



# Disaster Readiness Manual

**Little Hands Big Hearts Learning Center**

2026 Reconstructed Edition

Print-Friendly HTML Emergency Preparedness 2026 Branded Edition

Rebuilt from the center's prior disaster manual PDF. Visible branding has been updated to **Little Hands Big Hearts Learning Center**, and document-level date metadata has been refreshed for 2026 while preserving the operational and safety guidance from the source as closely as practical.

**Emergency:** 911 **Poison Control:** 1-800-222-1222 **Tulsa Police Non-Emergency:** (918) 596-9222 **Tulsa Emergency Management:** (918) 596-9899

**Operational note:** Keep this manual accessible in the office and review it with staff during onboarding, annual training, and scheduled emergency drill cycles.

## Table of Contents

1. [Why This Plan Exists](#)
2. [Emergency Plan Overview](#)
3. [Primary Risk Areas](#)
4. [Facilities, Equipment, and Supplies](#)
5. [Family Communication and Reunification](#)
6. [Emergency Drills](#)
7. [Organizational Continuity and Training](#)
8. [Emergency and Other Numbers](#)
9. [Specific Disaster Procedures](#)
10. [Appendix and Planning Checklists](#)

## Why This Plan Exists

Planning for emergencies can feel overwhelming, but preparation helps the center protect children, families, and staff when an unexpected event occurs. This manual is

intended to reduce injury, loss, and confusion by giving staff a clear response framework.

The goals of the plan are to:

- Reduce injury, loss, and destruction during an emergency or disaster.
- Keep children and staff healthy and safe until reunification can occur.
- Restore child care services as soon as reasonably possible after a disruption.
- Support children, families, and staff throughout recovery.

As a child care provider, the center must be ready for both evacuation and sheltering responses, including incidents that require moving children off-site or protecting them within the building.

## Emergency Plan Overview

The emergency plan is to be maintained in the office and updated on an annual basis. The owner, center director, and assistant/program director are responsible for accounting for each child and staff member during an emergency.

All staff should be trained on emergency-specific response actions, communication procedures, and relocation protocols. If children must be transported to an off-site location, families will be notified first, followed by emergency contacts if a parent or legal guardian cannot be reached.

**Covered incident types:** serious injuries, serious illnesses, poison exposure, communicable disease outbreaks including pandemic influenza, severe weather, fire, man-made disasters, threatening individuals, missing children, utility disruption, and other events that may damage the facility or create health hazards.

## Primary Risk Areas

Based on the Tulsa, Oklahoma location identified in the source document, the center's planning emphasis includes natural, technological, biological, and safety or man-made risks.

<b>Natural</b>	<b>Technological</b>	<b>Biological</b>	<b>Safety / Man-Made</b>
Fire	Gas leak	Contaminated food outbreak	Active shooter

<b>Natural</b>	<b>Technological</b>	<b>Biological</b>	<b>Safety / Man-Made</b>
Flood	Hazardous material	Infectious disease	Bomb threat
Hurricane	Industrial explosion	Toxic materials	Criminal activity
Tornado	Power outage		Cyber attack
Winter storm	Water outage		Intruder
Dam or levee failure			

## **Facilities, Equipment, and Supplies**

Routine inspection of the facility and prompt correction of unsafe conditions help reduce the impact of emergencies. Safety equipment should be tested regularly, and exit routes should remain clear of obstructions, equipment, and trip hazards.

### **Mitigation**

- Secure tall or heavy furniture to wall studs where appropriate.
- Complete facility repairs promptly to support long-term safety.

### **Evacuation and Gathering Areas**

- Staff members and volunteers should know how to exit the building quickly and safely.
- Primary gathering point: north back fence of the center playground.
- Secondary on-site gathering point: warehouse parking lot south of the center.

### **Accommodation of Infants, Toddlers, and Children with Special Needs**

- Wheeled equipment for non-ambulatory children is kept in the infant room.
- Special health care plans are maintained in a binder in the office.

- Medications and special equipment are stored in the front office administrative area.
- Infant and toddler feeding supplies are kept in the infant room or kitchen.

## **Shelter-in-Place Locations**

Shelter areas should be checked monthly and maintained so they are ready for tornado warnings, hazardous air events, or lockdown procedures.

1. First building: bathrooms in the two-year-old room and the hall in front of the kitchen.
2. Second building: bathrooms in the school/rec room.

## **Lockdown Locations**

The designated lockdown rooms are the same general locations used for shelter-in-place. Staff should select spaces without windows and keep children and staff out of sight until an all-clear is given.

## **Emergency Safety Equipment**

- Check fire extinguishers annually.
- Test fire alarms, carbon monoxide alarms, and smoke detectors monthly.
- Keep duct tape and plastic on hand in the front office for gas or chemical leak response.
- Store multiple walking ropes next to the first-aid box by the back door for emergency child transport.

## **Emergency Supplies**

- Maintain short-term and 72-hour emergency supply planning.
- Medication boxes are located on top of the refrigerator in infant and preschool areas.
- Store at least one gallon of water per person per day.
- Keep familiar foods that do not require refrigeration, water, or special preparation.
- Avoid foods that may present choking hazards.
- Store supplies in sturdy, waterproof containers with tight-fitting lids.
- Inspect supplies at least twice per year for expired, missing, or damaged items.
- Small first-aid kits are kept in each room and on buses; the large first-aid kit is in the front office.

## **Family and Teacher Preparedness Items**

Families are asked to provide a small child backpack with change of clothes, diapering items, a favorite toy, water, and a non-perishable snack, along with relocation permission and child emergency information forms.

Teachers are encouraged to keep personal preparedness supplies such as a change of clothes, water, snack, needed medication, toothbrush, and toothpaste.

## **Family Communication and Reunification**

Teachers are responsible for taking classroom sign-in and sign-out sheets and classroom emergency cards during an incident. Staff should contact parents or guardians promptly if a child needs to be picked up or relocated.

If phone and internet service are unavailable, the owner, director, or assistant director should use cell phones when possible. The source plan also references email, website, and Facebook updates when available.

## **Emergency Information Records**

- Emergency contact information is collected for each child and entered into Procure.
- Cloud backups are run nightly, and a monthly exported copy is saved to a thumb drive.
- Records are kept in a ready-to-go file.
- Families should be reminded at least once per year to update names, phone numbers, and backup emergency contacts.
- Children with special health needs should have a current special health care plan on file.

## **Reunification and Status Updates**

- Families should know temporary relocation addresses and phone numbers ahead of time when possible.
- Status updates may be shared by phone calls, text messages, group email, Facebook, website postings, or community notice postings.
- If power is out, staff may leave directional notes or breadcrumb signage to help families reach the relocation site.
- The Red Cross Safe and Well service may be used if appropriate.
- Families should have both a local and out-of-area emergency contact number for two-way communication.

## **Family Engagement**

- Notify families ahead of time about emergency and disaster drills.
- Explain which drills will be conducted and when.
- Encourage families to discuss practice drills at home and share concerns.
- Provide resources to help families create their own emergency plan.

## **Emergency Drills**

Drills help staff, children, and families respond quickly and safely. Practicing reduces fear, clarifies staff assignments, and helps children learn calm, repeatable routines.

Types of drills identified in the source manual include:

- Earthquake
- Fire and evacuation
- Flood
- Lockdown / active shooter
- Relocation / reunification
- Shelter-in-place / tornado

## **Frequency and Documentation**

- Conduct emergency drills at least every six months.
- Retain drill documentation on site for at least one year.
- Assign a staff member to document each drill.

## **Preparing Staff and Children**

- Review staff roles and job action sheets before conducting drills with children.
- Walk through drills, collect feedback, and adjust procedures before full participation drills.
- Prepare children through songs, rhymes, scripted stories, and dramatic play.
- After each drill, allow children to ask questions and express feelings.
- Include all staff and children whenever possible, while accounting for mobility, behavioral, emotional, vision, hearing, and other special needs.
- Vary drill type, time of day, and location to build readiness.

## **Organizational Continuity and Training**

Continuity planning should address how the center will keep operating during a crisis, including protection of cash flow, business records, insurance documents, and other critical records. The source manual references vendor continuity planning for insurance carriers, Procure, local schools, and food service contacts.

## **Communication Strategies**

Emergency communication methods may include website notices, email notifications, texts and text alerts, or physical postings at the facility or another designated location.

## **Staff Training**

Staff should be trained on emergency preparedness roles and responsibilities upon hire and during annual review cycles. Training should support both employee safety and appropriate child outcomes during and after a crisis.

- Review why disaster planning matters for child care operations.
- Update staff emergency contact information.
- Encourage staff to create personal family emergency plans.
- Review the center disaster plan, job action sheets, and drill schedule.
- Conduct walkthrough drills.
- Track CPR and first-aid certification needs and expiration dates.

## **Plan Review and Joint Planning**

The source manual states that the center director and owner should review the emergency plan at least twice a year and make changes as needed. Joint planning with community partners may include the Red Cross, local hospitals and physicians, emergency management agencies, first responders, and other service providers.

## **Emergency and Other Numbers**

Numbers below were carried forward from the source document and reformatted for readability.

<b>Contact</b>	<b>Phone / Information</b>
Owner: David and Colleen Bensch	(918) 284-6536
Tulsa Police Department Child Crisis Unit	(918) 586-6050

<b>Contact</b>	<b>Phone / Information</b>
Tulsa Police Department Non-Emergency	(918) 596-9222
Child Care Resource Center	(918) 834-2273
Tulsa County Social Services	(918) 596-5560
Oklahoma Department of Human Services	(918) 581-2401
Disaster Distress Hotline	(800) 985-5990
Fire	(918) 596-9977
Poison Control	1-800-222-1222
Business Insurance	St Johns Financial Group, (918) 272-7200
Electric Company (PSO)	888-216-3523
Gas Company (ONG)	800-458-4251
Water Company (City of Tulsa)	(918) 596-9566
Tulsa Emergency Management	(918) 596-9899
COPES	(918) 744-4800

## **Specific Disaster Procedures**

### **Serious Injury Requiring Hospitalization**

- Call 911 immediately.
- Office staff contacts the parent or guardian right after calling 911.
- Inform the family which hospital or provider the child is being taken to.
- Provide emergency responders with a signed medical authorization form and preferred hospital or provider information if available.

## **Dental Emergency**

- Notify the office.
- Contact the child's parents.
- Provide referral information for licensed dental providers listed in the source document, including Ocean Dental, My Dentist, and Shortline Dental.

## **Death of a Child or Caregiver**

Offer families grief resources. The source document notes the availability of books on death and loss for children and parents.

## **Poison Exposure**

For poison intake by a child or caregiver, contact Poison Control at **1-800-222-1222**.

## **Communicable Diseases and Pandemic Influenza**

The director or owner is responsible for reporting communicable disease exposure affecting children, staff, or volunteers. The source document references Oklahoma child care licensing requirements and department of health reporting procedures.

- Immediately notify health authorities of confirmed cases listed in the source, including invasive *Haemophilus influenzae*, hepatitis A, measles, and meningococcal invasive disease.
- Notify parents immediately when children or staff are exposed to those confirmed diseases.
- Notify the next business day for confirmed cases listed in the source such as STEC, rubella, salmonellosis, shigellosis, tuberculosis, and whooping cough.
- Observe children closely for symptoms including fever, chills, cough, sore throat, headache, or muscle aches.
- Send symptomatic children home when possible and advise families to contact the child's doctor.
- Clean and sanitize toys, commonly touched surfaces, and shared items daily and when visibly soiled.

## **Tornado**

- Building one: infants move to the hallway leading to the kitchen; one- and two-year-olds move to the bathrooms in the two-year-old room with the door closed.
- Building two: all children move to the bathrooms in the school/rec room with the door closed.
- Gather and account for all children once in the designated area.
- Return only when notified that it is safe.

## **Flood**

- Move classes to the warehouse parking lot immediately south of the center.
- Transport everyone to Memorial Drive United Methodist Church at 15th and Memorial, second floor, as listed in the source document.
- Gather and account for all children.
- The center director brings contact information for all enrolled families and notifies them when children are safe and where pickup should occur if needed.

## **Fire**

- Use the nearest safe exit.
- Gather at the north fence of the school-age playground.
- Account for all children and wait for notification before returning.

## **Blizzard or Ice Storm**

- Management monitors weather conditions in advance.
- The owner or director decides whether to close the center.
- Families are notified of closure and reopening through available communication channels.

## **Bomb Threat**

- Notify proper authorities immediately.
- Calmly gather and account for children.
- Move to the warehouse parking lot south of the center.
- Relocate to Memorial Drive United Methodist Church if necessary.

## **Terrorism, Active Shooter, or Dangerous Person**

- Lock all doors and confirm children are safely inside.

- Remain out of sight and cover windows if needed.
- Gather and account for all children.
- Wait for further supervisor or emergency responder instructions.

## **Missing Child**

- Notify the office immediately.
- Search all likely locations.
- If the child cannot be located, contact the Tulsa Police Department Child Crisis Unit and the child's parents.

## **Gas Leak or Utility Emergency**

- Gather and account for all children.
- Evacuate using the designated exit.
- Move to the north playground back fence and complete a headcount.
- If the center cannot be re-entered, relocate to the warehouse parking lot and then to Memorial Drive United Methodist Church as outlined in the source plan.

# **Appendix and Planning Checklists**

The appendix pages in the source PDF were largely graphic or image-based. They have been recreated here as text-based operational references for printing and review.

## **Floor Plan Summary**

### **Primary Evacuation Reference**

- Use posted exit routes.
- Keep exits visibly marked and unobstructed.
- Primary outdoor assembly area: north back fence of the playground.
- Secondary assembly area: warehouse parking lot south of the center.

### **Interior Safety Locations**

- Building one shelter area: hallway near the kitchen and bathrooms in the two-year-old room.
- Building two shelter area: bathrooms in the school/rec room.
- Lockdown uses the same interior protected locations when appropriate.
- Relocation site listed in source: Memorial Drive United Methodist Church.

## **Emergency Supplies Checklist**

### **Water, Food, and Medical**

- Water supply for at least one gallon per person per day.
- Non-perishable food requiring minimal preparation.
- Infant feeding supplies and age-appropriate snacks.
- Medication boxes for infant and preschool areas.
- Room first-aid kits, transportation first-aid kits, and office master kit.

### **Operations and Child Support**

- Walking ropes for evacuation and child transport.
- Duct tape and plastic sheeting for hazardous air incidents.
- Emergency contact records and ready-to-go file.
- Children's backup clothing, diapering items, and comfort items.
- Teacher personal emergency supplies and needed medications.