

## Centennial Infant and Child Centre

CATEGORY: Child Care and Early Years Act, 2014      DATE: Aug.11, 2017

SUBJECT: Emergency Management

APPROVED BY: Barb Hannah, Executive Director



UPDATED:

### Emergency Management Policy and Procedures:

Centennial Infant and Child Centre (CICC) is committed to providing a safe and healthy environment for children, families, staff, students and volunteers.

#### 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 centre, the meeting place to gather immediately will be located at: Christ Church Deer Park 1570 Yonge St front steps.


If it is deemed 'unsafe to return' to the child care centre, the evacuation site to proceed to is located at: Christ Church Deer Park 1570 Yonge St basement community hall.

**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 Centre Manger or designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

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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 Centre Manager or designate in the daily written record.


Centre Staff will participate in monthly fire drills. The Centre Manager will document date and time of drill in log book.

### Procedures Phase 1:

#### Immediate Emergency Response


Emergency Situation	Roles and Responsibilities
<p><b>Hold &amp; Secure</b></p> <p>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>	<ol style="list-style-type: none"> <li>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.</li> <li>2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</li> <li>3) Staff in the program rooms must immediately:               <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> </li> <li>4) Centre Manager or designate must immediately:               <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> </li> </ol> <p><b>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</b></p>

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Emergency Situation	Roles and Responsibilities
<p><b>Bomb Threat</b></p> <p>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 Centre manager or designate 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>

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<b>Emergency Situation</b>	<b>Roles and Responsibilities</b>
<p><b>Disaster Requiring Evacuation</b></p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<ol style="list-style-type: none"> <li>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.</li> <li>2) Staff must immediately:               <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children, classroom assistants, students and volunteers, the attendance record, children's emergency contact information any emergency medication and medical supplies;</li> <li>• everyone 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> </li> <li>3) If possible, 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>4) 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> <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 the closest accessible exit and ensure their required medication is accessible, if applicable; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>5) If possible, the site designate must conduct a walk-through of the centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</li> </ol>

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Emergency Situation	Roles and Responsibilities
<p><b>Disaster – External Environmental Threat</b></p> <p>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>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) Centre Manager or designate 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>

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Emergency Situation	Roles and Responsibilities
<b>Natural Disaster: Tornado / Tornado Warning</b>	<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, classroom assistants, students and volunteers;</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>

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<b>Emergency Situation</b>	<b>Roles and Responsibilities</b>
<b>Natural Disaster: Major Earthquake</b>	<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 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>• all individuals on site must 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> <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 the closest accessible exit and ensure their required medication is accessible, if applicable; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.</li> </ol>

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### Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, Centre manager or designate must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.

### List of Emergency Contact Persons:

Barb Hannah, CICC Executive Director

Debra Bond Gorr, CICC Foundation Chief Development Officer

Kim Clarke, Centre Manager

Karen Damley, CICC Centre Board Director and Chair

Michael Moyer, CICC Foundation Board Director and Chair

Local Police Department: 416 808 5300 or 911

Ambulance: 911

Local Fire Services: 911


Ministry of Education Licensing Specialist Robert Atkins

Toronto Children's' Services Consultant: Ann Marie Schiraldi

- 3) Where any staff, students and/or volunteers are not on site, Centre Manager or designate 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.




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- 4) Centre Manager or designate 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.
  
- 5) Throughout the emergency, staff will:
  - help keep children, classroom assistants, students and volunteers 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.
  
- 6) 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 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 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) Centre Manager or designate will determine if operations will resume and communicate this decision to staff.</li> </ol>
<b>Communication</b>	<ol style="list-style-type: none"> <li>1) As soon as possible, Centre Manager or designate must notify</li> </ol>


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<b>with parents/ guardians</b>	<p>parents/guardians of the emergency situation and that the all-clear has been given.</p> <ol style="list-style-type: none"> <li>2) Where disasters have occurred that did not require evacuation of the child care centre, Centre Manager or designate must provide a notice of the incident to parents/guardians by email or phone if parent/guardian does not have an email address. Notification should be made as soon as possible.</li> <li>3) If normal operations do not resume the same day that an emergency situation has taken place, Centre Manger or designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</li> </ol>
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<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> <li>4) Centre Manager or designate will post a note for parents/guardians on the centre entrance with information on the evacuation site, where it is possible and safe to do so.</li> <li>5) Upon arrival at the evacuation site, staff must:             <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> </ul> </li> </ol>

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	<ul style="list-style-type: none"> <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>
<b>Communication with parents/guardians</b>	<p>1) Upon arrival at the emergency evacuation site, Centre manager or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.</p> <p>2) Where possible, Centre Manager or designate 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>


### Additional Procedures for Next Steps During an Emergency

Ensure children with medication receive medication as required. Provide food, water as needed. If possible, document any children's, staff, classroom assistants, students and volunteers' injuries and/or accidents.

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

<b>Procedures for Resuming Normal Operations</b>	<ul style="list-style-type: none"> <li>If possible, reopen centre</li> <li>If necessary, find temporary location</li> <li>Contact parents via email or phone</li> <li>Contact volunteers and students via email</li> <li>Contact Ministry of Education Program Advisor</li> <li>If necessary; respond to media and community inquires</li> <li>Contact insurance company if necessary</li> </ul>
<b>Procedures for Providing Support to Children and Staff who Experience</b>	<p>If staff, volunteers, students or children experience stress related to an emergency event at CICC, CICC management will provide individuals or parents/ guardians with the contact information for Toronto Public Health to access appropriate mental health supports &amp; services.</p> <p>Toronto Public Health: 416 338 7600</p>

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<b>Distress</b>	
<b>Procedures for Debriefing Staff, Children and Parents/Guardians</b> Include, where, applicable, details about when and how the debrief(s) will take place, etc.	<p>CICC must debrief staff, students, volunteers and parents/guardians after the emergency.</p> <p>CICC management will prepare a memo providing details of the emergency situation and next steps for the centre to resume regular service to clients. This memo will be emailed to all parents/guardians, staff, volunteers and students. If individuals do not have an email address, CICC staff will contact these individuals by phone.</p>