation