**PUT YOUR SITE LOGO HERE – DON’T FORGET TO INCLUDED THE 21CCLC LOGO ☺**

**Operations Manual/**

**Crisis Management Manual**

**Daily Operations Manual**

**INSERT YOUR DAILY EXPECTATIONS HERE. EXAMPLES INCLUDE: CHECK IN/CHECK OUT PROCEDURE, DRESS CODE, PARKING, CELL PHONE USE, STUDENT DISCIPLINE, PARENT INTERACTION, and RULES FOR SPECIFIC EVENTS LIKE FIELD TRIPS, ETC.**

If you need help with this section, please reach out to Crystal and she can walk you through what is typically found in this part of a daily operations manual as well as make connections for support.

**Crisis Management Manual**

**INTRODUCTION:**

This manual is designed to provide YOUR SITE and 21CCLC facilities with a framework and methodology to responding to a crisis. A crisis is defined as an event by which the facility or in inhabitants are at risk or will be at risk. This could range from a fire at the facility to a terrorist attack.

It is important for all members of the facility to be aware of the procedures to be followed and the roles that each should play. These roles are defined in an Emergency Procedures Plan. The purpose of this manual is to set the internal notifications of a crisis and set in motion the appropriate responses from the people that have been empowered to make those decisions. In addition, this manual will set out important numbers that may be used in the event of a crisis.

**INSERT YOUR SITE’S POLICY AND PROCEDURE FOR TORNADO, FIRE, INTRUDER, NOTIFICATION PROCESS, EXPECTATIONS OF STAFF, ETC.**

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SAMPLE LANGUAGE:

Key to any crisis management plan is the emergency preparedness of the team. All personnel must be trained in dealing with emergencies and as such the contents of the emergency plan and floor plans for the facility are included as an Appendix to this handbook. Key points are as follows:

All members of the Team/WHATEVER YOU CALL YOUR STAFF must know the location of all fire equipment (extinguishers, etc.)

All Team members must know the fire exits and how to exit the building from all locations within the facility.

All Team members must know the location of telephones and be able to contact appropriate personnel in case of an emergency or crisis.

All personnel must be able to respond to emergency personnel when they arrive at the facility and be able to direct them accordingly (i.e., where the fire panel is).

Practice! Practice! Practice! Drills should be frequent (at least once a quarter and all personnel must be aware as soon as they start their job.