

	POLICY TITLE	CATEGORY
	Emergency Management Policy & Procedures – All Programs	Programs
	APPROVING BODY OR POSITION	APPROVAL DATE
	Director, Programs	August 2025
PRIMARY LEGISLATION / REGULATION REFERENCE(S)		
Child Care and Early Years Act, 2014 (CCEYA)		

PURPOSE

The purpose of this policy is to provide clear direction for Educators and licensees to follow in order to deal with emergency situations. This policy outlines procedures for preventing, preparing, responding, and recovering from emergencies.

Scope

This policy, its principles and practices, apply to all Family Day Staff, Students and Volunteers.

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, 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 child care 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 child care centre.

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e., the operator).

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.

Educator: Individual employed by the licensee (e.g., program Educator, 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.

Regulatory Requirement

Regulatory Requirements: Ontario Regulation 137/15

Emergency Management

68.1 (1) In this section,

“emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- (e) set out requirements regarding communications with parents;
- (f) set out requirements regarding contacting appropriate local emergency response agencies; and
- (g) address recovery from an emergency, including,
 - (i) requiring that staff, children and parents be debriefed after the emergency,
 - (ii) setting out how to resume normal operations of the child care centre, and
 - (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school’s emergency management policies and procedures, and those policies and procedures address the same matters as described in subsection (2); or
- (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

Intent

The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and Educator in the event of an emergency.

The provision requires that Educator roles and responsibilities be clearly outlined in the event of an emergency.

Policy

Educators 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;
3. Recovery / Reporting

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

See Appendix A – Evacuation Procedures & Evacuation Site Information

For situations that require evacuation of the child care centre, where the **meeting place** to gather immediately will be located.

If it is deemed 'unsafe to return' to the child care centre, the location of the **evacuation site** to proceed to.

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.

Where the child care centre is located in a publicly funded school: the centre may adopt and use the school's emergency management policies and procedures.

Stand-alone sites should follow procedures for various potential emergencies outlined in this policy, including evacuation plans, shelter in place protocols, and communication strategies.

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, Supervisor/designate will provide direction to the Educators for the immediate response and next steps. The Educators 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 Supervisor/designate in the daily written record.

A clear communication strategy for informing staff, parents, and emergency services during an emergency will be followed.

PROCEDURES

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p>Lockdown</p> <p>When a threat is on, very near, or inside the child care centre. E.g., a suspicious individual in the building who poses a threat.</p>	<ol style="list-style-type: none"> 1) The Educator who becomes aware of the threat must inform all other Educators of the threat as quickly and safely as possible. 2) Educators who are outdoors must ensure everyone who is outdoors return inside if safe to do so; if not proceed to a safe location 3) Educators inside the child care centre must: <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication and move them away from doors and windows; • complete Head Count & Roll Call 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. <p>If possible, Educators inside the program room(s) should also:</p> <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. 4) Supervisor/designate will immediately: <ul style="list-style-type: none"> • close and lock all child care centre entrance/exit doors, if possible; and take shelter. • Staff must not open doors under any circumstances during a lockdown unless explicitly instructed to do so by authorized emergency personnel <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p> 5) Parents are notified of emergencies, with the method of communication (e.g., phone call, email, or verbal communication) depending on the nature of the emergency as soon as it is deemed safe to do so. All communication needs to be done in collaboration with the Supervisor/Designate and Program Manager.
<p>Bomb Threat</p> <p>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>The Educator who becomes aware of the threat or Supervisor/designate must:</p> <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 • complete Head Count & Roll Call to confirm all children are accounted for. <ol style="list-style-type: none"> 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, Educator must ensure that no one approaches or touches the package at any time.

Emergency Situation	Roles and Responsibilities
<p>Hold & Secure</p> <p>When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g., a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The Educator who becomes aware of the external threat must inform all other Educators of the threat as quickly and safely as possible. 2) Educators who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Educators in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication; • complete Head Count & Roll Call 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) Supervisor designate 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>5) Parents are notified of emergencies, with the method of communication (e.g., phone call, email, or verbal communication) depending on the nature of the emergency as soon as it is deemed safe to do so. All communication needs to be done in collaboration with the Supervisor/Designate and Program Manager.</p>
<p>Disaster Requiring Evacuation</p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g., fire, flood, power failure.</p>	<ol style="list-style-type: none"> 1) The Educator who becomes aware of the disaster must inform all other Educators 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 Educators must follow the centre’s fire evacuation procedures. 2) Educators must immediately: <ul style="list-style-type: none"> • remain calm • gather all children, the attendance record, children’s emergency contact information any emergency medication • Complete Head Count & Roll Call prior to exiting the building • 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 • complete Head Count & Roll Call to confirm all children are accounted for • keep children calm • wait for further instructions 3) If possible, Educator should also: <ul style="list-style-type: none"> • take a first aid kit; and Emergency Evacuation Kit • gather all non-emergency medications. 4) Designated Educator 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. • wait for further instructions. <p style="text-align: right;"><i>Continued on next page ...</i></p>

Emergency Situation	Roles and Responsibilities
	<p>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.</p> <p>6) After evacuation, staff must assess individuals for injuries and promptly report any findings to emergency personnel.</p> <p>7) Parents are notified of emergencies, with the method of communication (e.g., phone call, email, or verbal communication) depending on the nature of the emergency as soon as it is deemed safe to do so. All communication needs to be done in collaboration with the Supervisor/Designate and Program Manager.</p>
<p>Disaster – External Environmental Threat</p> <p>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g., gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The Educator who becomes aware of the external environmental threat must inform all other Educators of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <ul style="list-style-type: none"> a) Educators who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately. b) Educators must immediately: <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication; • complete Head Count & Roll Call 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. <p>2) Supervisor/designate must: <ul style="list-style-type: none"> • seal off external air entryways (ie: windows) not located in program rooms (where applicable/possible); • 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/possible). <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>3) Parents are notified of emergencies, with the method of communication (e.g., phone call, email, or verbal communication) depending on the nature of the emergency as soon as it is deemed safe to do so. All communication needs to be done in collaboration with the Supervisor/Designate and Program Manager.</p> </p>

<p>Natural Disaster</p> <p>Tornado / Tornado Warning</p>	<ol style="list-style-type: none"> 1) The Educator who becomes aware of the tornado or tornado warning must inform all other Educators as quickly and safely as possible. 2) Educator members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately. 3) Educators must immediately: <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication; • go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways; • complete Head Count & Roll Call 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) Parents are notified of emergencies, with the method of communication (e.g., phone call, email, or verbal communication) depending on the nature of the emergency as soon as it is deemed safe to do so. All communication needs to be done in collaboration with the Supervisor/Designate and Program Manager.
<p>Natural Disaster</p> <p>Major Earthquake</p>	<ol style="list-style-type: none"> 1) Educators in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication; • 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) Educators 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, Educators must: <ul style="list-style-type: none"> • gather the children, their emergency profiles and emergency medication; and evacuation kit • Prior to leaving the building, complete Head Count & Roll Call • 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, Educators 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. <p style="text-align: right;"><i>Continued on next page ...</i></p>

	<p>6) Designated Educator will:</p> <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • wait for further instructions. <p>7) If possible, the site designate must conduct a walkthrough 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.</p> <p>8) Parents are notified of emergencies, with the method of communication (e.g., phone call, email, or verbal communication) depending on the nature of the emergency as soon as it is deemed safe to do so. All communication needs to be done in collaboration with the Supervisor/Designate and Program Manager.</p>
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Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the Supervisor/designate 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 is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

See Appendix B - List of Emergency Contact Persons

- 4) Where any Educator, Students and/or Volunteers are not on site, the Supervisor/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 return to the child care centre.
- 5) The Supervisor/designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to the Educators and ensure they are followed.
- 6) Throughout the emergency, Educators will:
 - help keep children calm;
 - complete Head Count & Roll Call 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, Educators will assist with administering first aid. Educators must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8) a) Procedures to follow when “**All-Clear**” notification is given

<p>Procedures</p>	<ol style="list-style-type: none"> 1) The individual who receives the ‘all-clear’ from an authority, if not the supervisor/designate will inform the supervisor/designate and must inform all other Educators that the ‘all-clear’ has been given and that it is safe to return to the child care centre. 2) Designated Educators 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) Educators must: <ul style="list-style-type: none"> • complete Head Count & Roll Call to ensure all children are accounted for • escort children back to their program room(s), where applicable • complete Head Count & Roll Call upon returning to the program room(s) to ensure that all children are accounted for; where applicable; • re-open closed/sealed blinds, windows and doors. 4) Supervisor/Designate in consultation with Program Manager, will determine if operations will resume and communicate this decision to the Educators. 5) If normal operations do not resume the same day that an emergency situation has taken place, the Serious Occurrence Policy will be followed.
<p>Communication with parents/guardians</p>	<ol style="list-style-type: none"> 1) Parents are notified of emergencies, with the method of communication (e.g., phone call, email, or verbal communication) depending on the nature of the emergency as soon as it is deemed safe to do so. All communication needs to be done in collaboration with the Supervisor/Designate and Program Manager 2) Where disasters have occurred that did not require evacuation of the child care centre, Supervisor/designate must provide a notice of the incident to parents/guardians by posting a notification on the parent message board and/or by email. 3) If normal operations do not resume the same day that an emergency situation has taken place, Supervisor/Designate in consultation with the Program Manager must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8) b) Procedures to follow when “**Unsafe to Return**” notification is given

<p>Procedures</p>	<ol style="list-style-type: none"> 1) The individual, if not the Supervisor/Designate, who receives the ‘unsafe to return’ notification from an authority must inform the supervisor/designate and all other Educators 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) Educators must complete Head Count & Roll Call to confirm all children are accounted for prior to leaving, and escort children to the evacuation site. 3) Designated Educators 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) Supervisor/Designate, in consultation with the Program Manager, 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, Educators must: <ul style="list-style-type: none"> • remain calm; • complete Head Count and Roll Call 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.
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<p>Communication with parents/guardians</p>	<ol style="list-style-type: none"> 1) Parents are notified of emergencies, with the method of communication (e.g., phone call, email, or verbal communication) depending on the nature of the emergency as soon as it is deemed safe to do so. All communication needs to be done in collaboration with the Supervisor/Designate and Program Manager 2) Upon arrival at the emergency evacuation site, Supervisor/Designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children as soon as it is safe to do so. 3) Where possible, Supervisor/Designate 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.
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Phase 3: Recovery/Reporting (After an Emergency Situation has Ended)

<p>Procedures for Resuming Normal Operations</p> <p>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.</p>	<ol style="list-style-type: none"> 1) The Supervisor/Designate will contact families and advise them of when the child care centre will re-open 2) The Supervisor/Designate will contact the centre's Program Advisor with the Ministry of Education to advise them of when the centre will re-open 3) Family Day will use social media, email and other related forms of communication to ensure efficient and clear messaging. 4) The Supervisor/Designate will liaise with the Program Manager to support messaging strategies agency wide 5) The Supervisor/Designate will contact all other outside agencies who provide services to the child care centre e.g., caterer to advise them of the centre re-opening and schedule services to continue 6) Program will open and resume normal activities.
<p>Procedures for Debriefing Educator, Children and Parents / Guardians</p> <p>Include, where applicable, details about when and how the debrief(s) will take place, etc.</p>	<p>Supervisor/Designate, with support from the Program Manager, will debrief with Educators, children and families after the emergency situation.</p>
<p>Providing support to Children & Educators who experience distress</p>	<p>Supervisor/Designate in consultation with the Program Manager will seek out and identify therapeutic supports for the Educators, children and families. Additional supports will be made available for Educators and families to access.</p>



In case of emergency evacuation

- Supervisor/Designate must alert all individuals in the building
- Collect all children and families on site
- Each room shall take the emergency information profiles, the daily attendance record, any emergency medication and the Emergency Evacuation kit.
- Leaving the building: Supervisor/Designate educator will be the last person to leave the premises
- All groups will meet at the designate area (see below) and do Roll Call and Head Count
- All children must be accounted for before proceeding to the designated place of shelter.
- Proceed to the designated place of shelter.
- Once at the shelter location staff will do Roll Call and Head Count again
- Call all parents from the shelter and have them come and pick up their children from the address indicated below.
- Supervisor will then inform the Program Manager and Ministry Program Advisor.
- Supervisor/ Staff will complete a Serious Occurrence Report.

CENTRE: _____

Upon evacuation from the child care centre, all groups will meet at:

(Please provide details of the **designated meeting location**)

and proceed to their Emergency Shelter

Emergency Shelter Name

Emergency Shelter Location (please provide address)

Emergency Shelter Phone Number



EMERGENCY PHONE NUMBERS

**AMBULANCE
FIRE
POLIC** } **911**

Family Day	<ul style="list-style-type: none"> • Agency – Main Line 416-922-9556 • Program Manager xxxName - xxxPhone • Child Care Services 416-922-3434
Poison Information	PH: XXX
Public Health Services	PH: XXX
Hospital: xxx	PH: XXX
Serious Occurrence Reporting	Done via the internet (on-line)
Children’s Aid Society: xxx	PH: XXX
Ministry of Education Program Advisor: xxxName	Email: XXX PH: XX FX: XX
School: xxx (if CC located in school)	PH: XXX
Taxi: xxx	PH: XX
Emergency Shelter: <ul style="list-style-type: none"> • xxxName • xxxStreet Address • xxxCity, ON xxPostalCode 	PH: XXX



Emergency Evacuation Kits

Center Name: _____

Date Completed: _____

Person Completing Checklist: _____

Supervisor: _____

Does your emergency kit include the following?

Supplies	Date Replenished	Initials
First Aid Kit - including gloves and tissue		
Allergy List Anaphylaxis Plans Emergency Medical Plans		
Critical medications for children/staff (example; Epinephrine, Insulin etc.)	Ensure these items go with Educators in the event of an evacuation	
Emergency Contact Information for all children		
Program Emergency Phone list		
Staff Phone Tree		
Evacuation Relocation Site Information – signs for the building		
Blankets		
Hand Sanitizer		
Bottled Water		
Flashlight with additional batteries		
Any items for the children; song cards, paper, crayons, books		

Other Items to consider adding:

- Non-perishable food items
- Wet-Wipes