



# EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

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## Purpose

The purpose of this policy is to provide clear direction for the Management Team and staff of Faith Infant and Early Education Centre in how to deal effectively with emergencies that may arise at the Centre. The procedures outline steps for the Management Team and staff to follow in supporting the safety and well-being of everyone involved.

Clear policies and procedures 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 or disaster no longer poses a danger and it is deemed safe to return to the childcare premises or resume normal operations. There would be an announcement that the '**CODE IS CLEAR.**'

*Authority:* A person or entity responsible for providing direction during an emergency. (e.g. emergency services personnel, the Administrator or Supervisor or designate).

*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 9-1-1 is called.

*Emergency Card:* A duplicate of the child's application upon enrolment that contains all of the information regarding the child, including IPs, allergies and food restrictions, as well as contact information for the parents/guardian and information on who to contact in care of an emergency.

*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.

*Hold & Secure (Code Pink):* The Centre's response to a possibly violent situation outside of the Centre but

not related to it. During a hold and secure, program doors are locked, and staff and children function normally inside the classrooms. This can be an extension of a shelter-in-place. No one may enter or leave the building during a hold and secure at any time, including outdoor time, lunch and end of the day.

**Intercom Code:** Accessible on every childcare phone by dialling “0000.” A tone will be heard, then speak clearly into the handset of the phone. Speakers are located on the main floor, second floor, church side and outside in the playground.

**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).

**Lockdown (Code Red):** The Centre’s response to the presence or suspected presence of danger or other similar violent threats within or around the Centre. When in lockdown, all children and staff are behind locked doors, quiet and out of sight as much as possible. The lockdown could be an extension of a shelter-in-place. No one may enter or leave the building during a lockdown at any time, including outdoor time, lunch and end of the day.

**Meeting Place:** The designated place of shelter or safe place near the childcare Centre where everyone is to initially gather before proceeding to the evacuation site or returning to the childcare Centre.

**Security Issue or Intruder:** The Centre’s response to an unwelcomed person or a person that presents a threat to the staff, Management, children or clients of the Centre.

**Shelter in Place (Code Silver):** The Centre’s response to a threatening situation or an environmental incident outside of the Centre. Depending on the reason for the shelter-in-place, teachers will direct the children on what to do. Every shelter-in-place can quickly turn into a Hold and Secure or a Lockdown. Doors are to be locked and remain locked. No one may leave the building during this event.

**Staff:** Individuals employed by Faith Infant and Early Education Centre (e.g. program staff/Supervisor).

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

**WhatsApp:** The way to communicate with the Faith staff as a group should an emergency or evacuation take place. This instance is the only time cellular devices are permitted to be accessed during working hours. All devices should be turned to SILENT in order to remain undetected in an emergency while remaining in communication with one another.

## 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.

For any emergencies involving a child or adult with an individualized plan (IP) in place, the procedures in the child/adult’s individualized plan will be followed. Any additional staff that are available during an

emergency will provide additional support for any child or adult who is in need.

If any emergencies happen that are not described in this document, The Management Team will provide direction to staff for an immediate response and next steps. Staff will follow the directions given. Additional emergencies are described in the Emergency Response Plan contained in both Centre offices, the kitchen, the program room and every program black Evacuation bag, including those held by the Management Team. Additionally, an Emergency Response Plan is also available at the homes of each Management Team member as well as the Cook should off-site direction be required.

If any emergencies result in a serious occurrence, the serious occurrence policy and procedures will also be followed. All emergencies will be documented in detail by the Administrator or Supervisor in the daily written record.

In any emergency, children's safety is the top priority. All staff are to maintain appropriate ratios and levels of supervision during an emergency.

**Meeting Place:** For situations that require the evacuation of the Centre, all staff and children are to gather immediately at **The McCann Room at 39 Crosby Avenue in Richmond Hill.**

*Each staff member holding keys to the Centre has a key which opens the door to 39 Crosby Avenue to access the McCann Room; if keys are unavailable use the intercom to contact the Property Manager or Superintendent. The McCann Room is available 24/7.*

**Evacuation Site:** If it is deemed unsafe to return to the Centre, all staff and children are to proceed to **Newpark Children's Centre at 81 Industrial Pkwy North in Aurora.**

*The Management Team members will contact York Region Transit (24/7) or Stock Bus Services (7 am to 5 pm) for transportation. Newpark Children's Centre is open from 7:30 am to 6:00 pm.*

Note: All directions given by emergency services personnel will be followed in all circumstances, including directions to evacuate to locations that differ from those listed above.

#### *Additional Policy Information:*

Regular monthly fire drills are conducted and documented in each program, as well as the fire drill log book, to ensure that every staff member and child is aware of what to do should a real fire occur.

Practice drills from the Emergency Response Plan are reviewed with staff and practiced at random times throughout the year. All legitimate and practice drills and evacuations are recorded and documented in the daily journal.

**Emergency bags (RED):** These bags are carried at all times by each program teacher with each group of children. Times include moving to the church, the playground, going to the local park or on a field trip. They contain each child's emergency card along with IPs for medical conditions, emergency medications and a first aid kit.

**Evacuation bags (BLACK):** These bags are carried with staff any time the Centre may need to evacuate. Evacuation bags contain water, snacks, diapers (if applicable), flashlights, batteries, hand wash, wipes and the Emergency Response Plan outlining the procedures to follow for each form of disaster. These bags are to be carried for every fire drill, practice evacuation and any other legitimate emergency experienced.

The Medication Authority or designate is responsible for collecting any on-site medication. Medication may be contained in the locked medication bag in the fridge or the lockbox in the cupboard. Authorization Forms completed by the parents are also to be collected, as well as the keys for both. Keys are placed on the wall closest to the door inside the kitchen on a red key tag.

Children’s Emergency Binder: A red binder is located in the main office of the Centre and contains emergency cards for all of the children enrolled at the Centre. During a fire drill or evacuation procedure, one of the Management Team will attempt to retrieve the red binder if it is safe to do so; however, this information is in duplicate, contained in each program’s Emergency Bag.

Cellular devices: In an emergency, if a staff member is able to access their cell phone, they are free to do so. The phone must be turned to mute or silent. The WhatsApp can be opened to the Faith staff group in order to maintain communications with one another and the Management Team. WhatApps communication is only to be used if it is safe to do so.

**Phase 1: Immediate Emergency Response**

Emergency Situation	Roles and Responsibilities
<p><b>Lockdown:</b></p> <ul style="list-style-type: none"> <li>• <b>CODE RED</b></li> <li>• <b>Dial 0000</b></li> <li>• A lockdown will occur when a threat is present on the Centre’s premises, near the premises or inside the childcare centre.</li> <li>• E.g. a suspicious individual in the building who is posing a threat, hostage situation, disgruntled, impaired, disruptive or unauthorized parent, guardian, visitor or employee.</li> <li>• Only emergency personnel are permitted to enter or exit the building during a lockdown.</li> </ul>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threat must call 9-1-1 and inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Staff are to use the intercom feature on the phone and announce “<b>Attention, attention – CODE RED, CODE RED</b>” several times.</li> <li>3) Staff members who are outdoors must ensure everyone outdoors proceeds to a safe location, either inside or outside the building, such as in the shed.</li> <li>4) The staff inside the 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 the classroom door key and LOCK the door;</li> <li>• move the children away from all doors and windows;</li> <li>• have them sit down and keep calm and quiet;</li> <li>• take shelter in the bathroom or under furniture with the children, if appropriate;</li> <li>• take a head count to ensure your attendance is correct;</li> <li>• keep children calm;</li> <li>• ensure children remain in the sheltered space;</li> <li>• if able, collect your cell phone, turn it on silent, and</li> <li>• wait for further instructions.</li> </ul> </li> <li>5) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> <li>• close all window blinds and doors, covering the door window with a drop sheet if possible;</li> <li>• barricade the room door; do not let anyone in;</li> <li>• gather emergency medication, evacuation and emergency bags; and</li> <li>• join the rest of the group for shelter, only if it is safe to do so.</li> </ul> </li> <li>6) The Administrator/Supervisor will immediately: <ul style="list-style-type: none"> <li>• close and lock the glass doors and upper entrance doors, using the barricade pipes or keys if possible;</li> <li>• if the internet is available, the keypad system will be put on lockdown to ensure no one can use the PIN pad for entry and</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>• take shelter.</li> </ul> <p>7) Wait for an ALL-CLEAR.</p>
<p><b>Hold &amp; Secure (Sheltering):</b></p> <ul style="list-style-type: none"> <li>• <b>CODE PINK</b></li> <li>• <b>Dial 0000</b></li> <li>• A hold and secure will occur when a threat is in the general vicinity of the Centre but not on the property or inside the Centre.</li> <li>• E.g. a shooting at a nearby building, hazardous material accident or incident, terrorism, etc.</li> <li>• Activities within the program carry on as normal behind a locked door.</li> <li>• Only emergency personnel are permitted to enter or exit the building during a hold and secure.</li> </ul>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threat must call 9-1-1 and inform all other staff of the threat as quickly and safely as possible. Staff are to use the intercom feature on the phone and announce “<b>Attention, attention – CODE PINK, CODE PINK</b>” several times.</li> <li>2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. <i>No one is to remain outside.</i></li> <li>3) Staff in the program room 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>• LOCK the program room doors;</li> <li>• continue normal operations of the program, and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) Administrator/Supervisor must immediately: <ul style="list-style-type: none"> <li>• close and lock all entrances/exits of the Centre;</li> <li>• if possible, but the keypad system is on lockdown so that no one can enter the building;</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 Centre.</li> </ul> </li> <li>5) Depending upon the announcement, use Saran wrap and tape to seal all doors, windows and any vents; turn off all exhaust fans; close blinds.</li> <li>6) If vapours begin to bother the staff and children, hold wet clothes over the nose and mouth.</li> <li>7) Remain indoors until instructed differently by emergency personnel.</li> </ol>
<p><b>Security Issue or Intruder:</b></p> <ul style="list-style-type: none"> <li>• <b>CODE PINK</b></li> <li>• <b>Dial 0000</b></li> <li>• A security or threatening issue. It could be an upset parent or a person involved in a domestic violence case.</li> <li>• E.g. A very loud and angry person arrives to pick up their child when there is a court order on file. The Management Team cannot defuse, and it becomes volatile.</li> <li>• Staff would move children to hold and secure until they needed to move to a lockdown.</li> </ul>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the security issue or intruder must call 9-1-1 and inform all other staff as quickly and safely as possible. Staff are to use the intercom feature on the phone and announce “<b>Attention, attention – CODE PINK, CODE PINK</b>” several times.</li> <li>2) Staff members who are outdoors must ensure everyone outdoors proceeds to a safe location, either inside or outside the building, such as in the shed.</li> <li>3) The staff inside the Centre must: <ul style="list-style-type: none"> <li>• lock the exterior doors if possible;</li> <li>• remain calm;</li> <li>• keep children calm;</li> <li>• take a head count to ensure your attendance is correct;</li> <li>• gather all children and move them away from the danger;</li> <li>• take the classroom door key and LOCK the door;</li> <li>• access the situation and continue with the program inside;</li> <li>• ensure children remain inside the program;</li> <li>• if able, collect your cell phone, turn it on silent, and</li> <li>• wait for further instructions.</li> </ul> </li> </ol>

<ul style="list-style-type: none"> <li>• The location of the intruder would determine if those outside shelter outside or try to enter the building.</li> </ul>	<p>4) Administrator/Supervisor must immediately:</p> <ul style="list-style-type: none"> <li>• Call 9-1-1 if it has not already been done.</li> <li>• Follow all instructions from emergency services personnel.</li> </ul>
<p><b>Threatening Situation:</b></p> <ul style="list-style-type: none"> <li>• <b>CODE SILVER</b></li> <li>• <b>Dial 0000</b></li> <li>• A threat to detonate an explosive device to cause property damage, death, or injuries.</li> <li>• E.g. bomb threat, threatening call or message or the receipt of a suspicious package.</li> <li>• Use the Emergency Response Plan appendix to get the questions to consider.</li> </ul>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threatening situation must use the intercom feature on the phone and announce <b>“Attention, attention – CODE SILVER, CODE SILVER”</b> several times.</li> <li>2) All Code Silvers move to a shelter-in-place until further notice.</li> <li>3) Staff in the program room 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>• LOCK all EXTERIOR DOORS</li> <li>• carry on inside the Centre and</li> <li>• wait for further instructions.</li> </ul> </li> <li>3) Administrator/Supervisor will: <ul style="list-style-type: none"> <li>• Call 9-1-1 if needed;</li> <li>• Follow all instructions from emergency services personnel;</li> <li>• Page further instructions to the staff through the intercom if able.</li> </ul> </li> <li>4) Try to keep children engaged and calm with all groups inside their classrooms until instructed by emergency personnel to do otherwise.</li> <li>5) Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line for as long as possible. At the same time, another individual calls 9-1-1 and communicates with emergency services personnel.</li> <li>6) If a bomb threat, ask the person questions such as: <ol style="list-style-type: none"> <li>a. When is the bomb going to explode?</li> <li>b. Where is it right now?</li> <li>c. What does it look like?</li> <li>d. What type of bomb is it?</li> <li>e. Why did you put it in the building?</li> <li>f. What is your name?</li> <li>g. Where are you right now?</li> </ol> </li> <li>7) Listen for environmental sounds, the tone of their voice, a lisp, do they sound familiar, their exact wording, do they have an accent, etc.</li> <li>8) 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.</li> </ol>
<p><b>Disasters Requiring Evacuation:</b></p> <ul style="list-style-type: none"> <li>• <b>Dial 0000</b></li> <li>• A serious incident that affects the physical building and requires everyone to leave the premises.</li> <li>• E.g. flood, utility disruption, power, etc.</li> </ul>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the disaster must inform the Management Team immediately. A decision will be made if the Centre will be evacuated. 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) Management will use the intercom feature on the phone and announce <b>“Attention, attention –ANNOUNCE THE DIASTER AND PROCEED TO SHELTER-IN-PLACE, EVACUATION, ETC.”</b> several times.</li> </ol>

<ul style="list-style-type: none"> <li>• In case of a fire, pull the pull station within reach and evacuate.</li> <li>• All disasters listed below are considered needing an evacuation.</li> </ul>	<p>3) Staff must immediately:</p> <ol style="list-style-type: none"> <li>a. remain calm;</li> <li>b. gather all children, the attendance record, children's emergency contact information, and any emergency medication;</li> <li>c. possibly exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions;</li> <li>d. escort children to the meeting place, and</li> <li>e. take children's attendance to confirm if needed and ensure all children are accounted for;</li> <li>f. keep children calm and</li> <li>g. wait for further instructions.</li> </ol> <p>4) If possible, staff should also:</p> <ol style="list-style-type: none"> <li>a. ensure the first aid kit is in the emergency bag;</li> <li>b. gather all non-emergency medications and</li> <li>c. collect their cell phone, if possible, for contacting parents.</li> </ol> <p>5) Designates staff will:</p> <ol style="list-style-type: none"> <li>a. help any individuals with medical or special needs who need assistance to go to the meeting place</li> <li>b. following the procedure in a child's individualized plan, if the individual is a child; and</li> <li>c. in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> <li>d. If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the front foyer and ensure their required medication is accessible, if applicable, and</li> <li>e. wait for further instructions.</li> </ol> <p>6) If possible, a member of the Management Team will 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 the emergency services personnel.</p>
<p><b>1. External Environmental Threat:</b></p> <ul style="list-style-type: none"> <li>• An incident outside of the building may have adverse effects on persons in the childcare Centre.</li> <li>• E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency, etc.</li> <li>• If emergency services personnel otherwise direct the child care to evacuate, follow the procedures outlined in the "Disaster Requiring Evacuation" section of this policy.</li> </ul>	<p>The staff member who becomes aware of the external environmental threat must inform the Management Team of the threat as quickly and safely as possible and, per directions from emergency services personnel, advise whether to remain on-site or evacuate the premises.</p> <p><b>If remaining on site:</b></p> <ol style="list-style-type: none"> <li>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</li> <li>2) Staff 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 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> </li> </ol>

	<p>3) Administrator/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;</li> <li>• turn off all air handling equipment (i.e. heating, ventilation or air conditioning, where applicable);</li> <li>• contact the appropriate companies and await further notice, and</li> <li>• keep the staff informed of additional procedures.</li> <li>•</li> </ul>
<p><b>2. Natural Disaster:</b></p> <ul style="list-style-type: none"> <li>• Tornado, hurricane, severe weather or a warning for any of the above.</li> </ul>	<p>1) The staff member who becomes aware of the disaster or warning must inform the Management Team as quickly and safely as possible.</p> <p>2) The Management Team will determine the course of action and make the appropriate announcement.</p> <p>3) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>4) Staff must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children;</li> <li>• go to the parking garage (P2) through the back stairwell 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 wait for further instructions.</li> </ul> <p>5) In the event of severe weather, follow the directions of the Management Team, understanding that all staff will be sent home accordingly to ensure their safety while those living closer will be expected to remain until all the children have left the Centre.</p>
<p><b>3. Natural Disaster:</b></p> <ul style="list-style-type: none"> <li>• Major Earthquake</li> </ul>	<p>1) Staff in the program rooms must immediately:</p> <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> <p>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.</p>



	<p>3) Once the shaking stops, staff must:</p> <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> <p>4) If possible, before exiting the building, staff should also:</p> <ul style="list-style-type: none"> <li>• ensure the first aid kit is in the emergency bag;</li> <li>• gather all non-emergency medications and</li> <li>• collect their cell phone, if possible, for contacting parents.</li> </ul> <p>5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.</p> <p>6) Designated staff will:</p> <ul style="list-style-type: none"> <li>• help any individuals with medical or special needs who need assistance to go to the meeting place (following 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 front foyer and ensure their required medication is accessible, if applicable, and</li> <li>• wait for further instructions.</li> </ul> <p>7) A member of the Management Team must conduct a walk-through of the Centre to ensure all individuals have evacuated, where possible.</p>
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*Immediate Emergency Response Plan for Other Emergencies:*

For all other emergencies not listed above, please refer to the Emergency Response Plan contained in the black Evacuation bags and varied locations throughout the Centre.

*Additional Procedures for Immediate Emergency Response:*

During an immediate emergency response, please REMAIN CALM. Those who are able are to assist other staff and children in exiting quickly and safely from the building. The black Evacuation bag and red Emergency bag are to be taken with each group of children.

Those who have easy access should pick up their cell phone and turn it on once they are safely outside of the building.

Keep the children calm with singing or other activities and await further instructions from emergency personnel or a member of the Management Team.

**Phase 2: Next Steps During the Emergency**

- 1) Where emergency services personnel are not already aware of the situation, one of the Management Teams on site must notify emergency services personnel (9-1-1) of the emergency as soon as possible. In their absence, the designated staff left in charge will contact emergency services personnel.
- 2) Where the Centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.

- 3) Suppose the Administrator is not already on site. In that case, the Supervisor/designate must contact the Administrator to inform them of the emergency and the current status once it is possible and safe to do so. Dial 2000 on any Centre phone to contact the Administrator.
- 4) Where any staff, placement students or volunteers are not on-site, one of the Management Team or program staff 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 to return to the childcare Centre.
- 5) The Management Team 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.

**List of Emergency Contact Persons:**

Local Police Department:	905 - 773 - 1221
Ambulance:	905 - 884 - 7111
Local Fire Services:	905 - 884 - 1323
Administrator:	Sharon Forbes: Page 2000 or (416) 722 - 3594
Supervisor:	Melissa Zsogon (647) 907 - 4493
Designate:	Will be assigned by the Management Team as needed

- 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 headcounts 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.

When an "All-Clear" Notification is Given	
<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. The staff will use the intercom feature on the phone to announce, "<b>THE CODE IS COMPLETE. THE CODE IS COMPLETE. ALL CLEAR, ALL CLEAR.</b>"</li> <li>2) Designated staff who assisted the individuals with medical 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> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>• take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li> <li>• reopen closed/sealed blinds, windows and doors.</li> </ul> <p>4) The Administrator/Supervisor will determine if operations will resume and communicate this decision to the staff.</p>
<b>Communication with parents/guardians</b>	<p>1) As soon as possible, the Management Team will notify parents/guardians of the emergency and that the all-clear has been given.</p> <p>2) Where disasters have occurred that did not require the evacuation of the Centre, the Management Team will provide a notice of the incident to parents/guardians by email and posting at the front door.</p> <p>3) Suppose normal operations do not resume the same day that an emergency has taken place. In that case, the Management Team will provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</p>

Procedures to Follow When “Unsafe to Return” Notification is Given	
<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 the emergency services personnel.</li> <li>2) The staff will use the intercom feature on the phone to announce “<b>UNSAFE TO RETURN, UNSAFE TO RETURN. Meet at the McCann Room.</b>” Depending on the situation, a different meeting place may be announced over the intercom.</li> <li>3) If we have to evacuate the area, the buses will be called for pick up at the McCann Room.</li> <li>4) Newpark Children’s Centre will be contacted to inform them of our arrival.</li> <li>5) Staff must take attendance to confirm that all children are accounted for and escort children to the site announced.</li> <li>6) Designated staff who have assisted individuals with medical or special needs with exiting the building will assist and accompany these individuals to the site announced.</li> <li>7) A member of the Management Team will post a note for parents/guardians at the entrance of the Centre with information on the evacuation site where it is possible and safe to do so.</li> <li>8) Upon arrival at the evacuation site, staff must: <ol style="list-style-type: none"> <li>a. remain calm;</li> <li>b. take attendance to ensure all children are accounted for;</li> <li>c. help keep children calm;</li> <li>d. engage children in activities, where possible;</li> <li>e. conduct ongoing visual checks and headcounts of children;</li> <li>f. maintain constant supervision of the children;</li> <li>g. keep attendance as children are picked up by their parents, guardians or authorized pick-up persons and</li> <li>h. remain at the evacuation site until all children have been picked up.</li> </ol> </li> </ol>

<b>Communication with parents/guardians</b>	<ol style="list-style-type: none"> <li>1) Upon arrival at the emergency evacuation site, the Management Team will notify parents/guardians of the emergency, evacuation and the location to pick up their children.</li> <li>2) Notification will be made via email and phone calls once it is safe to do so.</li> <li>2) Where possible, the Administrator will update the Centre’s voicemail as soon as possible to inform parents/guardians that the Centre has been evacuated and include the details of the evacuation site location and contact information in the message.</li> </ol>
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*Additional Procedures for Next Steps During an Emergency:*

Staff are to be diligent in keeping the children calm and providing continued care for every one of them. Each black Evacuation bag contains water and snacks for the children, and where needed, diapers and wipes. Staff can engage the children in activities such as singing, eye-spy games, etc, to keep them occupied and less fearful.

At the evacuation site, a program room or play area will be available with toys and activities for the children. Staff will monitor the children as they would in the Centre, engaging them in activities until such a time that the parents can arrive for pick up. Engagement includes but is not limited to snack time, diapering, documenting, tracking accidents and keeping them engaged and calm.

*Phase 3: Recovery (After an Emergency Situation Has Ended)*

<b>Procedures for Resuming Normal Operations</b>	<ol style="list-style-type: none"> <li>1) Once the Centre has been given the all-clear, return to the Centre and proceed with normal operations.</li> <li>2) Email parents regarding the emergency and post a notice at the front door, giving the appropriate information.</li> <li>3) Contact the Program Advisor if needed, giving them the current situation of care.</li> <li>4) Should it be a situation where the media may be involved, the Administrator will contact the Program Advisor and the Program Manager from the York Region. Seek advice from the Centre lawyer before speaking to anyone from the media.</li> <li>5) The Administrator will contact the insurance company and file the appropriate paperwork should a claim be required.</li> <li>6) If relocation is necessary, if it is safe to do so, a posting will be placed on the Centre door. Parents will be contacted via email or by phone as to the location of pick up for that day.</li> </ol>
<b>Procedures for Providing Support to Staff, Children or Parents/Guardians Who Experience Distress</b>	<ol style="list-style-type: none"> <li>1) Staff and children may react physically or emotionally to any given stressful situation.</li> <li>2) Understand that the way they react to the event is not unusual.</li> <li>3) Encourage them to calm down if necessary, speak to them calmly, and reassure them they are fine.</li> </ol>

	<p>4) Show physical affection to them, hugging them, shielding them, or just comforting them during the emergency.</p> <p>5) Please encourage them to speak to family or friends about the situation that occurred.</p> <p>6) Listen to one another and help each other with daily tasks.</p> <p>7) Try to achieve a balance between rest and activity until normal activities can carry on.</p> <p>8) If a staff or child is showing extreme stress due to the distress, inform the Management Team so they can seek additional help for that individual.</p>
<b>Procedures for Debriefing Staff, Children and Parents/ Guardians</b>	<p>1) The Management Team must debrief staff, children and parents/guardians after the emergency.</p> <p>2) The staff will assemble as a collective after the emergency to discuss what happened, how they reacted, positive and negative experiences and how we are going to move forward.</p> <p>3) An invitation will be sent via email regarding a debriefing session to where the attendance of the parent will be requested.</p> <p>4) During the meeting, parents will be informed as to what took place, how it was handled, what the staff's responsibility was and the after-effects on the children.</p> <p>5) Parents will be asked to speak with their children regarding the emergency before the staff speaks with them. The staff will address the children's concerns in a developmentally appropriate manner should they ask questions.</p>

### Evacuations Sites:

1	<p><b>Richmond Hill Community Church</b> 45 Crosby Avenue Richmond Hill, ON</p>	<ul style="list-style-type: none"> <li>• When the evacuation is short-term and temporary, the Centre is not in imminent danger.</li> <li>• Can remain in the building.</li> <li>• 905-884-3005 Church Office</li> <li>• 905-751-7370 Diane Hoving</li> <li>• 416-356-4369 Marleen Clements</li> <li>•</li> </ul>
2	<p><b>Genesis Place Apartments</b> 39 Crosby Avenue Richmond Hill, ON (The McCann Room)</p>	<ul style="list-style-type: none"> <li>• To be used when a complete evacuation of the Centre or building is necessary.</li> <li>• Can remain in the neighbourhood.</li> <li>• 905-770-1989 Property Manager</li> <li>• Superintendents of the buildings have numbers listed on the voicemail at Genesis Place.</li> </ul>
3	<p><b>Newpark Children's Centre *</b> 81 Industrial Parkway Aurora, ON</p>	<ul style="list-style-type: none"> <li>• When a complete evacuation of the Centre, building or neighbourhood is necessary</li> <li>• Need to leave the area for safety.</li> <li>• Newpark Children's Centre: 905-727-8859</li> <li>• Director: 905-758-2585</li> </ul>

\* Should it be necessary to relocate to an out-of-neighbourhood location, arrangements can be made through the York Region Transit Commission at 905-762-2100 or Stock Transportation at 1-888-952-0878.

***For more information, please review the Emergency Response Plan located in each program and throughout the Centre.***

**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.