



**Umbrella Family and
Child Centres of Hamilton**

6.2 EMERGENCY MANAGEMENT POLICY

MANUAL	Child Care Centre Program Policy Manual
SECTION	6- Emergencies
POLICY	6.2 Emergency Management Policy
LAST REVISED	June 19, 2024

RATIONALE

The purpose of this policy is to provide clear direction for Umbrella Family and Child Centres staff and designates to follow to 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.

Emergency management procedures are based on requirements of the Hamilton Fire Department, HWDSB and the Child Care and Early Years Act, 2014.

Note: All UFCC programs operate in Hamilton Wentworth District School Board schools. During a school wide emergency, UFCC staff will follow any additional direction provided by the school principal.

RESPONSIBILITY

All staff.

POLICY

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, UFCC).

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 early learning and child care centre/program (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.

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 UFCC (e.g., program staff, 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.

PROCEDURE

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

Designated On-Site Exterior Assembly Point

For situations that require evacuation of the early learning and child care centre/program the location to gather immediately is the designated on-site assembly point noted on the program specific Emergency Evacuation Procedure Form as attached. This location is also posted on the Parent Board.

Designated Off-Site Emergency Evacuation Location

If it is deemed 'unsafe to return' to the early learning and child care centre/program, the evacuation site to proceed to is the designated off-site emergency evacuation site location noted on the program specific Emergency Evacuation Procedure Form as attached. This form is posted in a conspicuous place in all rooms used for the child care program and on the Parent Board.

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

For any emergency situations involving a staff with medical or special needs, the designated member will assist the staff with medical or special needs according to the procedures defined.

If any emergency situations happen that are not described in this document, the UFCC Program Manager, Director of Child Care Programs, or Executive Director 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 UFCC serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Supervisor or Program Leader in the daily log book and on an Incident Report.

Emergency Response Procedures: Three Phases

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

Phase 1: Immediate Emergency Response:

Emergency	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.	<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. 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. The Supervisor /Program Leader/Cook will immediately: <ul style="list-style-type: none"> • close and lock all child care centre entrance/exit doors, if possible; and • take shelter.



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	<p>6. Ensure there is a staff or designate to account for staff or child(ren) with special or medical needs.</p> <p>Note: only emergency service personnel are allowed to enter or exit the child care centre 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"> The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 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. The Supervisor/Program Leader or Cook must immediately: <ul style="list-style-type: none"> 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. Ensure there is a staff or designate to account for staff or child(ren) with special or medical needs. <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>	<ol style="list-style-type: none"> The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible and must: <ul style="list-style-type: none"> remain calm; call 911 if emergency services are 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. <ol style="list-style-type: none"> 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. 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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	2. Ensure there is a staff or designate to account for staff or child(ren) with special or medical needs.
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: <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children's emergency contact information any emergency medication; (binder) • 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: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 4. 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. 5. If possible, the site 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.
Disaster – External Environmental Threat An incident outside of the building that may	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:



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<p>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. 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 Supervisor/Program Leader or Cook 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 centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). 4. Ensure there is a staff or designate to account for staff or child(ren) with special or medical needs. <p>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.</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. 3. Staff must immediately: <ul style="list-style-type: none"> • remain calm; • gather all children; • 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. 4. Ensure there is a staff or designate to account for staff or child(ren) with special or medical needs.



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<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 binders which include all emergency numbers 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 and the binder with all emergency numbers. 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 site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
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* Note: Where applicable, the cook and any additional staff will assist the classroom staff.



- In a centre where the children are sleeping and staff are following the reduced ratio during rest time, there is to be one staff in the sleep room and a designate staff is in the centre. There is to be one designate per room present in the centre.
- The designate staff will go in to the rooms and begin gathering the children and aid in the evacuation.
- All staff in the centre, even those on lunch, will go in the rooms to help during an emergency.

Phase 2: Next Steps During the Emergency:

1. Where emergency services personnel are not already aware of the situation, the Supervisor/Program Leader 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. The Supervisor or Program Leader must contact the Program Manager or Executive Director to inform them of the emergency situation and the current status, once it is safe and possible to do so.
4. A list of emergency contacts and their phone numbers should be located by the phone in each room and placed in each classroom information binder.
5. Where any staff, students and/or volunteers are not on site, the Supervisor/Program Leader 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.
6. The Supervisor/Program Leader 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.
7. Throughout the emergency, staff will:
 - a. help keep children calm;
 - b. take attendance to ensure that all children are accounted for;
 - c. conduct ongoing visual checks and head counts of children;
 - d. maintain constant supervision of the children; and
 - e. engage children in activities, where possible.
8. 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.

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.
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	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> a) take attendance to ensure all children are accounted for; b) escort children back to their program room(s), where applicable; c) take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and d) re-open closed/sealed blinds, windows and doors. 4. The Program Manager or Executive Director, in consultation with the HWDSB liaison, 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 Supervisor/Program Leader 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 Supervisor/Program Leader must provide a notice of the incident to parents/guardians by the end of the day. 3. If normal operations do not resume the same day that an emergency situation has taken place, the Supervisor/Program Manager must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

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 Supervisor/Program Leader 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: <ol style="list-style-type: none"> a) remain calm; b) take attendance to ensure all children are accounted for; c) help keep children calm; d) engage children in activities, where possible;
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	<ul style="list-style-type: none"> e) conduct ongoing visual checks and head counts of children; f) maintain constant supervision of the children; g) keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and h) 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 Supervisor/Program Leader will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2. When possible, the Program Manager will update the early learning and child care centre/programs voicemail box as soon as possible to inform parents/guardians that the early learning and child care centre/program has been evacuated and include the details of the evacuation site location and contact information. 3. When possible, parents/guardians will be notified of an emergency situation by Parent Communication App and/or email notification.

*** Notes:**

- As the Supervisor/Program Leader is calling parents, the staff will keep the children calm by providing activities, snacks and a rest area if needed.
- Staff will ensure that any documentation for children will be completed (medication, accident/injuries) and parents will be notified upon pick up.
- The Supervisor/Program Leader and staff will ensure parents that their child is safe, discuss what they know of the evacuation and if still unsure of what will be happening, will notify parents that they will receive a phone call to discuss what will happen the next day.

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

Procedures for Resuming Normal Operations	UFCC staff will follow the direction of the Executive Director and/or the school's emergency management plan and procedures. The Program Manager will advise the Ministry of Education Program Advisor when the early learning and child care centre/program is reopened.
Procedures for Providing Support to Children and Staff who Experience Distress	The Program Manager will talk to the children and staff to provide the opportunity to express their feelings and debrief about the incident. Where deemed appropriate, professional consultants, will be contracted to work with the staff and children.
Procedures for Debriefing Staff, Children and Parents/Guardians	The Supervisor will debrief staff, children and parents/guardians after the emergency. Where deemed appropriate, by the Executive Director, professional consultants will be contracted to debrief children and staff.



Policy Attachments: Emergency Evacuation Procedure Form