

Arkansas Child Care Transportation Safety Guidelines

EMERGENCY PLANNING for DRIVERS

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Transportation emergencies occur without warning and vary in their level of risk and severity. During any emergency situation drivers must be able to focus on all of the interrelated pieces of a particular emergency. While each situation will be different and could have many parts, the driver will need to stay focused on their responsibility and work towards providing a safe environment for all passengers regardless of their involvement in the emergency. This happens only if the driver is trained in emergency procedures and follows an established plan developed by a child care facility.

These guidelines are provided to assist child care centers to develop a Emergency Plan for Drivers. A well thought out plan, and subsequent training on that plan, is essential for drivers and transportation aides to determine the courses of action that will best address the threat or hazard drivers can face..

An emergency plan is necessary for drivers and others associated with child care transportation to realize the many possible situations that can occur and the best way to respond. Preparation in anticipation of what may happen will help guide your response. Three things are critical in such response: 1) Your ability to assess the circumstances and risk; 2) Your ability to determine the best plan of action; and, 3) Taking the appropriate action. *NOTE: Drivers have the ultimate responsibility for decision making and should be empowered to deviate from a plan whenever doing so is likely to reduce the risk of serious injury or death.*

It is intended that the recommendation in these guidelines be used to consider various situation that could occur and possible responses that can be considered. Child care centers should research and devise their own plan considering probable hazards and threats. Much of the information contained in these guidelines follows student transportation emergency training by public school systems around the country.

Keeping kids safe during transport goes well beyond the principle of safe driving. Learning to deal with situations other than normal traffic challenges is an important aspect of keeping children protected in today's world.

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SECTION 1 - BASIC PROTOCOLS

ACCOUNTABILITY/RELEASE

In an emergency situation that prevents a normal drop off or pick up procedure, it is essential to account for and supervise all children as well as follow procedures for the appropriate release of any child. In situations that might require evacuation or where there are multiple injuries, accountability and proper release will play a large role in your success as you work through the emergency.

ACCOUNTABILITY: Accounting for and supervising children is easiest if you are able to keep passengers on the vehicle. If you have to evacuate the vehicle for safety reasons, determine how to corral the children and keep them together. Consider assigning leaders or a buddy system to assist with accountability. Pick an area outside of the vehicle and tell your children that is where they must stay. "Ok everyone, we need to stay by the big oak tree."

RELEASE: This is a time that anxious family members may try to intervene and come to their child's rescue. Do not release children at the scene and do not allow children to leave, including older children. It is important to follow the procedures outlined by a child care center to help prevent children from being released to people not authorized to pick them up. Consider asking for the parents help in comforting the children and corralling them. By giving the parents something to do it makes them feel like a part of the solution and not a part of the problem. Depending on the emergency situation, another vehicle may come to take children back to their place of origin for proper release to parents or guardians or may be transported by the vehicle directly home. In other situations, children may be brought to the nearest "shelter". A supervisor should work with a driver to determine the best course of action.

Recommended Action:

1. Call your emergency contact supervisor.
2. Keep children on the vehicle unless you need to get them off for safety reasons.
3. If off the vehicle, keep children together. Take steps to supervise them and keep them from wandering off.
4. Account for all children using your roster.
5. Do not release children to neighbors, parents or other family members and do not allow them to leave the scene or walk home.
6. Call your emergency contact supervisor for guidance if a parent insists on taking their child.
7. Continue supervising children, working to keep children calm.
8. Prepare children for a possible transfer to another vehicle.

EVACUATION

While children are almost always safer on the vehicle than off, there are a number of situations in which it may be necessary to evacuate, such as when: a) your vehicle is stalled on railroad tracks, leaking fuel, on fire or smoking, rolled or tipping, in a crash with another vehicle which is leaking gas or burning; or b) there is an explosive device on the vehicle, a fight or other form of

violence, exposure to a traumatic medical emergency; or c) any other situation in which the driver thinks it's safer to evacuate than to stay on the bus.

Recommended Action: If you are in an emergency situation in which you need to evacuate the vehicle, follow these procedures:

1. Call 911 if the situation requires and notify your emergency contract supervisor.
2. Secure the vehicle: shut off motor, set brake and remove keys.
3. Determine the appropriate evacuation route such as: front door, side doors, rear exit, roof hatch if installed or windows. If necessary, the windshield and rear glass panels can be kicked out.
4. Choose an assembly area at least 100-300 feet from danger, usually up-wind. Keep in mind that if the emergency occurred due to weather or other environmental conditions, other vehicles may lose control in the same place. Vehicles passing by may be distracted by the situation and cause additional crashes.
5. Instruct children to evacuate and where to assemble. In cases when time is of the essence, instruct them to leave personal belongings on the bus. Assign older children to lead younger children to an assembly area and keep everyone together. In the case of infants, remove the child safety seat with the child strapped in.
7. Check each seat and floor area to be sure everyone is off.
8. Leave the vehicle last, with the emergency binder, first aid kit, and cell phone.
9. Gather with and keep the children together at the assembly area.
11. Do not reenter the bus until cleared to do so by appropriate authorities.

LOCKDOWN

Code Yellow Lockdown: When a child care facility is in a lockdown situation and you need to either divert your route or stage somewhere else temporarily; or in an emergency situation when it is safer to keep children on the vehicle than to evacuate. Examples of a Code Yellow Lockdown include: a missing student; some kinds of medical emergencies; certain types of crashes or mechanical problems; landslides, blocked roads, or traffic jams; or a weather-related emergency which requires sheltering on the vehicle.

Recommended Action: If you need to temporarily secure children in your bus, follow these procedures:

1. Call your emergency contact supervisor for guidance.
2. Modify your route or find a safe place to temporarily stage or park.
3. Inform children of the plan to stay on bus for an extended period of time.
4. Reassure children by giving them clear instructions in a firm, calming voice. If a child is not coping with the situation, consider giving them a task.
5. Do not allow children to leave the vehicle.
6. Account for all children.

Code Red Lockdown: This is an emergency situation when there is a serious and imminent threat to life. Code Red Lockdown examples are when children need to take protective cover, hide, and be secured on the bus due to a dangerous person, gunshots, a hostage situation, etc.

Recommended Action: In situations involving an imminent threat of danger, take immediate protective actions:

1. Quickly decide whether to attempt to drive away from the danger or to stay put.
2. Secure the doors.
3. Quickly and authoritatively announce a lockdown and instruct children to crouch down in their seats away from windows or on the floor and to be quiet.
4. Call emergency contact supervisor or 911, depending on situation, as soon as is safely possible.
5. Do not release anyone and do not admit anyone onto the vehicle.
6. Periodically reassure children if it is safe to do so.
7. Re-evaluate periodically as the situation changes.

SHELTER-IN-PLACE

When hazardous materials contaminate the environment outside a vehicle, it may be necessary to implement a shelter-in-place protocol. Depending on the situation you may need to either seal off your vehicle from the contaminants or move your vehicle away from the hazardous materials.

Recommended Action: If you become aware of a hazardous materials spill near your vehicle, follow these procedures:

1. Call 911 if you feel appropriate and your emergency contact supervisor.
2. Close all windows and doors.
3. Close all outside air vents. Turn off all heating or ventilation systems.
4. Be prepared to move the vehicle away (up-hill and up-wind) from the hazardous materials, if possible.
5. Be prepared to follow evacuation procedures, if necessary.
6. Request immediate medical attention if anyone exhibits symptoms such as shortness of breath, dizziness, fainting, unexplained coughing, or headaches.

MEDICAL EMERGENCY

Medical emergencies often occur without warning. Evaluate first aid needs. Assess the type, severity and immediacy of the medical emergency: Is someone choking, having trouble breathing, or passed out with no pulse? Is there an injury related to a collision or an act of violence? Does it involve bodily fluids such as vomit or blood? Has someone fainted or suffered a seizure with a related injury? Take immediate action if it is a life-threatening condition. If someone has an injury to the back or neck, don't move him or her unless it is absolutely necessary for their immediate safety.

Recommended Action: If there is a medical emergency on your vehicle, follow these procedures:

1. Pull over and stop the bus in a safe location.
2. Call 911 and/or your emergency contact supervisor depending on emergency.

3. Evaluate first aid needs. Treat the most critical conditions first. Initiate CPR or other life-saving actions within your level of training and ability.
4. If needed, enlist the help of aides who are trained in first aid and CPR.
5. Tend to the emotional needs of other children, working to calm and reassure them. Consider relocating non-injured children to another area on the vehicle in order to make space to provide first aid, protect others from bodily fluids, and reduce bystander trauma.
6. If a student is sent to the hospital, give their emergency contact information to the first responders. Keep a written record of all children taken to a hospital by ambulance. Note which hospital they are going to.
7. Account for and supervise children.

Minor Medical Situations – i.e. vomiting, stomach ache, feeling faint, bloody nose, cut or scratch. Treat all medical situations seriously regardless of how they appear. Without the medical history of each student, doing nothing is not an option.

Vomiting – If a student says they feel sick, provide them with bag. If the student becomes sick, utilize your biohazard kit.

1. Wear medical gloves.
2. Spread absorbent material evenly over the spill.
3. Wait 1 minute, and then scoop the debris with the scraper into the scoop bag.
4. Clean the area with an appropriate disinfectant cleaner.
5. Dry the area clean with paper towels. Remove gloves and clean hands with alcohol gel.
6. Place all used items into the bio-hazard bag, tie the bag and dispose of it properly.

Feeling Faint: Have student lie down in the seat and notify emergency contact supervisor immediately.

Bloody Nose:

1. Wear medical gloves.
2. Provide student with paper towels or Kleenex. Have them pinch nose to help stop bleeding.
3. Notify emergency contact supervisor immediately.
4. Place all used items in bio-hazard bag, tie bag and dispose of properly.

Cut or Scratch:

1. Wear medical gloves.
2. Wipe excess blood from wound.
3. Cover with a Band-Aid.
4. Place all used items in the bio-hazard bag, tie the bag and dispose of it properly.

TRANSFER PROCEDURES

In certain emergency situations, you may be required to transfer children from your vehicle to another vehicle in order to complete a route or get children back to the center or to a reunification site. Situations that could potentially require moving children from one vehicle to

another include, but are not limited to: mechanical failures, vehicle crashes, or children on the wrong vehicle.

Recommended Action:

1. If possible stop the vehicle in a safe location and attempt to leave sufficient room for the transfer vehicle to park in front of your vehicle. Activate 4-way flashers. If you are unable to get the vehicle off the road, the transfer vehicle should pull up behind you and activate their flashers until the transfer is complete.
2. Notify emergency contact supervisor and provide them with your exact location and your direction of travel.
3. Make the decision to evacuate or keep the children on the vehicle until transfer vehicle arrives. If it appears safe to do so, keep your children on the vehicle unless you need to evacuate for safety reasons.
4. When the transfer vehicle arrives, tell children they are required to move to that vehicle in a single file and orderly manner.
5. Both Drivers will stand by their doors and maintain visual contact with each other until the transfer is complete.

SECTION 2 - HAZARDS

MECHANICAL TROUBLE

There are many types and degrees of mechanical troubles that can affect your decisions about the safest courses of action for you and your passengers. During your assessment of the situation, determine your location, the condition of the vehicle, and if children are safer on or off the vehicle.

Recommended Action: If your vehicle has mechanical troubles:

1. Stop the vehicle in a safe location. Secure the vehicle and activate 4-way flashers.
2. Call your emergency contact supervisor and/or designated emergency roadside service provider.
3. Make the decision to evacuate or keep the children on the vehicle. If it appears safe to do so, keep your children on the vehicle unless you need to evacuate for safety reasons.
4. Reassure children. Remain calm and in control.
5. Account for and supervise children. Do not release the children. Refer to Accountability and Release procedures.
6. Put out warning triangles. This is especially important if you are on a blind corner. If you are the only adult on the vehicle, you may decide to wait to do this until assistance arrives to avoid leaving children unsupervised.

FIRE

If there is smoke or if any portion of the vehicle is on fire; if the presence of gasoline or other combustible materials create a danger of fire; or if the vehicle is near an existing fire and you

are unable to move the vehicle away, take immediate action. Smoke and fire can spread quickly! Pull over, stop the vehicle and evacuate immediately!

Recommended Action:

1. Stop the vehicle in a safe location.
2. Call 911 and your emergency contact supervisor.
3. Evacuate the vehicle.
4. If the engine is on fire, do not open the hood.
5. Fire extinguisher: If you are trained to use a fire extinguisher and discover a small fire, you may attempt to extinguish it. Remember that your primary responsibility during a fire is to evacuate your passengers safely.

IF A SOMEONE'S CLOTHING IS ON FIRE:

1. Instruct them to Stop, Drop, and Roll. DO NOT allow them to run. Running will fan the fire.
2. Smother the fire by wrapping the person in heavy fabric (coat, blanket, etc.) and rolling the person on the ground. If fabric is not available, roll the person on the ground unwrapped.
3. Deluge with water, if available.
4. Call 911 and your emergency contact supervisor.

CRASH - ACCIDENT

If you are involved in a crash, your main priority is the safety and well-being of your passengers. Determine your location, the condition of your vehicle, injuries, danger of fire, downed wires or another collision, etc. Decide to evacuate or keep children on vehicle. If it appears safe to do so, try to keep your passengers on the vehicle. Evacuate immediately if you are stuck on a railroad crossing, if there is smoke or if any portion of the vehicle is on fire; if there is a presence of gasoline or other combustible materials; or if the vehicle is near an existing fire and you are unable to move the vehicle away.

Recommended Action:

1. Stop Immediately. Do not move the vehicle unless you are directed by emergency personnel, or if the vehicle is in a dangerous position, or if it is a very minor single vehicle crash, or if there is minimal or no damage to the vehicle.
2. Call 911 and your emergency contact supervisor.
3. Secure the vehicle and activate 4-way flashers.
4. Stay calm and breathe.
5. Implement an Evacuation or Lockdown.
6. Evaluate first aid needs and follow Medical Emergency procedures if needed.
7. Reassure the children. Remain calm and in control.
8. Account for and supervise children. Do not release children.
9. Put out warning triangles when time permits. If you are the only adult with your children, you may decide to wait to do this until assistance arrives to avoid leaving children unsupervised.
10. Cooperate with emergency personnel. They will take over the scene, but you are still responsible to supervise children.

ANIMALS: If you hit a farm or domestic animal (cow, horse, sheep, dog, cat, etc.):

1. Stop immediately. Secure the vehicle.
2. Call 911 and your emergency contact supervisor.
3. Remember the emotional well-being of your children when dealing with an injured animal.
4. Do not move the animal if it is alive.
5. Attempt to protect the animal from other traffic.
6. If the animal is dead, try to get help to remove it from the road.
7. Attempt to notify the owner. If the owner cannot be reached, leave your name and phone number with a neighbor or local police department.

DOWNED POWER LINES

In our stormy environment, downed power lines are a reality. If you discover a downed power line on the road, discover a low hanging line, or if the vehicle comes in contact with a power line, assume it is energized and dangerous. Do not touch it or attempt to move the power line. Assume all power lines are energized.

Recommended Action:

DOWNED POWER LINE: If a power line is down on the road or you discover a low hanging line:

1. Identify a safe place to stop, as far away as possible from the downed power line, at least 50 feet away. Stay Clear!
2. Call 911 and your emergency contact supervisor.
3. Keep everyone inside the vehicle. The rubber tires make this the safest place. The ground around the vehicle may be energized.
4. Do not drive over a fallen power line or under a low-hanging line.
5. Do not touch a power line or anything touching the wire.
6. Do not touch anything or anyone in contact with a fallen power line.
7. Ask emergency contact supervisor about a plan for an alternate route and to notify other vehicle drivers.

VEHICLE IN CONTACT WITH POWER LINE: If your vehicle comes in contact with a low or downed power line:

1. Stop the vehicle.
2. Call 911 and your emergency contact supervisor.
3. Keep everyone inside the vehicle. This is the safest place. The ground around the vehicle may be energized.
4. Work to reassure children. Remain calm and in control.
5. First responders will tell you when it is safe to get out of the vehicle or to move the vehicle.
6. If you have to evacuate the vehicle, have children keep their hands at their sides and jump clear of the vehicle, so they are not touching the vehicle when their feet hit the ground. Keep both feet close together and shuffle away from the vehicle without picking up your feet (do not run away from the vehicle). While on the ground, do not touch the vehicle or assist other children that are still on the vehicle.

WEATHER-RELATED HAZARDS

Hazardous weather-related problems are high winds, torrential rainfall or hail, street flooding, and snow/ice. When faced with these hazards, your visibility, vehicle stability and traction may be impaired limiting your ability to drive safely. Consider reducing your speed, stopping in a safe location, modifying your route, and/or using alternate stops.

Recommended Action:

1. Contact YOUR emergency contact supervisor if you need assistance or to inform them of unusually hazardous conditions.
2. Listed below are various considerations and potential actions for specific hazards:

SEVERE WEATHER: If severe weather such as dangerous winds, torrential rain fall or hail occurs and it is not safe to continue your route:

1. Park the vehicle in an area away from potential falling objects and remain there until the storm subsides. Consider a large parking lot.
2. Keep the children on the vehicle in their seats.
3. If additional protective actions are indicated, direct children to crouch down with their chest on their thighs. Body parts should be below window height.

WATER ON ROAD/FLOODING: In some situations, it may be safe to drive slowly through a small amount of standing water from normal rainfall accumulations on the road. However, **DO NOT** drive through water on the road if:

- the water is moving or has a current; or
- there is debris in the water; or
- you cannot see how deep it is or if there is a dip in the road which could create a deeper section of water; or
- a portion of the road or shoulder has washed away; or
- any other condition in which you deem it is unsafe.

SNOW/ICY CONDITIONS: If snow or icy conditions occur while en route:

1. Decrease your speed and leave yourself plenty of room to stop. You should allow at least three times more space than usual between you and the car in front of you. Use low gears to keep traction, especially on hills.
2. Brake gently to avoid skidding. If your wheels start to lock up, ease off the brake.
3. Be especially careful on bridges, overpasses and infrequently traveled roads, which will freeze first. Even at temperatures above freezing, if the conditions are wet, you might encounter ice in shady areas or on exposed roadways like bridges.
4. If it is not safe to continue, stop vehicle in a safe location and call emergency contact supervisor for guidance.

TORNADO: If you see a tornado while en route and the vehicle is in the path of the tornado:

1. Unload all children and proceed away from the school vehicle.
2. Keep children in a group and find the lowest area (ditch), if possible.

3. Instruct children to get down on their knees, lie face down and cover their head with their hands.

EARTHQUAKE

Experiencing an earthquake while in a moving vehicle sometimes feels like you're having mechanical troubles or driving on four flat tires. Use your senses. Look around. You will feel the earth jolting and shaking and begin to see things falling, cracks opening, mudslides or rockslides, etc. If an earthquake occurs while you are driving, determine where to stop.

Recommended Action: If you feel the ground shake:

1. Decrease speed and pull to the side of the road as quickly as possible. As best you can, avoid stopping on or under overpasses or bridges, near signs, power lines, trees, buildings, or any other hazard that might fall onto your vehicle.
2. Secure the vehicle.
3. Keep everyone on the vehicle and take cover. Instruct everyone to duck, cover and hold-on as best they can, crouching down in their seats and turning away from windows, until the shaking stops.
4. Attempt to call your emergency contact supervisor.
5. Prepare children for aftershocks. Duck, cover, and hold on during an aftershock, even if you are outside...stay away from poles, trees, power lines, etc.
8. In this type of situation the possibility exists that your responsibility for passengers could develop into a multiple day event. Mental and emotional preparation for this type of situation is critical in increasing your success.
9. Accountability and Release – Due to the uniqueness of this type of emergency you must be prepared to make decisions concerning the release of your passengers also based on the needs of their family. In this type of situation it is very important that you keep good records of who goes where, with whom and when.

SECTION 3 - THREATS AND VIOLENCE

CHILD ABUSE

All day care center workers in Arkansas are "Mandatory Reporters" and are required by law to report all suspected child abuse by calling the Child Abuse Hotline at 1-800-482-5964. If the situation warrants, call 911 before calling the Hotline.

MISSING CHILD

In certain situations, you may be notified of a child is missing from the center or from his/her pick-up location. In these cases, time is of the essence. You will need to determine if the student is or was on your vehicle that day. You may be able to collect information from other children who normally ride the vehicle with them. If you are already finished with your route, you may need to rely on your memory.

Recommended Action: If you are notified of a potential missing;

1. Stop the vehicle in a safe location.
2. Determine if the missing child is on the vehicle.
3. If necessary, ask other children if they know of the missing child's whereabouts or who they were last seen with. Write down a detailed description of the student's clothing, backpack, shoes, approximate height/weight, hair color, etc. from memory or from other student accounts.
5. Communicate with your emergency contact supervisor.

BULLYING

Bullying is when purposeful acts of meanness are repeated over time in a situation where there is an imbalance of power. All suspected bullying or reports of bullying must be taken seriously, investigated and reported.

Bullying behavior can include:

- Physical Aggression: such as hitting, shoving, pushing, kicking, threatening with a weapon, stealing or destroying property;
- Verbal Aggression: such as teasing, name calling, verbal threats of aggression or threats of bodily harm;
- Social Alienation: such as gossiping, spreading rumors, public humiliation or leaving someone out;
- Intimidation: Threatening to reveal personal information, playing a dirty trick, taking possessions, extortion, threats against family/friend or coercion.

Recommended Action: If you see, hear, have knowledge of or suspect bullying, take immediate action:

1. Stop the vehicle in a safe location. Secure the vehicle.
2. Call your emergency contact supervisor if assistance is needed.
3. Take steps to protect the victim.
 - a. Give a verbal command: Tell the bully, "Stop it. That behavior is not allowed on my vehicle."
 - b. You should separate the children, even if you're not sure if it's bullying.
 - c. Depending on the severity of the situation, the driver may consider moving the student to the front where visible in the drivers' mirror.
4. Continue to monitor the behavior of the bully and the safety of others.
5. If necessary, return to the center and arrange for the center director to meet the vehicle.

SEXUAL ASSAULT

If you learn or suspect that a child has been sexually assaulted, whether the assault occurred on the vehicle or before boarding, report it immediately to Child Abuse Hotline at 1-800-482-5364.

Recommended Action:

1. Notify your emergency contact supervisor.
2. Try to provide for the immediate safety of the victim:
 - a. Have the victim(s) take a seat near you.
 - b. Determine if medical attention is necessary. Follow Medical Procedures as needed, until help arrives.
 - c. Try to comfort and calm the victim.
3. To preserve evidence, discourage the victims from cleaning themselves and their clothing. Police can gather evidence from these items.
4. Do not question the victim beyond basic facts. Leave this for law enforcement. However, if a child makes a statement to you about what happened, document exactly what the child says; use their words, not your own.
5. Do not disturb any potential physical evidence.
6. Do not use the victim's name or release the victim's identity to anyone other than a law enforcement official.

DISRUPTIVE / UNRULY CHILD

When a child becomes unruly to the point of disruption of the safe transport of children, follow these procedures.

Recommended Action:

1. Determine the disruptive person(s) and quickly assess the degree of their unruly behavior.
2. Calmly but clearly call children by their names, if possible, and give them clear instructions to discontinue the behavior. Tell them exactly what you need them to do to try to calm the situation.
3. If the person(s) continue the disruptive behavior and it is appropriate, call your emergency contact supervisor.
4. If there is a clear danger to other children, park the vehicle in a safe location and instruct the other children to evacuate and assemble outside in an area that you clearly identify to them.

FIGHT

If two or more children are fighting or an individual is out of control, use the lowest level of response that will safely neutralize the crisis. Try not to put yourself at risk but behave in a reasonably prudent manner to try to reduce danger.

Recommendation Action: If there is a fight, you **MUST** intervene. Every situation is different. Here are some strategies to try:

1. Stop the vehicle in a safe location. Secure the vehicle.
2. Take Charge:
 - a. Use a calm, firm, authoritative voice. Do not yell.
 - b. Use specific verbal commands (Stop fighting! Sit down, now!, John, go to the front!).
 - c. Use distractions (whistle, loud noise, clap your clip board against the seat, etc.).
 - d. Evacuate vehicle if necessary— give instructions.
4. Call Emergency contact supervisor or 911 if necessary.

5. If Fight Continues:
 - a. Keep trying verbal interventions
 - b. Keep a safe distance, working to keep yourself and other children safe
6. If Fight Stops:
 - a. Separate children to different locations on vehicle
 - b. Tend to first aid needs, follow Medical procedures.
7. If necessary, return to the center and arrange for center director to meet the vehicle.

AGGRESSIVE PERSON

VERBAL AGGRESSION: If you are confronted by an angry or verbally aggressive person, here are some strategies to try to de-escalate the situation and work toward keeping yourself and your passengers safe.

1. Directional De-escalation Strategies:
 - a. If they are not on the vehicle, close the doors and do not open them. Ask the person to come to the drivers' window.
 - b. If they are already on the vehicle, and you are able to stop in a safe place, you may ask them to step outside with you to talk or to sit and talk. Try to create some distance between them and you and your passengers.
2. Verbal De-escalation Strategies:
 - a. Stay calm. Be polite and professional. Try not to become emotional, defensive or angry. Lowering your voice can sometimes calm the situation.
 - b. Listen actively. Talk with them and try to solve the issue if possible. Ask questions to show you are paying attention. Offer help. This might take the edge off of the anger.
 - c. Avoid being judgmental. Don't threaten or out-shout the individual.
3. Get help.
 - a. If unable to solve the issue, direct them to call emergency contact supervisor if they are not on the vehicle.
 - b. Notify emergency contact supervisor of the situation as soon as is safely possible.

PHYSICAL AGGRESSION: If someone physically threatens you or attempts to assault you, use all available opportunities to avoid the confrontation. Every situation is different. Here are some strategies to try:

1. Call 911 and your emergency contact supervisor as soon as safely possible.
2. Use words to try to de-escalate the aggressor. Say things like: Stop! I don't want to fight. Don't hit me. Get away from me. Leave me alone. Stay respectful, don't get to their level.
3. Create physical distance from the aggressor. Try to move away. Don't square up with the aggressor, as this can be deemed as a challenge. Don't point your finger at the individual, use 2 fingers to direct if necessary.
4. If the individual confronts you with nose-to-nose intimidation tactics or shoves you, back down. Walk or move away if possible.
5. If the individual proceeds to engage you, physically defend yourself if necessary, using the lowest level of response to safely neutralize the crisis.
6. Try to avoid an assault by using an object such as your arm, a clipboard or your leg as a shield and by stepping, leaning or moving out of the way.

7. If the aggressor has grabbed hold of you, try to get released from the hold:
Use verbal commands and distraction: "Let go of me" and a loud noise or statement to divert attention. Identify a weak point, use full body leverage and momentum.
8. If the aggressor has you in these holds:
 - Arm Grab: Use free hand to assist in release, quickly grab other hand and lever out.
 - Choke Hold: quickly raise both arms, turn in either direction, step slightly away.
9. Once released, move away from the aggressor. Do not continue to engage him/her physically.

THREAT OF VIOLENCE

A threat is an expression of intent to do harm or act out violently against someone or something. A threat can be spoken, written, symbolic, or communicated by video or social networking media. All threats of violent injury must be taken seriously and investigated to determine whether they pose a real danger to children or staff.

Recommended Action: If you see, have knowledge of, hear, or receive a threat of violence, follow these procedures:

1. Stay Calm. Avoid creating a more dangerous situation.
2. Assess the Situation. Assessment in this situation is critical to determine where the threat is coming from. Is the threat against a child, the Driver, or the entire vehicle?
3. Discretely gather information from a person reporting the threat, if feasible.
4. Discretely call your emergency contact supervisor or 911 if the threat seems credible.
5. Make a Plan. Decide to continue route, modify route or stop vehicle. If decision is to stop vehicle, you may decide it is prudent to mimic mechanical trouble rather than draw attention to the threat.
6. If the threat is outside of the vehicle, is Lockdown required?
8. If the threat is on social media or electronic, try to save it or take a photo of it.

UNAUTHORIZED PERSON - INTRUDER

If an unauthorized person attempts to or actually boards your vehicle, here are some strategies to try as you work to keep children and yourself safe.

UNAUTHORIZED PERSON ATTEMPTING TO BOARD THE VEHICLE:

1. Try not to allow them to board the vehicle. Secure the doors and do not open them.
2. Tell them our policy that only children assigned to this vehicle are allowed on the vehicle.
3. Ask them to come to the drivers' window.
4. Stay calm. Be polite and professional. Try not to become emotional.
5. Listen. Talk with them and try to solve the issue if possible.
6. If unable to solve the issue, direct them to call your emergency contact supervisor.
7. Call 911 with a description of the person, your location and notify your emergency contact supervisor.

INTRUDER ON VEHICLE:

1. Call 911 if it appears safe to do so.
2. Establish authority and carefully confront the individual.
3. Tell them our policy that only children assigned to this vehicle are allowed on the vehicle.
4. Ask them to get out of the vehicle.
5. If they comply, immediately close the secure all doors.
6. Direct them to the drivers' window if they need to talk.
7. If they do not comply, tell again to get off the vehicle or you will call the police.
8. Notify emergency contact supervisor of the situation.

KIDNAPPING

In some cases, a non-custodial parent or other unauthorized person may attempt to board the vehicle or try to take a child. Since you don't have a list of the people who children are authorized to leave with, you will have to try to keep the person off the vehicle and away from the student in question until you can get some guidance from your emergency contact supervisor. Here are some strategies to try.

Recommended Action:

1. Try not to allow them to board the vehicle. Close the doors and do not open them.
2. Ask them to come to the drivers' window.
3. Ask the individual to see a form of their identification that includes a picture.
4. Stay calm. Be polite and professional. Try not to become emotional.
5. Listen. Talk with them and try to solve the issue if possible.
6. If unable to solve the issue, direct them to call your emergency contact supervisor.
7. Call 911 and notify emergency contact supervisor of the situation.
8. If the individual gets on the vehicle and refuses to leave or attempts to physically take a student, notify 911 immediately.
9. If the individual takes a child, be prepared to provide a description of the person that includes, race, height, weight, color hair, facial hair, tattoos, clothing, direction they went after leaving the vehicle, and did they get in a vehicle and if so, color, make, model, and license number if possible.
10. If the individual takes a child, be prepared to provide a detailed description of the child and did the child act like he knew the individual, etc.

HOSTAGE SITUATION

If you are threatened with a weapon or if you or others are held against your will (taken hostage), try to remain calm. Use extreme caution. Do not confront the hostage taker unless he or she begins shooting or attacking others and you feel it is safer to try to disable them than to flee.

Recommended Action:

1. Stay Calm. Do nothing to create a more dangerous situation.
2. Get Help. Discretely call 911, if possible.
3. If the vehicle is moving, pull over and stop the vehicle.

4. Cooperate. Follow the instructions of the hostage taker unless you feel that following their instructions would increase danger to yourself or others. Cooperate – don't antagonize or argue with the captor or other hostages. Do not initiate conversation with the captor. If you are spoken to, cooperate and be concise. If possible, keep a safe, non-intimidating distance and avoid abrupt movements.
5. If the hostage taker appears receptive, try verbal interventions. Talk quietly and evenly to the aggressor. Try to calmly negotiate the evacuation other children, treating injured, giving you the weapon, etc.
6. Be prepared to wait. Elapsed time is a good sign. Generally, the longer a hostage situation continues, the less likely a hostage taker is to use violence.
7. Be observant. Try to remember things you see or hear.
8. Watch for the unexpected. Try to think of possible courses of action for various contingencies.
9. If a rescue takes place, crouch down in a protective position and follow Code Red Lockdown procedures.
10. If released, follow law enforcement instructions.

WEAPONS/VIOLENCE

Because there are a wide variety of possible weapons situations the following concepts should be viewed only as a general guide. You must adapt your response based on any situations you may encounter. Address your own safety first so you can then better protect children.

VIOLENCE OR GUNSHOTS NEAR THE VEHICLE: If you hear gunshots or if there is a shooting or stabbing or other violent situation near the vehicle, use extreme caution. Quickly assess the situation, taking appropriate actions to increase your own safety and the safety of your children.

1. Instruct children to take cover and implement a Code Red Lockdown. Follow procedures.
2. Quickly decide whether you can drive away from the area or if you should pull over and take cover.
3. Stay calm. Reassure children as you are able.
4. Call 911 as soon as safely possible and notify emergency contact supervisor.
5. Be prepared to take additional protective actions as conditions change.

WEAPON/CONCEALED WEAPON ON THE VEHICLE: If you learn that a person is in possession of a weapon on your vehicle and they have not yet displayed or used the weapon to threaten or attack others, here are some general guidelines:

1. Stay Calm. Avoid creating a more dangerous situation.
2. Consider how your response could escalate the person with a weapon. Pretending you don't know about the weapon could be a useful strategy.
3. Discreetly call 911, if possible. (i.e. *"I will be at x location in 3 minutes."*)
4. Make a Plan. Decide to continue route, modify route or stop vehicle.
5. If decision is to stop vehicle, you may decide to mimic mechanical trouble. Stop in a safe location.

6. Do not directly approach the individual unless you know them and feel comfortable asking for the weapon.

SHOOTING OR STABBING ON THE VEHICLE: If there is a shooting or stabbing on the vehicle, take defensive measures based on the situation to increase the safety of yourself and your children.

1. Call 911 as soon as safely possible.
2. Stop the vehicle. Secure the vehicle.
3. Do not confront the individual unless they are attacking and it is clear to you that it would be safer for you to try to disable the attacker than not to.
4. Tend to medical needs if you are able to.
5. Be prepared to take additional protective actions as conditions change.
5. Call emergency contact supervisor as soon as safely possible.

BOMB THREAT/EXPLOSIVE DEVICE

BOMB THREAT: If you learn of a potential Bomb Threat through something written on the vehicle or on a piece of paper, or receive a report from someone, or if you overhear a conversation, take it seriously. All threats must be taken seriously and investigated to determine whether they pose a real danger to children.

Recommended Action:

1. Stay Calm. Avoid creating a more dangerous situation.
2. Discretely gather information from a person reporting the threat, if feasible. Handle a written threat as little as possible to avoid disturbing possible finger prints.
3. Discretely call 911 and notify your emergency contact supervisor.
4. Make a Plan. Decide to continue route, modify route or stop vehicle. Arrangements may be made to meet the vehicle at the center or another location to further investigate or provide support.
5. If you decide to stop the vehicle, you may decide it is prudent to mimic mechanical trouble rather than draw attention to the threat.
6. Evacuate the vehicle if it seems safer to be off the vehicle than on the vehicle. In this case, follow the procedures for a bomb/explosive device found – see below.

BOMB/EXPLOSIVE DEVICE FOUND: If you learn of or notice a suspicious object, package or device, take immediate protective actions including restricting any radio and cell phone use in the proximity of the suspicious object to increase safety for children and yourself. This type is situation is a real possibility and our diligence should include pre & post-trip inspections, field trips, outside, and inside. Be observant and take anything unusual seriously.

Recommended Action:

1. Do not touch, move or pick up any suspicious item or device.
2. Stop the vehicle in an open area, away from buildings or other hazards if possible. Secure the vehicle.
3. Should any child have a cell phone or other electronic device, direct them to turn it off.
4. Carefully evacuate everyone off of the vehicle.

5. Assemble away from the vehicle/device, at least 1000 feet from the vehicle, if possible. Move farther away if possible.
6. After you've evacuated, find a way to send for help (i.e. a passing motorist could be instructed to go a nearby home/business and call 911).
7. Account for all children. Follow Accountability/Release procedures.
8. Work to reassure children. Remain calm and in control.
9. Cooperate with first responders.
10. Contact emergency contact supervisor when able.

SECTION 4 - CREATING DRIVER'S EMERGENCY INFORMATION BINDER

Having information readily available in the event of an emergency situation is vital for a driver to respond effectively. To deal with all of the various situations described in these guidelines, training and familiarization with emergency procedures is also critical to respond and make good decisions. All drivers and aids should be trained in emergency procedures and vehicle evacuation when hired/assigned and annually thereafter.

The following are suggested resources to create and maintain an emergency response guide:

1. The driver's binder needs to start with a sturdy, 3-ring binder with insert protectors on the front and spine. Bright red would be the recommended color as it is most commonly associated with emergency awareness.

a. Along the binder spine, insert the words "IN CASE OF EMERGENCY"

b. On the front of the binder, insert the words "DRIVER'S EMERGENCY RESPONSE PLAN" along with the name, address and emergency contact information for the child care center.

2. When you construct the binder use a tab index to designate the various sections of information and use sheet protectors to enhance the durability. The following are suggested content documents:

- Index to Tab Sections
- Tabbed Sections
 - Trip Roster – Required
 - Assigned Seating Diagram/Seating Chart (If Utilized)
 - Required Emergency and Contact Information For Children - Required
 - Emergency Response Plan for Drivers (See Item 3 Below)
 - Vehicle Registration and Proof of Insurance - Required
 - Copies of CPR and First Aid Training for Driver/Aides Onboard
 - List of Emergency Equipment Onboard

3. Child care centers should utilize these guidelines and other resources to develop a specific emergency response plan for their transportation operation same as they have for their facility required by Section 1200 Safety of the Minimum Licensing Requirements for Child Care Center.

4. It is important to stress that this binder, while essential to the Driver and Aide, is also very important to first responders. If the driver and aide are incapacitated, the binder will provide paramedics, firefighters and police officer with vital information.