

Job Action Sheets: Staff Roles and Responsibilities

During an emergency it is important that staff members know what to do to keep everyone safe. The following are key emergency roles and duties:

Incident Leader: Directs evacuations and disaster response activities. Oversees the other positions and the person count. This role is usually filled by the director, site supervisor, lead teacher, or owner.

First Aid Coordinator: Provides first aid to children and staff. Assesses and documents injuries and treatments. Determines the need for outside medical assistance.

Communication Coordinator: Provides status updates to families and local emergency services before, during, and after an emergency. Monitors emergency alerts, warnings, and public safety updates. Distributes resources and materials to help families recover and cope with the emergency. If staffing allows, consider assigning multiple people to this role as it may consist of communication with many people.

Transportation Coordinator: Oversees the movement of staff and children in the case of an evacuation or relocation. The Transportation Coordinator also tracks road conditions and road closures that may affect evacuation routes.

Security, Attendance, and Reunification Coordinator: Keeps track of attendance and person count for children and staff. Reports missing persons to the Incident Leader. Secures entrances and monitors sign-out procedures for reunification of children and families.

Supervision and Care Coordinator: Ensures that children (including children with special needs and infants and toddlers) are well cared for while other staff members are busy with emergency roles.

Facility Safety Coordinator: Protects the building and grounds from further damage and children and staff from injury. Takes charge of utilities, for example, gas, water, electricity, and sanitation. Conducts search and rescue operations. Reports unsafe situations to the Incident Leader.

Supplies Coordinator: Assembles emergency supplies, equipment, and other essential materials (for example, food, water, comfort items) needed in an emergency. Distributes resources and reports additional needs to the Incident Leader. Monitors and updates supplies before, during, and after an emergency.

An individual teacher might fill more than one of these jobs, or the jobs might be filled by a team of staff members, depending on the size of the program. When assigning jobs be mindful of staff members' strengths and skills. Provide ongoing training to ensure staff members understand their roles in an emergency. Cross-train in multiple positions in case someone is absent or is unable to perform their emergency job.

Use the following [JOB ACTION SHEETS](#) to assign roles and responsibilities. The Job Action Sheets may be customized to fit the needs of your child care program and staff. For example, specific duties can be shared or reassigned.

Incident Leader

Name:
Name of alternate staff member:
You report to: Outside agencies such as local Office of Emergency Service (OES), Child Care Licensing (licensing), Resource & Referral Agencies (R&R Agencies), and supporting agencies such as the Local Planning Council (LPC), or local First 5.
Location of command center:
Date of last training:

Job Description:

Direct disaster response activities. Assume overall responsibility for the safety of all students, staff, and volunteers present.

Immediate Tasks:

- Set up a command center
- Hand out Job Action Sheets to staff.
- Direct and coordinate disaster operations including leading evacuation or shelter-in-place/ lockdown.
- Conduct a person count.
- Ensure that all emergency roles are being fulfilled and children are safe.
- Determine the need for and request outside assistance, as needed.
- Collect, analyze, and report information concerning children and staff who are injured or missing.
- Collect, analyze, and report information on facility damage.
- Work with the Communication Coordinator to contact local law enforcement, the fire department, and emergency medical services.

Intermediate Tasks:

- Collect all completed forms and written reports from staff.
- Sign the “Unusual Incident/Injury Report” (LIC 624) within 7 days. (LIC 624 is completed by the Communications Coordinator. Two signatures are required.)
- Track personnel time and assess the need for relief staff.
- Contact local authorities, for example Child Protective Services or law enforcement, about children who have not been picked up.

Extended and Recovery Tasks:

- Maintain records (including photos) of all damage to your facility. Notify your insurance carrier. Work with city officials to determine if your building is safe.
- Keep receipts for supplies and materials purchased post-disaster.
- Identify supplies and materials needed to re-open your child care program.
- Compile a list of vendors who can provide emergency repair or replacement.
- Apply for financial assistance as needed.
- Implement your business continuity plan.
- Survey staff and families about the effectiveness of your disaster plan. Ask what worked and what needs improvement.
- Update your emergency disaster plan.

First Aid Coordinator

Name:
Alternate staff/team members:
You report to: Incident Leader
Location of first aid station:
Date of last training:

Job Description:

Administer first aid to children, staff, and volunteers. Assess and document injuries and treatments. Determine need for outside medical assistance.

Immediate Tasks:

- Set up a first aid station.
- Assess injuries and provide first aid as needed.
- Document injuries and treatment given.
- Determine need for outside medical assistance.
- Report on situation to Incident Coordinator.
- Work with the Transportation Coordinator to establish priorities for transporting the injured to hospitals.
- Work with the Supervision and Care Coordinator to maintain child/staff ratios as needed.

Intermediate Tasks:

- Work with Supplies Coordinator to track first aid supply inventory.

Extended and Recovery Tasks:

- Work with Supplies Coordinator on assessing the first aid kit used in the disaster and make recommendations for improvement.
- Update your supplies and disaster plan.

Note: Be familiar with the current edition of a first aid manual kept with the first aid supplies. Alternatively, consider downloading the Red Cross first aid app (available in English and Spanish) on staff members' cell phones.

Communication Coordinator

Name:
Alternate staff/team members:
You report to: Incident Leader
Location of communication hub:
Date of last training:

Job Description:

Manage all internal and external communications. Keep staff, families, and other agencies and services informed of status.

Immediate Tasks:

- Contact police, fire, or medical help (9-1-1).
- Notify families (of children and staff) with status updates; be aware of families with special communication needs, such as hearing or visual impairment.
- Contact relocation sites and/or out-of-state contacts as needed.
- Respond to phone calls from families and others who are calling the site for information.
- Monitor outside communication channels for information (for example, radio, television, police/fire department channels, text alerts).
- Disseminate information to staff.
- Operate alternate communication systems (walkie-talkies or non-electric phones) or work with outside vendors or volunteers with access to HAM (amateur) radios.
- Operate alternate warning system in event of power outage (for example, cowbell, bullhorn).
- Regularly update Incident Leader on communication activities and challenges.

Intermediate Tasks:

- Post signs on doors.
- Update your voicemail message, as needed.
- Make a verbal report to the Regional Child Care Licensing Office within 24 hours.
- Communicate with your local R&R Agency to report the status of your business (for example, child care availability, closure, evacuation, open child care slots).
- Relay information updates to the Supervision and Care Coordinator to share with children (if appropriate).
- Respond to media questions. Get approval from Incident Leader before providing information.
- Contact the Red Cross Safe & Well for assistance locating families, if needed.

Extended and Recovery Tasks:

- Submit a written "Unusual Incident/Injury Report" (LIC 624) to Community Care Licensing within 7 days.
- Communicate with mental health support agencies.
- Update website or social media pages.
- Continue to update families of your business operation status as needed.
- Assess effectiveness of disaster response as related to communication. Document recommendations.
- Update your disaster plan.

Transportation Coordinator

Name:
Alternate staff/team members:
You report to: Incident Leader
Date of last training:

Job Description:

Coordinate the movement of staff and children for relocation to another site. Monitor information on transportation conditions.

Immediate Tasks:

- Drive the evacuation vehicle if needed.
- Assess the situation and determine the need for and the availability of car seats in a vehicle evacuation. (In situations where car seats are not available, saving lives is the first priority in an emergency.)
- Check nearby road conditions and report to Communications Coordinator and Incident Leader.
- Do not drive through moving water. Six inches of water can stall a car, and one foot of water can cause a car to float.
- Ensure emergency vehicles, such as fire trucks, have clear access to the facility.
- Work with First Aid Coordinator to establish priorities for the transportation of the injured to hospitals when transportation is available.
- Assess and report transportation needs to Incident Leader and Communications Coordinator.
- If you do not have access to vehicles to relocate staff and children in an emergency, contact your local emergency services about local transportation resources such as school buses, ambulances, law enforcement vehicles, and public transportation.

Intermediate Tasks:

- Check that vehicles are safe and ready if an evacuation is needed.
- Check safety of nearby roads and parking lots.
- Check up-to-date information on road closures.
- Identify alternate routes and modes of transportation as needed.

Extended and Recovery Tasks:

- Assess effectiveness of disaster response as related to transportation. Document recommendations.
- Update your disaster plan.

Security, Attendance, and Reunification Coordinator

Name:
Alternate staff/team members:
You report to: Incident Leader
Location of child release area:
Date of last training:

Job Description:

Keep track of children and staff. Secure entrances and check identification when children are signed out during reunification.

Immediate Tasks:

- Take daily attendance sheet in event of evacuation.
- Collect daily attendance sheets from individual classroom teachers. Check with each teacher that attendance sheets are up-to-date.
- Track the location of children and staff – use daily attendance sheet.
- Document and report missing persons to Incident Leader.
- Lock all external gates, doors, and other points of entry.
- Guard the entrance to the facility.
- Set up an area to release children to families or people authorized by parents. Secure against unauthorized access (use caution tape or signs).
- Check child emergency information forms for name(s) of person(s) authorized to pick up children.
- Check identification of person(s) picking up children.
- Document the child releases. Have the parent or authorized person sign-out before releasing the child.
- Report any unauthorized individuals to the Incident Leader.

Intermediate Tasks:

- Report any broken security features to Incident Leader (for example, broken locks, security cameras).
- Report children who have not been picked up to Incident Leader.

Extended and Recovery Tasks:

- Remind families to update child emergency contacts as needed.
- Assess the effectiveness of disaster response as related to security and attendance. Document recommendations.
- Update your disaster plan.

Supervision and Care Coordinator

Name:
Alternate staff/team members:
You report to: Incident Leader
Location of supervision and care area:
Date of last training:

Job Description:

Ensure that the children, including infants, toddlers, and children with special needs, are well cared for while other staff are performing their emergency roles.

Immediate Tasks:

- Assign staff to individual children with special needs and make sure they have a copy of the child's special health care plan.
- Provide for children's needs such as food, water, and diapering /toilet breaks (work with the Supplies Coordinator).
- Set up a safe space that limits children's exposure to media.
- Keep the Incident Leader updated on any problems or significant incidents.
- Arrange developmentally appropriate activities for children.
- Provide reassurance to children.

Intermediate Tasks:

- Monitor and document the emotional health of each child.
- Monitor staff needs and report to the Incident Leader.
- Encourage children to act out their feelings with toys or puppets; don't be alarmed at angry or violent emotions; use play-acting to begin a conversation about worries and fears.
- Talk with children about what they think happened; give simple, accurate, and developmentally-appropriate answers to questions; if a child knows upsetting details that are true, don't deny them; listen closely and communicate with them about their fears. If children of parents who are emergency workers have questions about their parent's safety, answer their questions without providing extra information that might be confusing or upsetting (work with the Communication Coordinator).
- If a child seems reluctant to talk, offer for them to draw pictures, which may encourage discussion.
- Display patience when children ask the same question many times; children often use repetition as a source of comfort; be consistent with answers and information.

Extended and Recovery Tasks:

- Refer families to local mental/behavioral health resources.
- Support children's emotional recovery; maintain a familiar routine as much as possible.
- Let children talk about the trauma and know that it is normal to feel worried or upset; help younger children use words like "angry", "afraid", and "sad" to express their feelings.

Facility Safety Coordinator

Name:
Alternate staff/team members:
You report to: Incident Leader
Date of last training:

Job Description:

Protect the site and everyone present from further damage or injury.

Immediate Tasks:

- Turn off all utilities and secure water system, if necessary.
- Contact local utilities (for example, water, gas, electricity), if necessary.
- Set up sanitation facilities (for example, portable toilets, wipes).
- Seal windows, doors, and vents with plastic sheeting in shelter-in-place situation.
- Block off or post signs in areas that are unsafe. Keep people out of building if necessary.
- Report to the Incident Leader.

Intermediate Tasks:

- Clean up debris and other hazards.
- Sanitize and disinfect the facility as needed (for example, diapering areas, spilled blood, etc.).

Extended and Recovery Tasks:

- Assess and report facility damage and needed repairs.
- Check that carbon monoxide and fire detectors are in working order. Replace batteries twice a year.
- Work with the Incident Leader to compile a list of vendors who can provide emergency repair or replacement and contact them as needed.
- Assess what worked and what needs improvement.
- Update your disaster plan.

Note: If you do not know how to turn off your gas, water, and electricity, call your local utility provider (for example, Southern California Edison, Pacific Gas & Electric) to make a visit to your site and provide technical assistance before a disaster occurs.

Supplies Coordinator

Name:
Alternate staff/team members:
You report to: Incident Leader
Location of supply distribution area:
Date of last training:

Job Description:

Monitor and deliver supplies, water, food, and equipment during the course of the disaster.

Immediate Tasks:

- Bring emergency supplies to the Command Center for shelter-in-place or grab the “Ready-to-Go” Kit and “Ready-to-Go” File for evacuation.
- Bring medical supplies, food, water, medications, special equipment, and special needs care plans for evacuation. Remember medications stored in the refrigerator; transport in a portable cooler.
- Bring feeding supplies needed for infant and toddler care (for example, breast milk, formula, foods that are not choking hazards).
- Distribute supplies, food, and water for immediate use, as needed.
- Work with First Aid Coordinator to distribute and track first aid supplies.
- Make sure medical supplies, medications, and special needs care plans are transported along with the children during relocation.
- Check with staff members about their personal needs for medication and/or supplies.
- Establish a list of everyone being sheltered and address any special needs, including special dietary needs and food allergies.
- Estimate the number of persons needing shelter and the length of time shelter will be needed.
- Report additional supply needs to Incident Leader.

Intermediate Tasks:

- Distribute water and food.
- Take inventory and assess need for water, food, blankets, and other supplies.

Extended and Recovery Tasks:

- Create list of supplies (including water and food) that need to be replenished.
- Update your emergency supply list based on what you ran out of, what you had too much of, and what items you needed but didn't have. Ask: Were the children sufficiently comfortable and occupied? Were they hungry or thirsty? Was there any equipment you wished you had?
- Update supplies (including water and food) and disaster plan.