

YMCA of OAKVILLE

Emergency Management Policy and Procedures

Purpose

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

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.

* Each child care location is responsible to have a “MEETING PLACE” in case of situations that require evacuation. The MEETING PLACE is written on the Fire Emergency Evacuation Procedure.

A meeting place is the designated safe place near the child care center where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

* Each child care location is required to have an “EVACUATION SITE” in case the centre is deemed “unsafe to return.” The EVACUATION SITE is the location that is posted on the Shelter letter.

An Evacuation site is 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.

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, Child Care Director or On-Site Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

In all emergency situations that disrupt the program, the serious occurrence policy and procedures will also be followed. All emergency situations will be documented in detail by Child Care Director or the On-Site Supervisor in the daily written record.

Emergency Response for Emergency Situations

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. This includes notifying the school Principal (if located in school). 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: <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) Director, or 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. • Notify Lorraine Pettinato, General Manager, Child Care <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</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.

- 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. This includes notifying the School Principal (if located in school)
- 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) Director, or On-Site Supervisor 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.
 - Notify Lorraine Pettinato, General Manager, Child Care

Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.

Emergency Response for Bomb Threat Procedures

<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 must inform all other staff of the threat as quickly and safely as possible. This includes notifying the School Principal (if located in school)</p> <ul style="list-style-type: none">• remain calm;• call 911 if emergency services if 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. <p>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p> <p>Always follow emergency service instructions.</p> <p><u>There is a Bomb Threat : Follow Lockdown Procedures</u> All staff and students are required to stay in their designated areas and follow the lockdown procedure.</p> <p>If no suspicious packages/items are discovered, we will NOT evacuate, we will take our direction from the police department.</p> <p>OR</p> <p><u>There is a Bomb Threat: Please Evacuate using Fire Emergency Procedures</u></p> <ul style="list-style-type: none">- Everyone is required to follow the fire emergency procedure and evacuate the building- We will take out direction from the police department, whether we need to evacuate to emergency evacuation location <p>Also has as responsibilities Contact 911 Contact the Family of Schools Superintendent/Board Notify Parents/Guardians Follow Lockdown or Evacuation protocol</p>
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**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. This includes notifying the School Principal (if located in school). Director or On-Site will ensure 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 and medical information
- 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
- gather all non-emergency medications.

4) 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 area and ensure their required medication is accessible, if applicable; and
- wait for further instructions.

5) If possible, the Director or On-site supervisor 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.

**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.

3) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat. This includes notifying the School Principal (if located in school) 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) 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) Director, or On-Site 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.

**Natural
Disaster:
Tornado /
Tornado
Warning**

- *The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible. This includes notifying the School Principal (if located in the school)*
- Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.
- *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;
 - take children's emergency contact information
 - take children's medical information any emergency medication;
 - take a first aid kit
 - *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>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <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. 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: <ul style="list-style-type: none"> • gather the children, their emergency binders 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: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <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 • 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 place and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The Director, or On-Site site 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, Director, or On-Site must notify emergency services personnel (911) of the emergency as soon as possible. Must also notify Lorraine Pettinato; General Manager, or Lisa Rankin; VP of Community Initiatives and Child Care as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the Director, or On-Site Supervisor is not on location, the site designate must contact the Director, or On-site Supervisor to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contacts is to include but not limited to: Local Police, Ambulance, Local Fire Services, Director, On-Site Supervisor, Child Care Site Designate, General Manager, VP of Community Initiatives and Child Care.

The emergency contact list is to posted:

- * Toddler and Preschool – posted near each phone
- * Kindergarten and School Age Program – posted on Program Boards
- * Emergency binders

All Individual Anaphylaxis and Health Condition Forms Must be posted and located in Emergency binders.

- 4) Where any staff, students and/or volunteers are not on site, Director, or On- Site Supervisor must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) Director, or 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 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: <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) Director, or On-Site Supervisor will contact Lorraine Pettinato and School Board (if located in school) 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, Director, or On-Site Supervisor must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where an emergency situation disaster has occurred that did not require evacuation of the child care centre the Director, or On-Site Supervisor must post a letter outlining the situation to notify the families. 3) If normal operations do not resume the same day that an emergency situation has taken place, Director, 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) Director, or 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. They will also contact parents via phone to explain the situation and evacuation location.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, Director, or On-Site Supervisor will notify parents/guardians of the emergency, evacuation and the location to pick up their children.2) Where possible, Director, or 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.

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

After an emergency has ended a Recovery Form must be completed.

Please see below the information that is required to be completed on the form.

Description of the Emergency Situation:

Document a detailed description of the situation.

Procedures for Resuming Normal Operations:

- Date of Emergency
- Steps that took place for reopening child care/or relocating
- Describe who was contacted: VP (Lorraine Pettinato, Ministry of Education, Insurance company, catering etc..
- Describe who responded to Media and Community Inquiries.

Procedures for Providing Support to Children and Staff who Experience Distress:

After an emergency situation, staff and children could show signs of distress. In an emergency situation individuals respond differently from mild to severity distress. Regardless of its nature distress should always be taken seriously and responded to as quickly as possible. Appropriate action will take place, stay calm, talk to the individual, if necessary contact immediate supervisor, outside support agencies may be required.

Procedures for Debriefing Staff, Children and Parents/ Guardians:

When completing the debriefing section Please ensure the following points are included:

- Date and time of debriefing
- Location of debriefing
- Who was involved must include staff, children and parents/guardian
- Outcome of the debriefing
- Any further follow up required

Emergency Recovery Form

Description of the Emergency Situation	
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, temporarily relocating, etc.	Click here to enter text.
Procedures for Providing Support to Children and Staff who Experience Distress	Click here to enter text.
Procedures for Debriefing Staff, Children and Parents/ Guardians Include, where, applicable, details about when and how the debrief(s) will take place, etc.	