

World of Wonders Emergency Response Handbook



Update 8/27/2026

**Staff are trained on emergency procedures
each year in January and August**

This document is kept in the handbook
collection, posted on the staff website and
emailed to staff when changed

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Center Information

- Facility Name: World of Wonders Child Care and Learning Center
- Facility Address: 1200 Columbus Ave, Marysville, OH 43040
- Facility Phone Number: 937-707-1038

Crisis Response Team

- Executive Director: Lauren Fontaine: 614-499-8195
- Childcare Director: Heidi Edwards: 937-935-2991
- Curriculum and Inclusion Specialist: Jenna Lyle: 513-704-9891
- Staff Development Specialist: Taelor Combs: (937)209-9463

Local Emergency Numbers

- Emergency Management Agency: (937) 645-3174, (614) 889-7150
- Dental Emergencies: 911, or Pediatric Dentistry: 937-644-2310
- Memorial Hospital: (937)644-6115
- Poison Control: (800)222-1222
- Marysville Police Non-Emergency Number: (937) 645-7300
- Emergency (squad) Number: 911
- Marysville Fire Department (937)642-2065
- Union County Health Department: (937)642-2053
- Ohio Army National Guard (Marysville): (937)215-5377
- Union County Children's Services: (937)644-1010
- Chocolate Emergency Number (Amish Heritage Country Market): (937)642-0363

Emergency Location

Location where center can be temporarily run if there is a natural disaster

- Dragon Langes- 1189 Columbus, Ave, Marysville, OH 43040
- Union County National Guard-200 Colemans Crossing, Marysville, OH 43040

Medical Emergencies

When a child or adult experiences a medical emergency:

1. Stay calm and remain with the injured or ill person.
2. Immediately notify an administrator. If the condition is life-threatening or may require immediate medical care, call 911 first.
3. A staff member trained in first aid and CPR will provide care within the scope of their training. Follow the child's Medical/Physical Care Plan when applicable.
4. Do not move the injured person unless remaining in the location creates an additional danger.
5. Another staff member will supervise the other children and move them away from the emergency area when necessary. Required staff-to-child ratios must be maintained.
6. An administrator or designated staff member will contact the child's parent or guardian as soon as possible. If the parent cannot be reached, the child's emergency contacts will be called.
7. If emergency transportation is required, follow the Emergency Transportation Policy.
8. Complete a DCY 01299 Incident/Injury Report and provide a copy to the parent or person picking up the child on the day of the incident.
9. Any serious incident requiring professional medical consultation or treatment must be reported in the Ohio statewide licensing system by the end of the next business day.

Dental Emergencies

When a child experiences a dental injury or emergency:

1. Stay calm, comfort the child, and notify an administrator.
2. Put on disposable gloves before providing care if blood is present.
3. Control bleeding by having the child gently bite down on clean gauze. Apply a cold pack to the outside of the mouth or face to reduce pain and swelling.
4. If a tooth is broken or knocked out, locate the tooth or broken piece if possible. Handle a knocked-out tooth only by the crown, not the root. Do not scrub or reinsert the tooth. Place it in a clean container with milk or the child's saliva.
5. Call 911 for uncontrolled bleeding, difficulty breathing, loss of consciousness, a suspected jaw injury, or any other life-threatening condition.
6. An administrator or designated staff member will immediately contact the child's parent or guardian. The parent will be directed to obtain prompt care from the child's dentist or another dental provider.
7. If emergency transportation is required, follow the Emergency Transportation Policy.
8. Complete a DCY 01299 Incident/Injury Report and provide a copy to the parent or person picking up the child on the day of the incident.
9. If the injury requires professional medical or dental consultation or treatment, report it in the Ohio statewide licensing system by the end of the next business day.

Emergency Transportation

When a child requires immediate medical or dental treatment beyond what can be provided at the center:

1. Call 911 and request emergency medical transportation. A child experiencing an emergency will not be transported in a staff member's personal vehicle.
2. Immediately notify an administrator and the child's parent or guardian. If the parent cannot be reached, contact the individuals listed as the child's emergency contacts.
3. Give emergency responders all known information about the child's condition, injury, allergies, medications, and relevant medical history.

4. The child's enrollment information, health and medical records, Medical/Physical Care Plan when applicable, and emergency contact information will accompany the child.
5. The administrator or a designated child care staff member will accompany or follow the child to the emergency care facility, as directed by emergency responders.
6. The designated staff member will remain with the child until the parent or guardian arrives and assumes responsibility for the child's care.
7. Staff remaining at the center will continue to supervise all other children and maintain required staff-to-child ratios.
8. Complete a DCY 01299 Incident/Injury Report and provide a copy to the parent on the day of the incident.
9. Report the emergency transportation and serious incident in the Ohio statewide licensing system by the end of the next business day.

Weather Emergencies and Natural Disasters

Thunderstorms and Severe Thunderstorms

Emergency procedures to take place during outbreak of thunderstorm, when lightening is visible, or if the National Weather Service issues a Thunderstorm Warning.

- Office will inform staff of inclement weather through phones, fire speaker, or verbal contact.
- Students and staff will relocate to a safe location
 - All students, and staff, will enter a sturdy building or vehicle
 - All students and staff will avoid metal pipes and telephone lines
 - All students and staff will keep away from windows in case of high winds
 - Students and staff will stay away from water sources
- Staff will bring emergency paperwork for all students, take name to face attendance and keep children calm.
- Administrative staff will follow with additional instructions.

Tornadoes

Emergency procedures take place during active tornadoes threats.

- Staff will be informed of tornado threat through phone systems or verbal communication
- Staff will line up children and take name to face attendance
- Children will be escorted to designated tornado shelter areas. These areas are marked with signs in the building and locations are posted in each classroom.
- Staff will bring all emergency paperwork
- Name to face attendance will be taken
- Classroom doors will be closed, and all lights will be turned off
- Children will kneel and place their backs against the wall with their heads down
- Children/staff will remain in position until “all clear” is given

Shark-nado

In case of Shark-nado, curriculum director will be responsible for implementing anti shark fighting techniques including a punch to the nose. Children and other staff will follow tornado procedures.

Flash Flooding

- If flash flooding occurs all students and staff will enter the building
- If flooding enters building, students will be safely evacuated to higher ground
 - Location 1: Dragon Lanes: 1189 Columbus Ave, Marysville
 - Location 2: Marysville National Guard: 200 Colemans Crossing Blvd
- All children’s files and emergency medication will be brought with staff
- Name to face attendance will be taken

In addition:

- Emergency services will be notified of the evacuation
- Parents will be called
- Updates will be posted on social media sites as mobile service allows
- Parent communication will be done by phone, email, or the Procare site

Major Snowfall/Blizzard/Ice Storms

If school is not in session and school must close:

- Executive Director will contact a member of the Board of Trustees to approve closure. Either President of board, or two other board members will assist in the decision-making process.
- Social media sites/website will have postings of school closure
- Parents will be notified with the Procure parent application and email
- School will not open until it is safe to provide services

If school is in session:

- Social media sites/Website will have postings about early dismissal
- Parents will be contacted by phone and parent communication application
- All children will be cared for until parents arrive safely to pick them up
- All children/staff will remain indoors until weather allows them to leave the building
- Snow will be cleared from parking/walk area by a contracted company in order to provide safe access for children
- Food/medication/first aid will be provided as necessary
- If building is not able to retain heat, children will be moved to Dragon Lanes or the Army National Guard building.

Earthquakes

- All employees/children are instructed to stay inside (not to run outside or into other rooms during shaking)
- Children/staff are to drop down onto hands and knees and get beneath sturdy table/furniture
- Name to face attendance will be taken
- Assessment of damage/injuries will be taken when it is determined to be safe, appropriate first aid will be given
- In the event that the building is damaged, children will be moved to Dragon Lanes or the Army National Guard building
- Updates will be posted on social media sites, website
- Parents will be communicated with by phone, email and parent communication application

Super Volcano

- In case of Yellow Stone Super Volcano or Lake Toba Super Volcano (Indonesia) eruption all children/staff will be kept inside to avoid ash fall and other dangers
- Parents will be called, and updates will be posted on social media/website and through the Procure parent application
- Care will be provided until all parents can safely pick up their children

Outdoor or Indoor Lockdown Evacuation

Threats of Violence/Active Shooter/Intruder Alert

Shelter in place

- Staff will be informed using code words by administration
- Staff will keep children calm and take name to face attendance
- Children will be brought into pre-designated areas (interiors windowless rooms if possible). Areas will be marked in each classroom on emergency plans. If outside classrooms evacuate to a safe distance, classroom will remain there until instructed otherwise.
- Doors and windows will be locked immediately
- Windows will be covered, and lights turned off
- Children will be kept out of sight of windows and doors
- Doors/windows will not be opened for anyone
- No one will leave the room once secured
- Lockdown will remain in effect until “all clear” is given through the phone system

Quick Exit

- Staff will be informed using code words by administration
- Staff will have children exit the building, as fast as possible, using doors or windows
- Staff will quickly move children as far from the building as possible making sure that all children are with the group
- Children will re-locate to Dragon Lanes or the Marysville Army National Guard

Bioterrorism

- Children will be moved to a safe location (indoor if threat is outside, outside if threat is indoors) or evacuated to Dragon Lanes or the Marysville Army National Guard
- Airflow into building will be turned off if necessary. Director and curriculum director will be trained in this procedure
- Authorities will be contacted
- Parents will be contacted by phone, social media sites/website/parent app- will be updated as needed
- Children will stay in rooms, and services provided, until parents are able to come and safely pick up their children

Terrorism (Domestic or international)

- All children/staff will remain inside. All staff/children located outside of the building will be brought in and accounted for
- Shelter in place will be done if necessary
- Staff will be given updates out of earshot/site of children as needed
- Social media site/websites/parent app will be updated
- Parents will be contacted as necessary by phone or email
- Staff will care for children until all parents are able to safely retrieve their children

Emergency or Disaster Evacuations

Hazardous Materials and Spills

Children will be immediately moved to a safe location (inside the school if spill has taken place outside, the other site of Dragon Lanes or the Army National Guard if spill has taken place inside the school)

- Appropriate emergency officials will be notified by administration
- Airflow in building will be turned off if necessary
- If children must be evacuated from premises to an emergency location, parents will be called and contacted, news agencies will be contacted if the school is to close, social media sites/website/parent app will be updated

Gas Leaks

- Administration will immediately notify the utility company and appropriate emergency services agencies
- Area will be evacuated by staff. Children will be evacuated to Dragon Lanes or the Army National Guard.
- Parents will be updated by phone/social media sites/website/parent app.
- News agencies will be contacted by administration regarding school closure.
- Licensing agency will be appropriately notified
- School will reopen once it is determined safe by utility companies

Gas "Leeks"

- Leeks will be placed in garbage bag
- Garbage bag will be tied
- Bag will be placed in dumpster

Bomb Threat

- Staff will be informed of the threat using code words given to staff
- Appropriate emergency management agencies will be contacted by administration
- Emergency exit procedures will take place
- Parents will be notified by phone/social media sites/website/parent app of school closures and threat
- Licensing agency will be appropriately notified
- School will reopen once it is deemed to be safe by emergency service agencies

Glitter Bomb Threat

- Glitter bomb will be contained and area quarantined
- Designated staff member will sweep up glitter and dispose in dumpster

Emergency evacuation due to threats of violence, active shooter, bioterrorism, or terrorism

- Staff will be informed of the threat using the established emergency code words or other available communication methods.
- Administration will call 911 and contact the appropriate emergency management agencies.
- Staff will follow lockdown or evacuation procedures based on the location of the threat and instructions from emergency responders.
- If evacuation is necessary, staff will take attendance records, emergency contact information, medications, and emergency supplies when it is safe to do so.

- Children will be evacuated to one of WOW's designated safety locations. Staff will account for every child before leaving, upon arrival, and throughout the emergency.
- Staff will assist infants, toddlers, and children with special needs or health conditions during the evacuation.
- Parents will be notified through the parent app, phone, text, website, or social media. The specific reunification location will only be shared directly with families when appropriate for safety.
- Children will only be released to a parent, guardian, or authorized pick-up person. Identification may be required.
- The licensing agency will be notified as required.
- No one will return to the center until emergency responders have determined that it is safe.

Additional Emergencies

Outbreaks/Epidemics/Infectious Disease Emergencies

- Appropriate emergency management agency will be alerted to outbreak by administration
- Children who display signs or symptoms of illness will be quarantined away from other children
- If school is to close, due to advice of emergency management agencies, parents will be informed of school closure by phone/website/social media/parent app
- School will contract cleaning through Cintas cleaning if necessary or provide staff with appropriate materials to clean

Zombie Apocalypse

In the event of a zombie apocalypse children will be relocated to the Army National Guard. All children will be cared for and protected until parents, who are not infected, can safely retrieve their children.

Loss of Power/Water/Heat

Utility companies will be immediately informed if school loses power/water/heat

If utility company indicates that loss will be for a significant period of time, and this time will impact the safe care of children, in addition to not allowing school to keep safe temperatures (65-85 degrees F), school will announce closure through social media/website/news agencies/parent app and phone calls to parents

Other threatening situations that may pose a health or safety hazard to the children in the center

For any threatening situation that may pose a health or safety hazard to children or staff:

- Staff will immediately notify administration of the situation.
- Administration will contact 911 or the appropriate emergency agency when necessary.
- Based on the nature and location of the threat, staff will be directed to evacuate, shelter in place, or secure the building.
- Staff will keep children together, maintain supervision, and account for every child throughout the emergency.
- Emergency records, medications, and supplies will be taken when needed and when it is safe to do so.
- Parents will be notified through the parent app, phone, text, website, or social media as soon as it is safe and practical.
- Children will only be released to a parent, guardian, or authorized pick-up person.
- The licensing agency will be notified as required.
- Normal operations will resume only after administration or emergency officials determine that it is safe.

General Procedures

To be used in procedures above, and other threatening situations that may pose a health or safety hazard to the children in the center.

Shelter in Place

- In each work area is posted a shelter in place location
- All lights are to be turned off
- Doors locked if procedures indicate
- Name to face attendance will be taken
- Staff will inform administration immediately if a child is not with their group
- Staff will take attendance and carry all emergency paperwork with them for the children
- Children/staff will shelter in place until “all clear” is given by administration
- Parents will be updated as needed using the parent app, phone, and/or email

Evacuation/Relocation

- All children/staff will evacuate using the closest evacuation door to their location
- All children/staff will make their way to location designated on evacuation sheet inside room and meet across from front parking lot
- All children/staff will take count of their assigned children and report to administration
- Children will sit and remain calm until they are taken to a secondary location or allowed to return to the building. Secondary location is Dragon lanes or the Army National Guard. National Guard is relocation location.

Accounting for Children

- All staff are required to take their emergency binders/attendance with them if they leave the classroom
- Upon any emergency children are to be counted using the name to face method using paper attendance chart
- Staff will immediately inform administration if child is not with their assigned group

Emergencies during transport or field trips

- Should an emergency occur during a field trip or during transport of children, the bus will pull over to a safe location, or children will be taken to the nearest, safe, interior location
- Emergency services will be contacted
- Center will be contacted to inform administration by personal cell. Admin will send someone to location.
- Group will shelter in place until given instruction by administration
- Emergency services will be called if needed
- Name to face attendance will be taken
- Parents will be contacted by phone or parent application as needed

Reunification with Parents

- Teachers will bring all contact information for families in case of a disaster. This information will be kept with each classroom until collected by administration.
- Families will be contacted using social media, local media, phone, email, parent communication application and text systems.
- Families will be able to contact the center using phones, social media, email, phone, parent application and text.
- All children will reunify with their parents at location described in emergency procedures

- Administration will talk with each parent prior to parent removing child from program
- Staff will mark children out on their attendance sheets, use the name to face method to count children after each child leaves.

Assistant Infants/Toddlers/Children with Special Needs/Health Conditions

All classroom emergency papers are marked with children who need additional aid, medications, during evacuations

- All medications will be given by child's primary teacher during an evacuation and taken with the group if the children are evacuated
- Director and curriculum director as well as floating staff will assist infants and children with special needs during an evacuation to make sure all of their needs are met.
- Additional staff, who are not responsible for a group of children will assist with children as assigned by executive director.

Emergency contact information for parents

- All classrooms contain a binder with up-to-date emergency forms. These are to be taken with them during any evacuation
- Additional copies of the forms are kept in the office
- Additionally, parent communication application and Procare can be used to inform parents of disasters. These are accessible by all administrators.

Procedures for notifying parents

- Parents will be notified first through social media/news outlets/email/parent communication application and website of any closures or evacuations because of disasters previously listed in this document
- Parents will also be notified through phones (center or personal cell) as needed

Procedures for communicating with parents during loss of communications

(No phone or internet service available)

- Signs will be posted on door of location of children
- National guard will be contacted in order to inform local emergency agencies of evacuation of children
- If possible, the center will contract carrier pigeons will be contracted to inform parents of updates. If no carrier pigeons are available a member of the corvid family may assist.

Location of Supplies and Procedures for Gathering Necessary Supplies (shelter in place)

- First aid kits are located in front office, some classrooms, and on the bus
- Food located in kitchen and will be distributed by administration
- Paper products located in office a utility closet and will be distributed by administration

Staff Assignments During Disasters

- Executive Director: Head Emergency Response (delegates to other staff members)
- Director: Emergency response: infants and children with special needs
- Curriculum and Inclusion Specialist and Staff Development Specialist: Emergency response: infants and children with special needs

- Team Leads: Assigned to their primary groups. Communication between administration and their group.
- Teachers: Assigned to their primary care groupings
- Additional Staff: Assigned to groups by Executive Director

WOW Emergency Color Chart

Color	Label	Meaning	Examples
Green	Shelter in place	Low threat, stay in building, monitor the situation	Air quality alerts, nearby police activity
Yellow	Controlled Exit	Calm evacuation, low immediate danger	Gas leak, non-urgent fire alarm
Red	Lockdown	Active threat inside or near facility, secure rooms	Intruder, active shooter
Blue	Severe Weather	Shelter in your storm shelter location	Tornado, severe storm
Black	Immediate Evacuation	Imminent threat, evacuate FAST, use fastest exit, go to Dragon Lanes	Explosion, fire inside building, bomb threat.