

Odyssey Tykes Summer Program for Preschool Emergency Management Policy and Procedures

Date Policy and Procedures Established: September 10, 2018

Date Policy and Procedures Updated: June 21, 2023

Purpose

The purpose of this policy is to provide clear direction for staff and the licensee 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.

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 childcare premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee)

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 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 childcare centre.

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).

Meeting Place: The designated safe place near the childcare 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, supervisor).

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

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.

For situations that require evacuation of the childcare centre, the **meeting place** to gather immediately will be located at: Mutchmor School Field (across the street from the Glebe Community Centre on Third Avenue).

If it is deemed 'unsafe to return' to the childcare centre, the **evacuation site** to proceed to is located at: Corpus Christi School at 157 Fourth Avenue

Note: All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different from 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.

If any emergency situations happen that are not described in this document, the licensee / program supervisor or emergency services personnel (if applicable) will provide direct 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 Program Supervisor in the daily written record.

Additional Policy Statements

All day care staff will be required to read and review the Emergency Management Policies and Procedures prior to the start of employment, annually thereafter, or anytime updates to the policy are made.

Regular monthly Fire Drills will be conducted and recorded by the program supervisor, highlighting evacuation meeting places and off-site evacuation sites.

Anytime an emergency situation occurs, the program supervisor will review the Emergency Management Policies and Procedures, and make any revisions necessary. Emergency Policies and Procedures will be updated in accordance with building operators, The City of Ottawa, when necessary. In the event of revisions to the policy, all staff will review and sign off on policy changes.

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. This may include other non-daycare staff within the building.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 program supervisor or an appointed staff 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 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.</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 program supervisor or an appointed staff 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. <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"> 1) The staff member who becomes aware of the threat or an appointed supervisor / staff must: <ul style="list-style-type: none"> • 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.

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 and 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
 - 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 the 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 can not be safely assisted to exit the building, the designated staff will assist them to the safest place possible and ensure their required medication is accessible, if applicable; and
 - wait for further instructions.
- 5) If possible, a designated staff (program supervisor or GNAG manager) 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

- 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) 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);
 - continue with normal operations of the program; and
 - wait for further instructions.
- 3) The City of Ottawa, it’s representatives or the Facility Operator 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 the policy.

**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 the program room 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;
 - 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 and any emergency medications; and
 - exit the building through the nearest safest 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.
- 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 the nearest, safest location and ensure their required medication is accessible, if applicable; and
 - wait for further instructions.

	<p>7) The site designate (Program supervisor or GNAG management staff) must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.</p>
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Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, a designated staff (Program Supervisor or GNAG manager), or representative of the City of Ottawa (Facility Operator or Recreation Supervisor) 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 the licensee and/or City of Ottawa Recreation Supervisor is not already on site, the site designate (Program Supervisor or GNAG management staff) must contact them 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, Fire Services, or Ambulance (Emergency): 9-1-1

Police (non-emergency): 613-236-1222, ext: 7300

Fire (non-emergency): 613-232-1551

Ambulance (non-emergency): 613-739-1918

Poison Control: 1-800-268-9017

Children's Aid Society: 613-747-7800

Hydro (Power Outages): 613-738-0188

Licensee – Sarah Routliffe (GNAG): (W) 613-233-8713 (C) 613-851-3286

Recreation Supervisor (City of Ottawa) - Mona Warkentin: (W) 613-564-1058

Tykes Program Supervisor - Jason Irvine: (W) 613-233-8713 (C) 613-323-5264

Director of Recreation (GNAG) - Paul O'Donnell: (W) 613-233-8713 (C) 613-884-7372

Manager, Children & Families (GNAG) - Alison O'Connor: (W) 613-233-8713 (C) 613-797-8927

- 4) Where any staff, students and/or volunteers are not on site, the Program Supervisor, GNAG Manager, or designated 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 child care centre.

5) The Program Supervisor, GNAG Management Staff, or City of Ottawa building representative 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 the children;
- maintain constant supervision of 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.

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, where applicable; • take attendance upon returning to the program room to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blind, windows and doors. 4) The Program Supervisor / Licensee / GNAG Manager will determine if operations will resume and communicate this decision to staff.

<p>Communication with parents / guardians</p>	<ol style="list-style-type: none"> 1) As soon as possible, the Program Supervisor or GNAG Management Staff 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 Supervisor or a GNAG Manager must provide a notice of the incident to parents/guardians by e-mail / verbal interaction upon pick-up, or by telephone when necessary. 3) If normal operations do not resume the same day that an emergency situation has taken place, the Program Supervisor or a GNAG Manager must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.
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<p>Procedures to Follow When “Unsafe to Return” Notification is Given</p>	
<p>Procedures</p>	<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 Program Supervisor or a GNAG Manager will post a note for parents/guardians on the Glebe Community 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

	<ul style="list-style-type: none"> • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons • remain at the vacation site until all children have been picked up.
<p>Communication with parents / guardians</p>	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, the Program Supervisor or a GNAG Manager will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, the licensee 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:

- 1) In the event of injuries/accidents involving children in the program during an emergency, appointed staff will use their best judgement, and utilizing first aid best practices, to ensure the safety and security of the child(ren) involved. Whenever possible, priority will be given to ensuring the child(ren) is taken to a safe location before addressing first aid needs.
- 2) In the event of an extended emergency where parents/guardians are unable to pick up their children from the centre, snacks and water will be provided when possible. All efforts will be made to ensure that water is accessible at all times.

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

<p>Procedures for Resuming Normal Operations</p>	<ol style="list-style-type: none"> 1) In the event that the child care centre is closed due to an emergency, the licensee, in collaboration with the Program Supervisor and GNAG Management Staff, will determine when and how the centre can be re-opened as quickly as possible. 2) In the event that the child care centre needs to be closed for an extended period of time, the licensee, in collaboration with the Program Supervisor, GNAG Management Staff, and the Ministry of Education Program Advisor will determine an alternative location to hold the program, if a location that fits the allowances of licensing standards can be accessed. 3) Without the direct approval of the licensee, no program staff will address public media agents or community inquiries regarding emergency situations.
<p>Procedures for Providing Support to Children and Staff who Experience Distress</p>	<ol style="list-style-type: none"> 1) Licensed supervisor or designate in consultation with other coordinators will determine what next steps may be necessary to provide proper support to children and/or staff who are in distress.
<p>Procedures for Debriefing Staff, Children, Parents/Guardians</p>	<ol style="list-style-type: none"> 1) Following an emergency procedure, and as soon as possible, program staff will be debriefed by the licensee / Program Supervisor and/or GNAG Management Staff. The debrief will include; <ul style="list-style-type: none"> • An overall review of the response to the emergency; • next steps regarding the resuming of normal operations; • a discussion on how the parents and children will be debriefed; • possible action to be taken to improve future responses • an open invitation for staff to approach the Licensee, Program Supervisor, or GNAG Management Staff to discuss any distress they might have experienced 2) The following day, or as soon as normal operations are resumed, the children will be debriefed on the emergency situation by the Program Supervisor and, if necessary, designates from the GNAG management team. The approach to the debrief will come from the result of discussions from the staff debrief. 3) Parents/guardians will be debriefed on the emergency situation as soon as possible via email by the Licensee or Program Supervisor. The debrief will include; <ul style="list-style-type: none"> • A summary of the emergency situation; • any pertinent information regarding the safety of the building and children ;

	<ul style="list-style-type: none">• if necessary, information regarding the temporary relocation of the program, and;• An invitation to contact the Licensee, Program Supervisor or GNAG management staff to discuss any questions or concerns.
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