



Policy #07
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November 8, 2018
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September 2022
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January 2025

Whitestone After School Program Emergency Management Policy and Procedures

Purpose:

The intent of this policy is to provide clear direction for the Program Coordinator of the Municipality of Whitestone After School Program to follow in emergency situations in order 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 safer outcomes.

Scope:

This policy applies to all Program Coordinators, students on placement and volunteers.

Glossary:

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, Whitestone Staff or the Program Coordinator).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance, including but not limited to fires, power outages, sewage backup, interruptions in heat or water. These include situations that may not affect the After School 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 Whitestone Lake Central School.

Meeting Place: The designated safe place near the After School Program where everyone is to initially gather before proceeding to the evacuation site, or returning to the After School Program if evacuation is not necessary.

Program Coordinator: For the purposes of this policy “Program Coordinator” is used to refer to the contracted personnel who provide oversight of the program and students at the Whitestone Lake Central School.

Staff: for the purposes of this policy, “Staff” is used to also refer to staff who are employed by the Municipality of Whitestone.

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.

Volunteer: For the purposes of this policy “Volunteer” is used to refer to persons who volunteer their time at the After School Program including students on placement.

Policy:

The Program Coordinator 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.

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

EVACUATION LOCATION:

For situations that require evacuation of Whitestone Lake Central School, the **meeting place and evacuation site** is located at:

Dunchurch Community Centre - 2199 Hwy 124, Dunchurch, ON

Telephone Numbers:

Emergency Services: **911**

Dunchurch Community Centre: **705-389-3665**

Janet Jackson: **705-938-0905**

Nigel Black (Whitestone CAO/Clerk): **705-938-8200**

Municipality of Whitestone Municipal Office: **705-389-2466**

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.

If any emergency situations happen that are not described in this document, the Program Coordinator will provide direction to students on placement and volunteers for the immediate response and next steps. Students on placement and volunteers 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 Coordinator in the daily log book and on an Incident Report and reported to the Licensee.

Phase 1: Immediate Emergency Response Procedures

Procedures	
Phase 1:	Immediate Emergency Response
Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the Whitestone Lake Central School. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none"> 1) The Program Coordinator or Volunteer who becomes aware of the threat must inform all other persons (Program Coordinator, Volunteers) of the threat as quickly and safely as possible. 2) The Program Coordinator or Volunteer who is outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) The Program Coordinator or Volunteer inside the program room(s) must remain calm: <ul style="list-style-type: none"> • 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; • mute all cellular phones; and • wait for further instructions. 4) If possible, the Program Coordinator or Volunteer 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 Coordinator will immediately: <ul style="list-style-type: none"> • Ensure all entrance/exit doors are locked, if possible; and • take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the After School Program during a lockdown.</p>

<p>Hold & Secure When a threat is in the general vicinity of the Whitestone Lake Central School, but not on or inside the Whitestone Lake Central School. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The Program Coordinator or Volunteer who becomes aware of the external threat must inform all others of the threat as quickly and safely as possible. 2) The Program Coordinator or Volunteer who is outdoors must ensure everyone returns to their program room(s) immediately. 3) The Program Coordinator or Volunteer in the program room must remain calm: <ul style="list-style-type: none"> • 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 Coordinator or Volunteer must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the After School Program; • 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 After School Program. <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 Program Coordinator or Volunteer who becomes aware of the threat or sees a suspicious package must remain calm and: <ul style="list-style-type: none"> • 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. <p>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>B. Where the threat is received in the form of a suspicious package, the Program Coordinator or Volunteer must ensure that no one approaches or touches the package at any time.</p> <p>If emergency services personnel otherwise direct the after-school program to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</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, sewage backup, no heat, water interruptions greater than one operational day.</p>	<ol style="list-style-type: none"> 1) The Program Coordinator or Volunteer who becomes aware of the disaster must inform all others (Program Coordinator or Volunteer) of the incident and that the School must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and everyone must follow the fire evacuation procedures for the School. 2) The Program Coordinator or Volunteer must remain calm and immediately: <ul style="list-style-type: none"> • gather all children, the attendance record, and children’s emergency contact information; • exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions; • escort children to a designated 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, the Program Coordinator or Volunteer should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all emergency medications. 4) The Program Coordinator or Volunteer 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, a designated person will assist them to remain calm and ensure their required medication is accessible, if applicable; and • wait for further instructions. 5) If possible, the Program Coordinator must conduct a walk-through of the program room 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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<p>Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the Whitestone Lake Central School. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The Program Coordinator or Volunteer who becomes aware of the external environmental threat must inform all others (Program Coordinator or Volunteer) 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> <p>1) The Program Coordinator or Volunteer who is outdoors with children must ensure everyone who is outdoors returns to the program room immediately.</p> <p>2) The Program Coordinator or Volunteer must remain calm and immediately:</p> <ul style="list-style-type: none"> • 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 room (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) The Program Coordinator or Volunteer must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program room (where applicable); • place a note on all external doors with instructions that no one may enter or exit the After School Program until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the after-school program to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
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<p>Natural Disaster: Tornado / Tornado Warning</p>	<ol style="list-style-type: none"> 1) The Program Coordinator or Volunteer who becomes aware of the tornado or tornado warning must inform all others (Program Coordinator or Volunteer) as quickly and safely as possible. 2) The Program Coordinator or Volunteer who is outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately. 3) The Program Coordinator or Volunteer must remain calm and immediately: <ul style="list-style-type: none"> • 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 calm and keep children away from windows, doors and exterior walls; • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions. <p>If emergency services personnel otherwise direct the After School Program to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
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**Natural
Disaster:
Major
Earthquake**

- 1) The Program Coordinator or Volunteer in the program room must remain calm and immediately:
 - 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) The Program Coordinator or Volunteer who is 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, the Program Coordinator or Volunteer must:
 - gather the children, their Registration Binder 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, the Program Coordinator or Volunteer should also:
 - take a first aid kit and gather all emergency medications.
- 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.
- 6) The Program Coordinator or Volunteer 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, a designated person will assist them to remain calm and ensure their required medication is accessible, if applicable; and
 - wait for further instructions.
- 7) The Program Coordinator or Volunteer must conduct a walkthrough of the Program room and area to ensure all individuals have evacuated, where possible.

If emergency services personnel otherwise direct the after-school program to evacuate, follow the procedures outlined in the "Disaster Requiring Evacuation.

Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the Program Coordinator must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the Whitestone Lake Central School has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) The Program Coordinator shall notify the Licensee as soon as possible.
- 4) The Program Coordinator must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to Volunteers if applicable.
- 5) Throughout the emergency, the Program Coordinator and Volunteer will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 6) In situations where injuries have been sustained, persons with first aid training will assist with administering first aid. The Program Coordinator must inform emergency personnel of severe injuries requiring immediate attention and assistance.
- 7) Procedures to follow:
 - 7a) When 'All Clear' Notification is Given (see chart below)
 - 7b) When "Unsafe to Return" Notification is Given (see chart below)

7a) Procedures to Follow When 'All-Clear' Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The Program Coordinator, when given the 'All Clear' from an authority, must inform the Volunteers and advise that it is safe to return to the Whitestone Lake Central School location. 2) The Program Coordinator or Volunteer who has assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the Whitestone Lake Central School. 3) The Program Coordinator or Volunteer must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) The Licensee in concert with the Program Coordinator will determine if operations will resume and communicate this to the appropriate persons.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, the Program Coordinator 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 Whitestone Lake Central School, the Program Coordinator must provide a notice of the incident to parents/guardians by telephone as soon as possible. 3) If normal operations do not resume the same day that an emergency situation has taken place, the Program Coordinator must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

7b) Procedures to Follow When 'Unsafe to Return' Notification is Given

Procedures

- 1) When the Program Coordinator or designate receives the 'Unsafe to Return' notification from an authority, the Program Coordinator shall arrange to immediately proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.
- 2) The Program Coordinator must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.
- 3) The Program Coordinator or persons 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 Coordinator will post a note for parents/guardians at the Whitestone Lake Central School entrance with information on the evacuation site, where it is possible and safe to do so.
- 5) Upon arrival at the evacuation site, the Program Coordinator and Volunteer shall remain calm:
 - take attendance to ensure all children are accounted for;
 - help keep children calm;
 - engage children in activities, where possible;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children;
 - keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and
 - remain at the evacuation site until all children have been picked up.

<p>Communication with parents/guardians</p>	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, the Program Coordinator will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where disasters have occurred that did not require evacuation of the Whitestone Lake Central School the Program Coordinator must provide a notice of the incident <u>in writing</u> to parents/guardians and the Licensee within 24 hours or sooner of the incident 3) If normal operations do not resume the same day that an emergency situation has taken place, the Program Coordinator 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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Phase 3: Recovery (After an Emergency Situation has Ended)

<p>Procedures for Resuming Normal Operations reopening the Whitestone Lake Central School, contacting the Ministry of Education Program Advisor, responding to media and community inquiries</p>	<p>The Program Coordinator will follow the Crisis Communication Plan and follow the emergency management policies and procedures.</p> <p>The Program Coordinator will advise the Ministry of Education Program Advisor when the Whitestone Lake Central School is reopened.</p> <p><u>All media</u> and Community related formal Communications will be organized or undertaken by the Municipality of Whitestone through the CAO/Clerk</p>
<p>Procedures for Providing Support to Children and others involved in the Incident</p>	<p>The Licensee or designate or the Program Coordinator will talk to the children (or others involved in the incident) to provide the opportunity to express their feelings and debrief about the incident. Where deemed appropriate, professional consultants will be contracted to assist.</p>
<p>Procedures for Debriefing</p>	<p>The Program Coordinator in concert with the Licensee must debrief children and parents/guardians and others after the emergency.</p> <p>Where deemed appropriate the Program Coordinator will be provided with professional consultants to assist.</p>

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 staff in the event of an emergency.

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