

CATEGORY: Child Care and Early Years Act, 2014
SUBJECT: Emergency Management Policy and Procedures
APPROVED BY: Shemina Ladak, Executive Director 
DATE: September 2016
REVIEWED: August 2026

Policy Statement

Centennial Infant and Child Centre (CICC) is committed to providing a safe and healthy environment for children, families, staff, students, and volunteers.

Purpose

The purpose of this policy is to provide clear direction to staff and the Manager or designate on how to respond to emergency situations and to support the safety and well-being of children, families, staff, volunteers, students, and other individuals at CICC.

The policy and procedures outline the roles, responsibilities, and steps to be followed during an emergency and when returning to normal operations.

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 Centre and/or resume normal operations.
- **Authority:** A person or entity responsible for providing direction during a fire or emergency situation (e.g. emergency services personnel, Executive Director, Manager, or another person designated to assume responsibility during an emergency).
- **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 entire Centre (e.g. child-specific incidents) and where 911 is called.
- **Emergency Services Personnel:** Persons responsible for ensuring public safety and mitigating activities during 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 remain at or return to the Centre.
- **Licensee:** The individual or agency licensed by the Ministry of Education that is responsible for the operation and management of the Centre (i.e. Executive Director and Preschool Manager).
- **Meeting Place:** The designated safe place near the Centre where everyone is to initially gather before proceeding to the evacuation site or returning to the Centre if evacuation is not necessary.
- **Staff:** Individuals employed by the licensee (e.g. Teacher, Educational Assistant (EA), Child Care Support Staff (CCSS), Path Forward Classroom Assistant (PFCAs), Early Childhood Intervention (ECI) staff, Resource Consultation (RC) staff, therapists, and coordinators).
- **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 Centre.

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 Centre, the **meeting place** to gather immediately is at: **the front steps of Christ Church Deer Park, 1570 Yonge St.**

If it is deemed 'unsafe to return' to the centre, the **evacuation site** to proceed to is located at: **Christ Church Deer Park, 1570 Yonge St., Basement Community Hall**

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 Individual Medical Plan/Anaphylactic Alert Plan, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Executive Director, Manager or designate will provide directions to staff for the immediate response and next steps. Staff will follow the directions 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 Manager or designate in the Daily Written Record.

PROCEDURES

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
Lockdown When a threat is on, very near, or inside the 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 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) shall 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 Manager or designate will immediately: • close and lock all entrance and exit doors, if possible; and • take shelter. Note: Only Emergency Service Personnel are allowed to enter or exit the Centre during a lockdown.
Hold & Secure When a threat is in the general vicinity of the Centre, but not on or inside the 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 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 Manager or designate must immediately: • close and lock all entrance and exit doors. • 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 Centre. Note: Only Emergency Services Personnel are allowed to enter or exit the Centre during a hold and secure.

Emergency Situation	Roles and Responsibilities
Bomb Threat	1. The staff member who becomes aware of the threat or the Manager or designate must:

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).	• 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 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 staff of the incident and that 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; • direct volunteers and students to gather all children and line them up for evacuation; • gather the Main Attendance Binder and Medication Box; • exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing according (if possible) according to weather conditions; • escort children to the meeting place; and • take children’s attendance to confirm all 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 cannot be safely assisted to exit the building, the designated staff will assist them to the closest accessible exit and ensure their required medication is accessible, if applicable; and • wait for further instructions. 5. If possible, the Manager or designate must conduct a walk-through of the 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 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 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. Manager or designate 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 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 Centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.

Emergency Situation	Roles and Responsibilities
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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; • direct students and volunteers to 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 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.
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Emergency Situation	Roles and Responsibilities
Natural Disaster: Major Earthquake	1. Staff in the program room must immediately: • remain calm; • instruct students and volunteers to find shelter under a desk table with the children 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: • direct the students and volunteers to gather the children and line for evacuation; • gather the the Main Attendance Binder and Medication Box; 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.

	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 closest accessible exit and ensure their required medication is accessible, if applicable; and • wait for further instructions 7. The Manager or designate must conduct a walkthrough of the Centre to ensure all individuals have evacuated, where possible.
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Emergency Situation	Roles and Responsibilities
Water Leak	For domestic water leak staff will: 1. Staff will: • Notify the Manager or designate. • Keep children away from the affected area and maintain appropriate supervision. • If safe to do so, turn off the water shut-off valve located in the basement Water Meter Room. See Appendix A. • If the leak is significant, creates a safety hazard, or cannot be controlled, the Manager or designate will determine whether evacuation or relocation is necessary. • Contact the building owner or emergency services, if required. • Notify parents if the emergency affects the care, safety, or normal operation of the Centre. Staff Training The Manager or designate will ensure that staff are familiar with the location of the water shut-off valve and the instructions for responding to water leak. Training/sign-offs will be maintained on file. 1.
Accidental Sprinkler System Activation	If the sprinkler system activates accidentally and there is no indication of fire, staff will: 1. Evacuate the Centre and follow the Centre's Fire Safety and Evacuation Plan. 2. Take attendance to ensure all children are accounted for and maintain constant supervision at the designated meeting place.

	3. The Manager or designate will shut off the sprinkler system, following the instructions in Appendix B, where it is safe to do so. 4. Call 911 and report the sprinkler system activation. 5. Wait for further instructions from emergency services and do not re-enter the Centre until it is safe to do so. Staff Training: The Manager or designate will ensure that staff are familiar with the location of the sprinkler system shut-off and the instructions for shutting off the sprinkler system. Training/sign-offs will be maintained on file.
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Phase 2: Next Steps during the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the Manager or designate must notify emergency services by calling **911** as soon as possible.
- 2) Where the Centre has been evacuated, the Manager or designate must notify emergency services of any individuals who may remain inside the building, where applicable.

List of Emergency Contact Persons:

Local Police Department: 416-808-5300 or 911

Ambulance: 911

Local Fire Services: 911

- CICC Executive Director: Shemina Ladak 437-324-3490
- CICC Foundation Chief Development Officer: Melissa Syme 647-286-7039
- Managing Supervisor, Preschool Programs: Racquel Manzano 416-935-0200 ext.261
- Interim CICC Chair, Board of Directors: Bernard Savage 416-459-0672

Ministry of Education Inspector: Andrew Wu 289-338-3567

Toronto Children's Services Consultant: Kim Pawluck 416-338-0991

- 3) Where any staff, students and/or volunteers are not on site, the Manager 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 to return to the Centre.

- 4) The Manager or designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate instructions to staff and ensure they are followed.
- 5) Throughout the emergency, staff will:
 - Help keep children, classroom assistants, students, and volunteers calm;
 - Take attendance to ensure 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.
- 6) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of any serious injuries requiring immediate attention and assistance.

Procedures to Follow When “All-Clear” Notification is Given	
Procedures	1. The individual who receives the “all-clear” from an authority must inform staff that the “all-clear” has been given and that it is safe to return to the Centre. 2. Designated staff who assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the 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 again upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed or sealed blinds, windows and doors. 4. The Manager or designate will determine whether operations can resume and communicate the decision to staff.
Communication with families	1. As soon as possible, the Manager or designate must notify families of the emergency situation and that the all-clear has been given. 2. Where disasters have occurred that did not require evacuation of the Centre, the Manager or designate must provide a notice of the incident to families by email or phone. Notification should be made as soon as possible. 3. If normal operations do not resume the same day that an emergency situation has taken place, the Manager or designate must provide families 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	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 Manager or designate will post a note for families on the 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 families or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with families	1. Upon arrival at the emergency evacuation site, the Manager or designate will notify families of the emergency situation, evacuation and the location to pick up their children. 2. Where possible, the Manager or designate will update the Centre’s voicemail box as soon as possible to inform families that the 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

Ensure children with medication receive medication as required. Provide food and water as needed. If possible, document any children, staff, classroom assistants, student and volunteer’s injuries and/or accidents.

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

Procedures for Resuming Normal Operations	The Manager or designate will determine when it is safe to resume normal operations, based on direction from emergency services and other applicable authorities. Where required, the Manager or designate will: • Contact the Ministry of Education Inspector and other applicable authorities; • Contact the insurance company, where applicable; • Arrange for any necessary repairs, cleaning, or restoration; • Arrange for temporary relocation if the Centre cannot safely reopen; • Notify families, staff, volunteers, and students about the status of the Centre and when normal operations will resume; and • Respond to media and community inquiries, if necessary. • Reopen the Centre when it is safe to do so. •
Procedures for Providing Support to Children and Staff who Experience Distress	If staff, volunteers, students, or children experience distress related to an emergency at CICC, the Manager or designate will provide appropriate support and, where needed, provide individuals or families with information about available mental health and support services. Toronto Public Health: 416-338-7600 211 Ontario: 211
Procedures for Debriefing Staff, Children and Families Include, where, applicable, details about when and how the debrief(s) will take place, etc.	CICC must debrief staff, students, volunteers, and families after an emergency. The Manager or designate will: • Review the emergency, the Centre's response, and any concerns that arose; • Provide staff, students, volunteers, and families with an opportunity to ask questions and provide feedback; • Prepare a written communication outlining the emergency situation and next steps for resuming regular operations; • Email the communication to families, staff, students, and volunteers; • Contact individuals by phone if they do not have an email address; • Provide children with information and support appropriate to their age, developmental level, and communication needs; and • Document any follow-up actions or changes to the Centre's emergency procedures.

Appendix A: WATER SHUT-OFF VALVE
Location: Basement, Water Meter Room
Photo: Water shut-off valve



Appendix B: SPRINKLER SYSTEM SHUT-OFF

Location: Basement, Electrical Room

IN CASE OF ACCIDENTAL DAMAGE TO SPRINKLER SYSTEM CAUSING FLOODING

1. Go to the **Electrical room**
2. Close the main feeder valve to the sprinkler system
 - See tag “**Main Control Valve**”
3. Open the sprinkler system drain valve
 - See tag “**Main Drain**”
4. Turn off the sprinkler system pump switch (on the wall to the right of this notice)

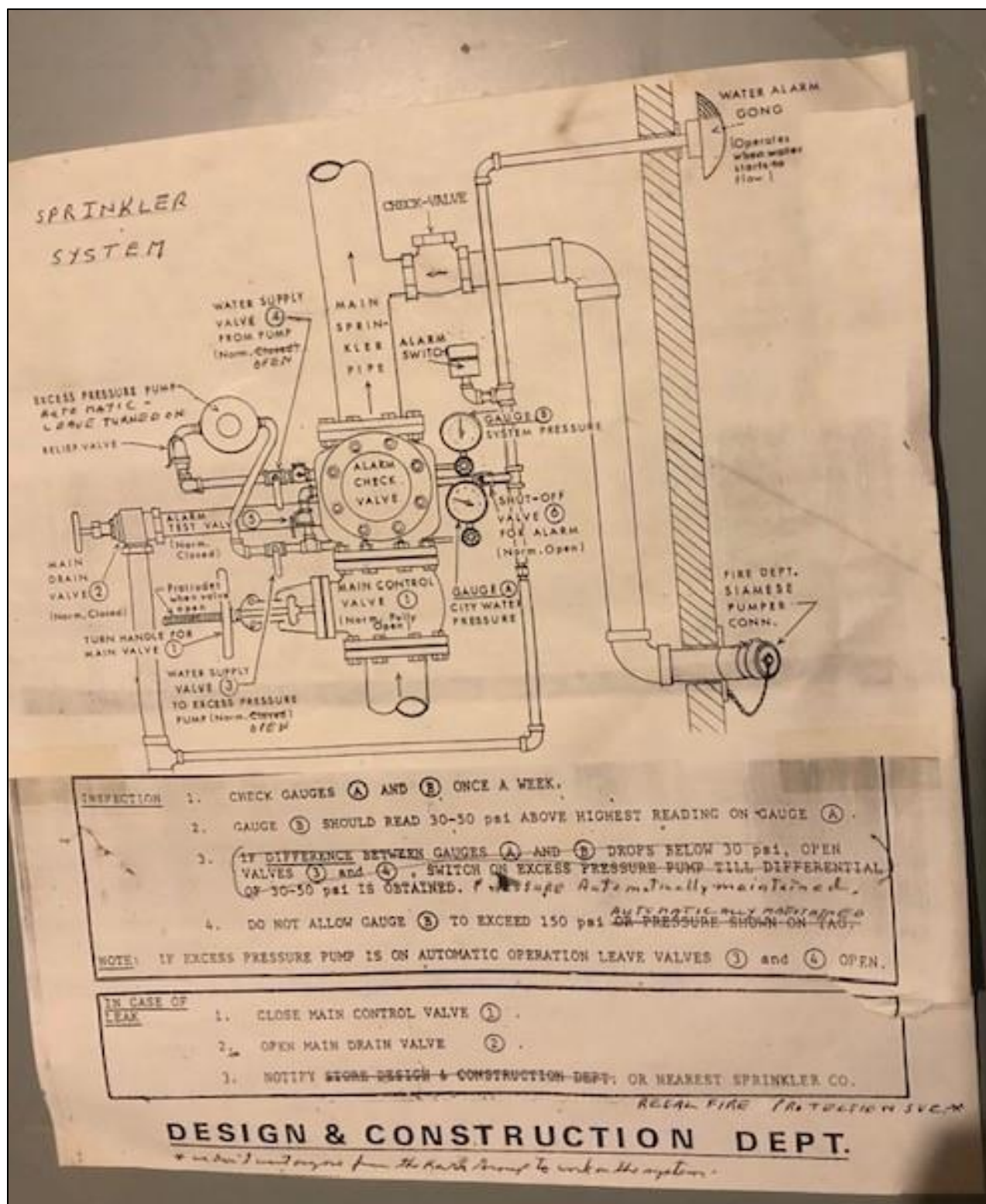


IMPORTANT

5. At the same time, have someone call **API Monitoring Station 416-736-3000** because they will receive an alarm signal if the sprinkler head bursts and another signal when you start to close the Main Control Valve.

 **NOTE:** If firefighters are dispatched to a false alarm, we may be billed over \$1400.00

Appendix C: SPRINKLER SYSTEM DIAGRAM



Appendix D: SPRINKLER SYSTEM PUMP SWITCH

