



Emergency Management Policy and Procedures

Name of Child Care Centre: Preschool Canada Early Learning Centre - Aurora

Date Policy and Procedures Established: September 26, 2017

Date Policy and Procedure Updated: October 20, 2020

Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the childcare premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole childcare centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the childcare centre.

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare centre it operates (i.e. the operator).

Meeting Place: the designated safe place near the childcare centre where everyone is to initially gather before proceeding to the evacuation site or returning to the childcare centre if evacuation is not necessary.

Staff: Individual employed by the licensee (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the childcare premises.

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response
2. Next Steps during an Emergency
3. Recovery

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the childcare centre, the **meeting place** to gather immediately will be located outside of:

Tim Horton's
170 Hollidge Blvd
Aurora, Ontario L4G 8A3
General Manager: Caitlin Alford

If it is deemed 'unsafe to return' to the childcare centre, the **evacuation site** to proceed to is located at:

Tim Horton's
170 Hollidge Blvd
Aurora, Ontario L4G 8A3
General Manager: Caitlin Alford

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, The Program Director will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by The Program Director in the daily written record.



Fire Safety Procedures:

All employees, students, and volunteers will be instructed as to their responsibilities in the event of a fire or emergency evacuation prior to commencing with Preschool Canada. All staff will review and sign off of the procedures and the Director will go over the procedures to ensure that everyone understands their roles.

Fire drills will be conducted on a monthly basis and recorded in the office and in each classroom's daily logbook.

All fire equipment will be tested on a monthly basis as well; this will be recorded and kept in the office. A letter will be kept in the Licensing Binder from the emergency shelter, confirming that the location is available for use during the centre's operating hours.

Procedures Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the childcare centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) Staff inside the childcare centre must: <ul style="list-style-type: none"> • Remain calm • Gather all children and move them away from doors and windows • Take children’s attendance to confirm all children are accounted for • Take shelter in closets and/or under furniture with the children, if appropriate • Keep children calm • Ensure children remain in the sheltered space • Turn off/mute all cellular phones • Wait for further instructions 4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> • Close all window coverings and doors • Barricade the room door • Gather emergency medication and join the rest of the group for shelter 5) The Program Director will immediately: <ul style="list-style-type: none"> • Close and lock all childcare centre entrance/exit doors, if possible; and • Take shelter <p>Note: only emergency service personnel are allowed to enter or exit the childcare centre during a lockdown.</p>

<p>Hold & Secure When a threat is in the general vicinity of the childcare centre, but not on or inside the childcare premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • Remain calm • Take children's attendance to confirm all children are accounted for • Close all window coverings and windows in the program room • Continue normal operations of the program • Wait for further instructions 4) The Program Director must immediately: <ul style="list-style-type: none"> • Close and lock all entrances/exits of the childcare centre • Close all blinds and windows outside of the program rooms • Place a note on the external doors with instructions that no one may enter or exit the childcare centre <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat or Preschool Canada must: <ul style="list-style-type: none"> • Remain calm • Call 911 if emergency services are not yet aware of the situation • Follow the directions of emergency services personnel • Take children's attendance to confirm all children are accounted for <ol style="list-style-type: none"> A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel. B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

Disaster Requiring Evacuation

A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure, water outage.

- 1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures.
- 2) Staff must immediately:
 - Remain calm
 - Gather all children, the attendance record, children’s emergency contact information any emergency medication
 - Exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions
 - Escort children to the meeting place
 - Take children’s attendance to confirm all children are accounted for
 - Keep children calm and wait for further instructions
- 3) If possible, staff should also:
 - Take a first aid kit; and
 - Gather all non-emergency medications
- 4) Designated staff will:
 - Help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and
 - In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation
 - If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the Program Director and ensure their required medication is accessible, if applicable; and
 - Wait for further instructions
- 5) If possible, the site designate must conduct a walk-through of the childcare centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.

No Access to Water During Operational Hours:

- Premises may be able to remain open and provide services. This will depend on the type of services provided, duration of the water outage, and if the centre is able to put temporary measures in place. For example; water stored in containers on-site, water hauler service or bottled water delivery.
- Contact your Public Health Inspector
- Your Public Health Inspector will conduct a risk assessment to determine if the premise can remain open.

This assessment includes:

- Length of water/hydro outage,
- Type of premise,
- Food category style (catered vs. on-site preparation)
- Contingency plan of the premise

Note: Hand hygiene must continue and hand sanitizers may be used if hands are not visibly soiled. Wipes can be used prior to hand sanitizer to remove visible soil.

When the water returns, the local water utility or PHI will provide guidance for flushing of waterlines to reduce residual microbial contamination.

- All incoming waterlines from the public water system should be flushed for at least 5 – 10 minutes.

For premises to remain open during a water outage, the premises must:

- Be free of all health hazards or conditions which may affect the safety of the children/staff.
- The premise is to call Public Health via Health Connection **1-800-361-5653**

Contingency Plan:

- Communicate with families in regards to no water access in the center
- The director will purchase bottled water for the centre. Bottled water will be used for all needs in the centre (drinking, cooking, flushing toilets, washing hands etc.).
- The building maintenance will be called, and the problem will be looked into.
- If there is a main problem and the water will not be turned back on, then bottled water will be used.
- If the problem will not be fixed within 3 hours, then the centre is to close until the water is functioning again.
- Call your Health Inspector Advisory and follow instructions, if stated otherwise from the policy.
- Report a Serious Occurrence if the centre is closed due to water outage
- The Director/designated staff member will call parents/guardians to inform them that the centre will be closed until the water is functioning again.
- Post on Facebook and email the parents
- When the water is turned back on, the centre is to flush all the incoming waterlines for 5 – 10 minutes.

<p>Disaster – External Environmental Threat</p> <p>An incident outside of the building that may have adverse effects on persons in the childcare centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • Remain calm • Take children’s attendance to confirm all children are accounted for • Close all program room windows and all doors that lead outside (where applicable) • Seal off external air entryways located in the program rooms (where applicable) • Continue with normal operations of the program • Wait for further instructions <p>3) The Program Director must:</p> <ul style="list-style-type: none"> • Seal off external air entryways not located in program rooms (where applicable) • Place a note on all external doors with instructions that no one may enter or exit the childcare centre until further notice • Turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable) <p>If emergency services personnel otherwise direct the childcare centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
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Natural Disaster: Tornado / Tornado Warning	<ol style="list-style-type: none">1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.3) Staff must immediately:<ul style="list-style-type: none">• Remain calm• Gather all children• Go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways• Take children's attendance to confirm all children are accounted for• Remain and keep children away from windows, doors and exterior walls• Keep children calm• Conduct ongoing visual checks of the children; and• Wait for further instructions
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<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • Remain calm • Instruct children to find shelter under a sturdy desk or table and away from unstable structures • Ensure that everyone is away from windows and outer walls • Help children who require assistance to find shelter • For individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck • Find safe shelter for themselves • Visually assess the safety of all children • Wait for the shaking to stop 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • Gather the children, their emergency cards and emergency medication • Exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • Take a first aid kit • Gather all non-emergency medications 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <ul style="list-style-type: none"> • Help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child) • In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the Program Director and ensure their required medication is accessible, if applicable • Wait for further instructions 7) The site designate must conduct a walkthrough of the childcare centre to ensure all individuals have evacuated, where possible.
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Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the Program Director must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the childcare centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: 911 or 905 – 773 – 1221

Ambulance: 911

Local Fire Services: 911 Non-emergency calls: 905 – 895 – 9222

York Public Health: 1 – 877 – 464 – 9675

Site Supervisor: Sandra Holvor-Calhoun (905) 900-0487

Licensee Contact(s): Kristen Arkell (416) 725-3442

Regional Director: Shima Hasan 1.800.741.5776 x120

- 4) Where any staff, students and/or volunteers are not on site, The Program Director must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) The program must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - Help keep children calm
 - Take attendance to ensure that all children are accounted for
 - Conduct ongoing visual checks and head counts of children
 - Maintain constant supervision of the children
 - Engage children in activities, where possible
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the childcare centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the childcare centre. 3) Staff must: <ul style="list-style-type: none"> • Take attendance to ensure all children are accounted for • Escort children back to their program room(s), where applicable • Take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • Re-open closed/sealed blinds, windows and doors 4) The Program Director will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, The Program Director must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where disasters have occurred that did not require evacuation of the childcare centre, the Program Director must provide a written notice of the incident to parents/guardians. 3) If normal operations do not resume the same day that an emergency situation has taken place, the Program Director must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) The Program Director will post a note for parents/guardians on the childcare centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • Remain calm • Take attendance to ensure all children are accounted for • Help keep children calm • Engage children in activities, where possible • Conduct ongoing visual checks and head counts of children • Maintain constant supervision of the children • Keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • Remain at the evacuation site until all children have been picked up
Communication with parents/guardians	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, the Program Director will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, The Program Director will update the childcare centre’s voicemail box as soon as possible to inform parents/guardians that the childcare centre has been evacuated and include the details of the evacuation site location and contact information in the message.

Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations	The supervisor of the center will prepare a letter to go home to families as soon as possible informing them of the emergency. Normal operation of the childcare center will occur as soon as possible following an emergency.
Procedures for Providing Support to Children and Staff who Experience Distress	When recovering from an emergency, staff will discuss the emergency with the children and comfort them and make them feel safe. This will occur as soon as possible following the emergency. The Early Years specialists will also be contacted for providing support to staff and children who may be in distress following an emergency. The EYS will be able to direct us to the correct agency for further assistance.
Procedures for Debriefing Staff, Children and Parents/Guardians	The Program Director must debrief staff, children and parents/guardians after the emergency.

Regulatory Requirements: Ontario

Regulation 137/15 Emergency management

68.1 (1) In this section,

“Emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- (e) set out requirements regarding communications with parents;
- (f) set out requirements regarding contacting appropriate local emergency response agencies; and
- (g) address recovery from an emergency, including,
 - (i) requiring that staff, children and parents be debriefed after the emergency,
 - (ii) setting out how to resume normal operations of the child care centre, and
 - (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school’s emergency management policies and procedures and those policies and procedures address the same matters as described in subsection (2); or
- (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

Intent

The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and staff in the event of an emergency.

The provision requires that staff roles and responsibilities be clearly outlined in the event of an emergency.