



Kidsville Early Learning Center
Unit 15 to 18, 4265 Thomas Alton Blvd
Burlington L7M 0Z4 Ontario

Emergency Management Policy and Procedures

Name of Child Care Centre: **Kidsville Early Learning Center**

Date Policy and Procedures Established: **July 07, 2023**

Date Policy and Procedures Updated:

Purpose

The purpose of this policy is to provide clear directions to be followed when dealing with emergency situations for staff and licensees. The procedures set out steps for Kidsville Early Learning Center staff to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Policy

Kidsville Early Learning Center staff will follow the emergency response procedures outlined in this document by following:

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 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 On-Site 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 On-Site Supervisor in the daily written record.

- For situations that require **evacuation of the childcare center**, the **meeting place to gather** immediately will be located at: **The North-West side of the parking lot on the grassed area.**
- If it is deemed '**unsafe to return**' to the childcare center, the evacuation site to proceed to is located at: **Haber Recreation Centre, 3040 Tim Dobbie Drive, Burlington, Ontario L7M 0M3** Phone: 905 335-7748
- All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

Additional Policy Statements

- **On-site Supervisor or Assistant Supervisor** will conduct a **Practice Lockdown** once every **6 months**.



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- On-site Supervisor or Assistant Supervisor will Check Emergency Bag **once a month** to make sure all items needed are in the bag at all times.

Procedures

Phase 1: Immediate Emergency Response



Emergency Situation	Roles and Responsibilities
<p>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.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location or return to the daycare classroom if the threat is very close to the child care. 3) Staff inside the child care center must: <ul style="list-style-type: none"> • remain calm; • gather all children and move them away from doors and windows; • take children’s attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space; • turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) The On-Site Supervisor will immediately: <ul style="list-style-type: none"> • close and lock all child care centre entrance/exit doors, if possible; and • take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care center during a lockdown.</p>
<p>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.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 4) The On-Site Supervisor must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the child care center; • close all blinds and windows outside of the program rooms; and



	<ul style="list-style-type: none"> place a note on the external doors with instructions that no one may enter or exit the child care center. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<p>1) The staff member who becomes aware of the threat or The On-Site Supervisor must:</p> <ul style="list-style-type: none"> remain calm; call 911 if emergency services are not yet aware of the situation. Inform the Licensee immediately. follow the directions of emergency services personnel; and take children’s attendance to confirm all children are accounted for. <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 call 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>Disaster Requiring Evacuation 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 as quickly and safety as possible, 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"> 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. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> take a first aid kit; and gather all non-emergency medications. <p>4) The On-Site Supervisor and/or The Designated staff will:</p> <ul style="list-style-type: none"> help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and



	<ul style="list-style-type: none"> • 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 Toddler bathroom area and ensure their required medication is accessible, if applicable; and • wait for further instructions. <p>5) If possible, The On-Site Supervisor and/or Assistant supervisor must conduct a walk-through of the child care center to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
<p>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.</p>	<ol style="list-style-type: none"> 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>If remaining on site:</p> <ol style="list-style-type: none"> 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately. 2) Staff must immediately: <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. 3) The On-Site Supervisor and/or Assistant Supervisor must: <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care center until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care center to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
<p>Natural Disaster: Tornado / Tornado Warning</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible. 2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.



	<p>3) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children; • go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways; • take children's attendance to confirm all children are accounted for; • remain and keep children away from windows, doors and exterior walls; • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.
<p>Natural Disaster: Major Earthquake</p>	<p>1) Staff in the program room must immediately:</p> <ul style="list-style-type: none"> • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. <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"> • 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. <p>4) If possible, prior to exiting the building, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. <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"> • 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



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	<ul style="list-style-type: none">• 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 our evacuation site and ensure their required medication is accessible, if applicable; and• wait for further instructions. <p>7) The On-Site Supervisor and/or Assistant Supervisor must conduct a walkthrough of the child care center to ensure all individuals have evacuated, where possible.</p>
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Additional Procedures for Immediate Emergency Response

On Site Supervisor will assist other program rooms during an emergency.

Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, The On-Site Supervisor and/or Assistant Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care center 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 On-Site Supervisor and/or Assistant Supervisor must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons	
Local Police Department	905 825 4777
Ambulance	911
Local Fire Services	911
Poison Control	1-800268 9017
Local Medical Health Officer	905 825 6000 or 311
Site Supervisor	Jennifer Dwyer 905 464 8476
Licensee Contact(s)	Ruhhi Sandhu 437 247 0305 Arashdeep Sandhu 437 777 2707
Landlord Contact	Rubal Kundra 416 456 2021

- 4) Where any staff, students and/or volunteers are not on site, The On-Site Supervisor and/or Assistant Supervisor must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site or meeting place if it is not safe or practical for them return to the child care center.
- 5) The On-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 requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The Licensee and/or On-Site Supervisor 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 center. 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 center. 3) Staff must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) On-Site Supervisor in consultation with the Licensee, will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, The On-Site Supervisor 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 Licensee and/or On-Site Supervisor must provide a notice of the incident to parents/guardians within 24 hours. 3) If normal operations do not resume the same day that an emergency situation has taken place, The Licensee and/or On-Site Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.



8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) The On-Site Supervisor 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: <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, The Licensee and/or On-Site Supervisor will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, The On-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.

Additional Procedures for Next Steps During an Emergency

- Staff will provide all children with water and a snack.
- Any Incidents or accidents that occur during an emergency will be documented by the staff and parents will be informed.
- Emergency backpacks will be taken for all rooms by the staff.



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

<p>Procedures for Resuming Normal Operations</p>	<p>Licensee shall notify the insurance company of any damages/disruptions to operations. On-Site Supervisor and/or Assistant Supervisor will notify caterer and any outside agencies of any potential disruptions to services. Licensee and On-Site Supervisor will work together on reopening the center when emergency services give approval that it is safe to return. Licensee will make arrangements to temporarily relocate if unsafe to return to the Center. Licensee will be in constant touch with Program Advisor and seek and follow advice as suggested by the Ministry of Education. The Licensee and On-Site Supervisor are the only staff to be in contact with the media.</p>
<p>Procedures for Providing Support to Children and Staff who Experience Distress</p>	<p>Licensee and On-Site Supervisor will enlist the services of a trauma/grief counselor. Services will be provided on-site to those in need. Licensee and The On-Site Supervisor will arrange for /or accommodate staff in need of time off.</p>
<p>Procedures for Debriefing Staff, Children and Parents/ Guardians</p>	<p>Licensee and/or The On-Site Supervisor will debrief staff onsite. The On-Site Supervisor will send a message to all families through email / any other communication platform being used (like, Hi Mama etc.). After all families are notified, The On-Site Supervisor will direct staff on how to debrief children. If the On-Site Supervisor feels it is necessary, they will debrief the children themselves.</p>