

Handling the Unexpected:

Crisis and Incident Management

Keeping children and staff safe during unexpected situations is an essential part of the Site Director's role. Handling emergencies calmly and following protocols helps prevent harm and ensures a quick, effective response. **Please note:** Medications need to be with the group that the child is in at all times.

LEVELS OF ACCIDENTS/INJURIES

- ☑ **Level 1: Scratch/paper cut (requires band-aid):**
 - Complete Student Injury, Illness, or Accident Form
 - Speak with or text parents/guardians an update as soon as possible
- ☑ **Level 2: Child fell (scrapes, scratches, minor head injury):**
 - Complete Student Injury, Illness, or Accident Form
 - Notify your Area Manager
 - Speak with or text parents/guardians an update as soon as possible
- ☑ **Level 3: Emergency:**
 - Call 911
 - Call to notify parents/guardians immediately, then notify the Area Manager
 - If school personnel are on site when 911 is called, a staff member must notify the school principal/leadership
 - Complete Student Injury, Illness, or Accident Form

STUDENT REPORT DOCUMENTATION

- ☑ **Write specific, clear descriptions of injuries:**
 - Ensure only relevant details are included (who, what, when, where, why)
 - Do not include any identifiable information about any other children
 - Complete every question as written with clear, specific answers. Do not use "N/A" unless it truly does not apply. Each response is required for accurate review and trend tracking.

All Student Injury, Illness, or Accident Forms must be completed through JotForm. Follow state guidelines for other ways it must be documented and stored.



STUDENT INJURY/ILLNESSES/ACCIDENT REPORTING FORM
Scan the QR code to take you to our accident/incident form