EMERGENCY MANAGEMENT POLICY			
Manual:	Child Care Centres	POLICY #:	**1.22**
Source:	*O.Reg.137/15 s.68.1*	Section:	Health & Safety
Replaces Policy Dated:	Sept.1.17	Approval/Revision Date:	January 1, 2025

The purpose of the Emergency Management Policy is to provide clear direction for Network's child care staff to follow and manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

POLICY

Network's child care staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. Staff shall follow the emergency response procedures outlined in this policy by following the three phases:

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

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 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, Network's Program Manager or Executive Director).

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. Network Child Care Services).

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***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, Site 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 child care premises.

Meeting Place:
For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: Click here to enter text.

Evacuation Site:
If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: Click here to enter text.

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.

PROCEDURES

Staff shall follow the emergency response procedures below for the three (3) phases of emergency response:

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

1. For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.
2. If any emergency situation occurs that is not described in this policy, the Site Supervisor, or designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.
3. If any emergency situations result in a serious occurrence, Network's Serious Occurrence Policy shall also be followed.
4. All emergency situations will be documented in detail by the Site Supervisor, or designate, in the daily written record.
5. All child care staff shall follow the roles and responsibilities for immediate emergency response related to the following emergency situations:
   - Lockdown
   - Hold and Secure
   - Bomb threat

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- Disaster Requiring Evacuation
- Disaster – External Environmental Threat
- Natural Disaster – Tornado / Tornado Warning
- Natural Disaster – Major Earthquake

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
Lockdown 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.	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 child care centre must: • 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; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) The Site Supervisor, or designate, will immediately: • close and lock all child care centre entrance/exit doors, if possible; • take shelter. **Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.**

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Emergency Situation	Roles and Responsibilities
Hold & Secure 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.	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: • 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; and • wait for further instructions. 4) The Site Supervisor, or designate must immediately: • close and lock all entrances/exits of the child care centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. **Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.**
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.	1) The staff member who becomes aware of the threat must: • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children's attendance to confirm all children are accounted for. 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.

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Emergency Situation	Roles and Responsibilities
Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.	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; and • 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 evacuation bag, and cell phone. • gather all non-emergency medications. 4) Designated program 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); • 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 room or centre's office and ensure their required medication is accessible, if applicable; and • wait for further instructions. 6) If possible, the Site Supervisor, or 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.

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Emergency Situation	Roles and Responsibilities
Disaster – External Environmental Threat 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.	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. **If remaining on site:** 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately. 2) Program staff must immediately: • 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; and • wait for further instructions. 3) The centre's Housekeeper/Caretaker must: • 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 child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). **If emergency services personnel otherwise direct the child care centre to evacuate,** follow the procedures outlined in the "Disaster Requiring Evacuation" section of this policy.

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Emergency Situation	Roles and Responsibilities
Natural Disaster: Tornado / Tornado Warning	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:* • 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.
Natural Disaster: Major Earthquake	1) Staff in the program room must immediately: • 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.; and • 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: • gather the children, their emergency cards and emergency medication; and • 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: • take a first aid kit; and • gather all non-emergency medications.

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	5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) 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 a safe location in the program room, and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The Site Supervisor, or designate, must conduct a walkthrough of the child care 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 Site Supervisor, or designate, 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 Network's Program Manager or Executive Director is not already on site, the Site Supervisor, or designate, must contact the Program Manager or Executive Director 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:	9-1-1
Ambulance:	9-1-1
Local Fire Services:	9-1-1
Site Supervisor:	
Program Manager:	
Network's Executive Director:	Spyros Volonakis (416)303-7235
Network's Main Office:	756 Ossington Avenue, (416) 530-0722

4. Where any staff, students and/or volunteers are not on site, the Site Supervisor, 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.
5. The Site Supervisor 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; 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

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requiring immediate attention and assistance.

8. a) **Procedures to Follow When "All-Clear" Notification is Given**

Procedures	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. 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. 3) Staff must: • 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 Site Supervisor, in consultation with the Program Manager and/or Executive Director will determine if operations will resume and communicate this decision to staff.
Communication with parents/ guardians	1) As soon as possible, the Site Supervisor, and/or designate 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 child care centre, the Program Manager must provide a notice of the incident to parents/guardians by the end of the following day. 3) If normal operations do not resume the same day that an emergency situation has taken place, t must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

b) **Procedures to Follow When "Unsafe to Return" Notification is Given**

Procedures	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.

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	4) The Site Supervisor, or designate, will post a note for parents/guardians on the child care 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: • 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	1) Upon arrival at the emergency evacuation site, the Site Supervisor, and/or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. The RECE is each room may assist with communicating to the parents. 2) Where possible, the Site 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.

9. Additional Procedures for Next Steps During an Emergency

- Children shall be provided with water and/or snacks as required.
- Any injury or accident shall be documented on an Accident Report Form, and given to the child's parent/guardian.

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

Procedures for Resuming Normal Operations E.g. where, applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer,	• The Site Supervisor shall ensure the child care centre is reopened, and in operation. • The RECE shall ensure the program rooms are set up for regular program activities to resume. • The Site Supervisor shall report the emergency as a Serious Occurrence according to Network's Serious Occurrence Policy. • Network's Executive Director shall be responsible for responding to the media or community enquiries. • Network's Executive Director shall contact Network's insurance company. • The Site Supervisor and/or Program Manager shall contact the food caterer to advise of any changes to delivery of meals.

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temporarily relocating, etc.	
Procedures for Providing Support to Children and Staff who Experience Distress	• The Site Supervisor shall contact Network's benefits provider to enquire of Employee Assistance Programs in dealing with trauma or stressful events. • The Site Supervisor shall contact Toronto Children's Services Consultant to enquire of additional support and resources through City of Toronto Services for trauma or stress.
Procedures for Debriefing Staff, Children and Parents/ Guardians	• Networks Site Supervisor and Program Manger must debrief staff, children and parents/guardians after the emergency. • Network's Program Manager and/or Executive Director shall prepare a written correspondence to parent/guardians the following day, in addition to the in-person debriefing. • Where possible, an in-person debriefing shall take place at the child care centre within two business days after operations of the child care centre resume.

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