



## EMERGENCY MANAGEMENT POLICY AND PROCEDURES

**NAME OF CHILD CARE CENTRE:** HARMONY COMMUNITY SCHOOL CENTRE

**DATE POLICY AND PROCEDURES ESTABLISHED:** AUGUST 2017

**DATE POLICY AND PROCEDURES UPDATED:** WILL BE REVIEWED YEARLY AND UPDATED AS NECESSARY

### PURPOSE

The purpose of this policy is to provide clear direction for staff and licensees to follow when dealing 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 in managing 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 poses a danger and it is deemed safe to return to the child care 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 child care 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 child care centre.

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

***Meeting Place:*** The designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care 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 continues to pose a danger and it is unsafe to return to the child care 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; and
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 child care centre, the **meeting place** to gather immediately will be located at **the northwest fence in the St. Clair School Yard – just directly outside Harmony’s main entrance doors.**

If it is deemed ‘unsafe to return’ to the child care centre, the **evacuation site** to proceed to is located at: **St. Clare Catholic Church. If we need to be further away from the main building, we walk over to Stella Maris (31 Ascot Ave.)**

**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 Director or Staff Supervisor 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 Director or Staff Supervisor in the daily written record.

**ADDITIONAL POLICY STATEMENTS**

Staff will verbally review these procedures during regularly practiced drills to ensure everyone is aware of emergency plan and procedures.

The Emergency Bag will be brought out with the group during regularly practiced drills.

**PROCEDURES**

**PHASE 1: IMMEDIATE EMERGENCY RESPONSE**

EMERGENCY SITUATION	ROLES AND RESPONSIBILITIES
<p><b>Lockdown</b> When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p> <p><b>NOTE:</b> <b>Only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</b></p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.</li> <li>3) Staff inside the child care centre must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children and move them away from doors and windows;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• take shelter in closets and/or under furniture with the children, if appropriate;</li> <li>• keep children calm;</li> <li>• ensure children remain in the sheltered space;</li> <li>• turn off/mute all cellular phones; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> <li>• close all window coverings and doors;</li> <li>• barricade the room door;</li> <li>• gather emergency medication; and</li> <li>• join the rest of the group for shelter.</li> </ul> </li> <li>5) The Director (or Supervisor) will immediately: <ul style="list-style-type: none"> <li>• close and lock all child care centre entrance/exit door, if possible; and</li> <li>• take shelter</li> </ul> </li> </ol>

<p><b>Hold &amp; Secure</b> When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p> <p><b>NOTE:</b> <b>Only emergency service personnel are allowed to enter or exit the child care centre during a hold and secure.</b></p>	<p>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.</p> <p>2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</p> <p>3) Staff in the program room must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• close all window coverings and windows in the program room;</li> <li>• continue normal operations of the program; and</li> <li>• wait for further instructions.</li> </ul> <p>4) The Director (or Supervisor) must immediately:</p> <ul style="list-style-type: none"> <li>• close and lock all entrances/exits of the child care centre;</li> <li>• close all blinds and windows outside of the program rooms; and</li> <li>• place a note on the external doors with instructions that no one may enter or exit the child care centre.</li> </ul>
<p><b>Bomb Threat</b> 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>	<p>1) The staff member who becomes aware of the threat or the Director or Supervisor must:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• call 911 if emergency services is not yet aware of the situation;</li> <li>• follow the directions of emergency services personnel; and</li> <li>• take children’s attendance to confirm all children are accounted for.</li> </ul> <p>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.</p> <p>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.</p>
<p><b>Disaster Requiring Evacuation</b> A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>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.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children, the attendance record, children’s emergency contact information any emergency medication;</li> <li>• exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions;</li> <li>• escort children to the meeting place; and</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• keep children calm; and</li> <li>• wait for further instructions.</li> </ul>

	<p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> <li>• take a first aid kit; and</li> <li>• gather all non-emergency medications.</li> </ul>
	<p>4) Designated staff will:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> <li>• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to <a href="#">Click here to enter text.</a> and ensure their required medication is accessible, if applicable; and</li> <li>• wait for further instructions.</li> </ul>
<p><b>Disaster – External Environmental Threat</b>  An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</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><b>If remaining on site:</b></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"> <li>• remain calm;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• close all program room windows and all doors that lead outside (where applicable);</li> <li>• seal off external air entryways located in the program rooms (where applicable);</li> <li>• continue with normal operations of the program; and</li> <li>• wait for further instructions.</li> </ul> <p>3) The Director or Supervisor must:</p> <ul style="list-style-type: none"> <li>• seal off external air entryways not located in program rooms (where applicable);</li> <li>• place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and</li> <li>• turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).</li> </ul> <p><b>If emergency services personnel otherwise direct the child care centre to evacuate,</b> follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>

<p><b>Natural Disaster:</b> Tornado / Tornado Warning</p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</li> <li>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</li> <li>3) Staff must immediately: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children;</li> <li>• go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• remain and keep children away from windows, doors and exterior walls;</li> <li>• keep children calm;</li> <li>• conduct ongoing visual checks of the children; and</li> <li>• wait for further instructions.</li> </ul> </li> </ol>
<p><b>Natural Disaster:</b> Major Earthquake</p>	<ol style="list-style-type: none"> <li>1) Staff in the program room must immediately: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• instruct children to find shelter under a sturdy desk or table and away from unstable structures;</li> <li>• ensure that everyone is away from windows and outer walls;</li> <li>• help children who require assistance to find shelter;</li> <li>• 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;</li> <li>• find safe shelter for themselves;</li> <li>• visually assess the safety of all children.; and</li> <li>• wait for the shaking to stop.</li> </ul> </li> <li>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.</li> <li>3) Once the shaking stops, staff must: <ul style="list-style-type: none"> <li>• gather the children, their emergency cards and emergency medication; and</li> <li>• exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.</li> </ul> </li> <li>4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> <li>• take a first aid kit; and</li> <li>• gather all non-emergency medications.</li> </ul> </li> <li>5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.</li> <li>6) Designated staff will: <ul style="list-style-type: none"> <li>• 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</li> </ul> </li> </ol>

<b>Additional Procedures for Immediate Emergency Response</b>	<ul style="list-style-type: none"> <li>• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> <li>• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to <a href="#">Click here to enter text.</a> and ensure their required medication is accessible, if applicable; and</li> <li>• wait for further instructions.</li> </ul>
	7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
	All available staff in the day care – whether actively working or not – must assist staff / children as /where needed in emergency procedure during any of the emergencies mentioned within.

## PHASE 2: NEXT STEPS DURING THE EMERGENCY

- 1) Where emergency services personnel are not already aware of the situation, the Director (or immediate Supervisor) must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care 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:**

Susie Pascuzzi, Director (416)409-7753

Goretti Farias, BOD Chairperson (647)227-6144

Local Police Department: 911

Ambulance: 911

Local Fire Services: 911

Site Supervisor: Principal or Head Caretaker (416)393-5214

Licensee Contact(s): Sandy Couto-Green, City of Toronto Childcare District Consultant (416)392-3587

Child Care Centre Site Designate: Susie Pascuzzi (416)409-7753

- 4) Where any staff, students and/or volunteers are not on site, the Director / Supervisor 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 Director / Supervisor must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure that 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; and
  - 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.

<b>8a) Procedures to Follow When “All-Clear” Notification is Given</b>	
<b>Procedures</b>	<ol style="list-style-type: none"> <li>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 child care centre.</li> <li>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 child care centre.</li> <li>3) Staff must: <ul style="list-style-type: none"> <li>• take attendance to ensure all children are accounted for;</li> <li>• escort children back to their program room(s), where applicable;</li> <li>• take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li> <li>• re-open closed/sealed blinds, windows and doors.</li> </ul> </li> <li>4) The Director / Supervisor will determine if operations will resume and communicate this decision to staff.</li> </ol>
<b>Communication with parents/ guardians</b>	<ol style="list-style-type: none"> <li>1) As soon as possible, the Director / Supervisor must notify parents/guardians of the emergency situation and that the all-clear has been given.</li> <li>2) Where disasters have occurred that did not require evacuation of the child care centre, the Director / Supervisor must provide a notice of the incident to parents/guardians by email. A notice will also be posted at the entrance door for those that may not have access to an email / messages.</li> <li>3) If normal operations do not resume the same day that an emergency situation has taken place, the Director / Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined. <ul style="list-style-type: none"> <li>➤ Set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;</li> <li>➤ Set out requirements regarding communications with parents</li> <li>➤ Set out requirements regarding contacting appropriate local emergency response agencies; and</li> <li>➤ Address recovery from an emergency, including: a) requiring that staff, children and parents be debriefed after the emergency b) setting out how to resume normal operations of the child care centre, and c) setting out how to support children and staff who may have experienced distress during the emergency.</li> </ul> <p>The licensee must ensure that the Parent Handbook includes a statement that the child care centre has emergency management policies and procedures and a statement regarding how parents will be notified if an emergency occurs.</p> <p>Harmony will also abide by St. Clare School’s Emergency Management Policies and Procedures (if over and above).</p> </li> </ol>
<b>8b) Procedures to Follow When “Unsafe to Return” Notification is Given</b>	
<b>Procedures</b>	<ol style="list-style-type: none"> <li>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.</li> <li>2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.</li> <li>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.</li> </ol>

<b>8b) Procedures to Follow When “Unsafe to Return” Notification is Given (con’t)</b>	
	<p>4) The Director / Supervisor will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, when it is possible and safe to do so.</p> <p>5) Upon arrival at the evacuation site, staff must:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take attendance to ensure all children are accounted for;</li> <li>• help keep children calm;</li> <li>• engage children in activities, where possible;</li> <li>• conduct ongoing visual checks and head counts of children;</li> <li>• maintain constant supervision of the children;</li> <li>• keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and</li> <li>• remain at the evacuation site until all children have been picked up.</li> </ul>
<p><b>Communication with parents/guardians</b></p> <p><b>Additional Procedures for Next Steps During an Emergency</b></p>	<p>1) Upon arrival at the emergency evacuation site, the Director /Supervisor will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.</p> <p>2) Where possible, the Director /Supervisor will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.</p> <p>In the Emergency Bag (containing a First Aid Kit) – which accompanies staff during any Emergency evacuation – there will be a folder containing any additional forms needed; i.e. Accident Reports</p> <p>Harmony’s Emergency Binder and Cell Phones are also taken out by staff during drills and emergencies.</p> <p>An Emergency Fund is available for extended time away from the day care so that staff are able to purchase and/or order food/snacks/drinks for the children.</p>

### **PHASE 3: RECOVERY (AFTER AN EMERGENCY SITUATION HAS ENDED)**

<p><b>Procedures for Resuming Normal Operations</b></p>	<p>The Director / Supervisor:</p> <ul style="list-style-type: none"> <li>• Will re-open the day care once an <b><i>all-clear</i></b> has been given by the <b><i>authority</i></b> and <b><i>emergency services personnel</i></b> – both have to be in agreement</li> <li>• Will contact the centre’s Ministry Licensing Specialist / Program Advisor and City Consultant to update and/or provide information as required/needed</li> <li>• Will consult with the above as well as the Board of Directors to provide an update to media and/or community (if needed)</li> <li>• Will contact the Insurance Company with any information (if necessary)</li> <li>• Will contact service providers regarding resumption of services</li> <li>• Will update parents</li> </ul> <p>If not able to return to premises....will do all of the above as applicable and;</p> <ul style="list-style-type: none"> <li>• Will work with stakeholders to arrange temporary re-location if necessary</li> </ul>
<p><b>Procedures for Providing Support to Children and Staff who Experience Distress</b></p>	<p>The Director / Supervisor:</p> <ul style="list-style-type: none"> <li>• Will arrange for support to children and families as needed</li> <li>• Will work with the centre’s City Resource Consultant to gather resources and references that may assist us in dealing with any issues that arise</li> </ul>

<p><b>Procedures for Debriefing Staff, Children and Parents/ Guardians</b></p>	<p>Director / Supervisor must debrief staff, children and parents/guardians after the emergency.</p> <p>Regular debriefing will occur during the emergency to make sure everyone is aware and up to date on information.</p> <p>A formal staff meeting which will include Executive Members of the Board will be scheduled the day after the emergency to record events, and incidences, questions and review and make any necessary changes to our Policies and Procedures.</p> <p>This report will be generated and made available to our parent community and a copy kept in our Board Binder. Any confidential information will be kept separately and made a note of, but not disclosed to the general public.</p>
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### **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.