



EMERGENCY MANAGEMENT

The purpose of this policy is to provide clear direction for staff and licensees to follow in dealing 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.

Extended Closure

MLCP strives to provide a safe, healthy environment for our students and staff. However, despite our best efforts there may be times when, beyond MLCP's control, the school may have to be closed for an extended period.

Decisions to close for an extended period are made based on recommendations/orders by one or more of the following ministries; the provincial and federal Ministries of Health, Education, and Labour as well municipal departments of Health and Childcare Licensing bodies. The reasons for an extended closure may include but are not limited to fire, faulty construction, mold, flooding, loss of essential services (power, heat, etc.), serious illness outbreak, pandemic, etc.

You hereby release and agree to indemnify MLCP, its teachers, administrators, agents and employees from any and all actions, causes of actions, claims and demands for damages, indemnity, costs, interest, loss or injury of every nature and kind whatsoever and howsoever, which you have had, may now have or may hereafter have, in your personal capacity or on behalf of your child, in any way relating to or arising from your child's enrolment or participation in MLCP, all MLCP activities and events, including all excursion-related activities and events, and any communicable illness that may be contracted on school premises, provided MLCP exercises due diligence and complies with all applicable laws.

MLCP's duties and obligations shall be suspended immediately without notice during all periods that MLCP is closed because of force majeure events including, but not limited to, any fire, act of God, hurricane, war, governmental action, act of terrorism, epidemic, pandemic, or any other event beyond MLCP's control. If such an event occurs, MLCP's duties and obligations will be postponed until such time as MLCP, in its sole discretion, may safely reopen. In the event that MLCP cannot reopen due to an



event under this clause, MLCP is under no obligation to refund any portion of the parent/client fees. Should the government choose to enforce regulations regarding refunds for childcare services due to an Emergency Order, MLCP will comply.

Emergency

An Emergency can mean an urgent or pressing situation requiring immediate action. As such, emergencies occur with little forewarning so being prepared and organized at all times is especially important. Having registers up to date, knowing your numbers and carefully monitoring the children's whereabouts should already be a part of daily practice.

Classroom teachers are directly responsible, in an emergency situation especially, for the students in their care. The children's safety and emotional well being are of utmost importance. As direction and information is passed along to you, implementation calmly, quietly and professionally is expected. Ensure that you are always easily able to locate your emergency pouch (parent & emergency contact, medications, first aid kit, medication permission slips) for both practiced and emergency situations and that all necessary medications are clearly labelled.

For the purposes of this policy DESIGNATED PERSONS ARE AS FOLLOWS:

401 Principal Or Vice-Principal	631 Administrator Or Sr. Teacher	409 Infant Head Teacher Casa I Head Teacher	417 Head Teacher
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Staff will follow the emergency response procedures outlined in this document by following these four steps:

1. Quickly assess situation, call 911 and identify the emergency.
2. Ensure that contact information for parents is available for communication as soon as possible.
3. Ensure that the medication bag, attendance records and other essentials are collected before leaving the room.
4. Phase 1 - Follow Immediate Emergency Response for situation.
5. As soon as available - and on an ongoing basis during the occurrence - keep staff informed. Arrange debriefing of staff and families during recovery period. Provide support as necessary.



6. Phase 2 - Next Steps during an Emergency.
7. Phase 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 MLCP, the meeting place to gather immediately will be located at: "The place" designated by Ministry representatives (we will be informed).

If it is deemed 'unsafe to return' to MLCP, the evacuation site to proceed to is located at: The Bridge - Church for All Nations, 477 Kingston Road, Pickering, ON L1V 1A5, crossroads Rosebank and Kingston Road.

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 Principal (and administration) will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail as applicable by Head Teachers and the Principal in the daily written record.

Additional Policy Statements - regular drills with staff for training/practice, emergency bag preparation, etc., evacuate to the exterior fence lines to await further information.



Procedures - Phase 1: Immediate Emergency Response

Lockdown	
When a threat is on, very near, or inside MLCP e.g. a suspicious individual in the building who is posing a threat.	
Roles and Responsibilities	
<ol style="list-style-type: none">1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.3) Staff inside MLCP 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 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) Designated persons/other logical persons will immediately:<ul style="list-style-type: none">• call 911 and identify the emergency;• ensure that contact information for parents is available for communication as soon as possible;• ensure that the medication bag, attendance records and other essentials are collected before leaving the room;• close and lock all MLCP entrance/exit doors, if possible; and• take shelter.6) As soon as available - and on an ongoing basis during the occurrence - keep staff informed. Arrange debriefing of staff and families during recovery period. Provide support as needed.	
Note: only emergency service personnel are allowed to enter or exit MLCP during a lockdown.	



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.

Roles and Responsibilities

- 1) The staff member who becomes aware of the threat must inform all other staff as quickly as possible:
 - 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.

Hold & Secure

When a threat is in the general vicinity of MLCP, but not on or inside MLCP's premises e.g. a shooting at a nearby building.

Roles and Responsibilities

- 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 room(s) immediately.
- 3) Staff in the room must immediately:
 - remain calm;
 - take children's attendance to confirm all children are accounted for;
 - close all window coverings and windows in the room;
 - continue normal operations of the program; and
 - wait for further instructions.
- 4) Designated persons must immediately:
 - close and lock all entrances/exits of MLCP;
 - close all blinds and windows; and
 - place a note on the external doors with instructions that no one may enter or exit MLCP.

Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.



Disaster Requiring Evacuation - Fire, Flood, Power Failure.

A serious incident that affects the physical building and requires everyone to leave the premises e.g. fire, flood, power failure.

Roles and Responsibilities

- 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 any 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 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 safest inside location and ensure their required medication is accessible, if applicable; and
 - wait for further instructions.
- 5) If possible, the site designate must conduct a walk-through of MLCP 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 affects on persons in MLCP e.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.

Roles and Responsibilities

- 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 room immediately.
- 2) Staff must immediately:
 - remain calm;
 - take children's attendance to confirm all children are accounted for;
 - close all room windows and all doors that lead outside (where applicable);
 - seal off external air entryways located in the rooms (where applicable);
 - continue with normal operations of the program; and
 - wait for further instructions.
- 3) Designated persons must:
 - seal off external air entryways not located in rooms (where applicable);
 - place a note on all external doors with instructions that no one may enter or exit MLCP 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 MLCP to evacuate, follow the procedures outlined in the "Disaster Requiring Evacuation" section of this policy.

Natural Disaster - Tornado/Tornado Warning

Roles and Responsibilities

- 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 room(s) 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; and
 - wait for further instructions.



Natural Disaster - Major Earthquake

Roles and Responsibilities

- 1) Staff in the 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, their emergency cards and emergency medication; and
 - exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.
- 4) If possible, prior to exiting the building, staff should also:
 - 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 find shelter and ensure their required medication is accessible, if applicable; and
 - wait for further instructions.
- 7) The site designate must conduct a walkthrough of MLCP to ensure all individuals have evacuated, where possible.

Immediate Emergency Response Procedures for Other Emergencies

Use the steps and requirements in these scenarios to respond as efficiently as possible to additional emergencies.

Additional Procedures for Immediate Emergency Response

Specialty teachers not already engaged in a classroom should, where possible, assist with Infant and Pre-Casa needs.



Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the Principal or Vice Principal must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Notify DRHD at 905 723 3818.
- 3) Where MLCP has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 4) 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 & safe to do so.

List of Emergency Contact Persons:			
Police:	9-1-1	Fire:	9-1-1
		Ambulance:	9-1-1
Rouge Valley Health Centre:	905-683-2320		
Poison Control:	416-813-5900		
Telehealth Ontario:	1-866-797-0000		
Durham Regional Health Dept.	905 723 3818		
Principal - Nicola Phillips:	416-543-6899	Gregory Reece:	416-543-6688
Vice Principal - Connie Francisco:	905-621-3718	Jamie Reece:	416-669-2102
Montessori Learning Centre	Kingston Road	Liverpool Road	
Phones:	905-509-1722	905-839-1161	
Website:	mlcp.ca		
Email:	info@montessorilearningcentre.com		
	mlcpeast@gmail.com		
Address:	401 Kingston Road, Pickering, ON L1V 1A3		
	631 Liverpool Road, Pickering, ON L1W 1R1		
Taxis:	Durham Rapid:	905-831-2345	Blueline Taxi: 905-837-3000
Intercom(s):	Office/Outside:	Ext.#21	Office/Inside: Ext.#27
	Infants:	Ext.#24	Casa 1: Ext.#28
	Casa 3:	Ext.#25	PreCasa 2/Back: Ext.#23
	Juniors:	Ext.#22	
Also posted at all telephone points.			



- 5) Where any staff, students and/or volunteers are not on site, the Principal, Vice Principal or default charge person 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 MLCP.
- 6) The Principal/Vice Principal must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 7) Throughout the emergency, staff will:
 - 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.
- 8) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When "All-Clear" Notification is Given

- 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 MLCP.
- 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 MLCP.
- 3) Staff must:
 - take attendance to ensure all children are accounted for;
 - escort children back to their room(s), where applicable;
 - take attendance upon returning to the room(s) to ensure that all children are accounted for; where applicable; and
 - re-open closed/sealed blinds, windows and doors.
- 4) The Principal/Vice Principal will determine if operations will resume and communicate this decision to staff.

Communication with Parents/Guardians

- 1) As soon as possible, the Principal/Vice Principal/designated personnel 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 MLCP, the Principal/Vice Principal/designated personnel must provide a notice of the incident to parents/guardians as soon as possible.
- 3) If normal operations do not resume the same day that an emergency situation has taken place, the Principal/Vice Principal/designated personnel must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.



Communication with Parents/Guardians

8b) Procedures to Follow When "Unsafe to Return" Notification is Given

- 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 Principal/Vice Principal will post a note for parents/guardians on MLCP's 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 parents, guardians or authorized pick-up persons; and
 - remain at the evacuation site until all children have been picked up.

Communication with Parents/Guardians

- 1) Upon arrival at the emergency evacuation site, the Principal/Vice Principal/Office Staff will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.
- 2) Where possible, the Principal/Vice Principal/Office Staff will update MLCP's voicemail box as soon as possible to inform parents/guardians that MLCP 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

e.g. documenting children's accidents/injuries, providing water and/or snacks, etc.

Staff may be requested to gather additional items for evacuation or lockdown. Snacks, drinks, logs, etc. should be noted.



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

Procedures for Resuming Normal Operations
e.g. where applicable, reopening MLCP, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.
Should the child care services be interrupted due to natural causes, fire, flood, sewage, power outage which impact internal operations, the Health Department must conduct a clearance investigation before care can be resumed. Once permission has been assured for resuming operations and all necessary and related areas dealt with, staff and family will be notified that normal operations has been or will be resumed.

Procedures for Providing Support to Children and Staff who Experience Distress
Depending on the nature of the emergency, it may be necessary to offer on-site support by professionals trained to deal with distressing or difficult situations.

Procedures for Debriefing Staff, Children, Parents/Guardians
Include, where applicable, details about when and how the debrief(s) will take place, etc.
The Principal/Vice Principal must debrief staff, children and parents/guardians after the emergency. This will be done by whatever means appropriate following the emergency. A gathering, where possible, will be offered. E-mail, telephone calls, face book postings, etc. will all be considered as a means of sharing information quickly and efficiently.



9-1-1 PROTOCOL

Step 1 Immediately call 9-1-1. Remain Calm.

Step 2 Identify emergency (injury, symptoms, or situation) and request support.

The Emergency Dispatcher will require the following information:

Step 3	Name of School:	Montessori Learning Centre of Pickering
	Address:	401 Kingston Road, Pickering, ON L1V 1A3
	Closest Intersection:	Kingston Road & Rougemount Drive
	Telephone #:	(905) 509-1722

Step 4 Specify closest entrance for emergency vehicle/personnel and location of situation/injured party.

Step 5 Emergency Dispatcher will request additional information about the situation/injured party. Answer all questions to the best of one's ability and Ask: “What should we do until you arrive?”

Step 6 Ensure someone is assigned to meet responding emergency vehicle/personnel at the exact entrance that was identified to direct them to the situation/injured party.

Step 7 If the situation changes significantly, (eg, new symptoms), call 911 again if they're still in transit.

Step 8 Call the parent(s)/guardian(s)/emergency contact.

IN CASE OF FIRE

UPON DISCOVERY OF FIRE
NOTIFY ALL OCCUPANTS TO EVACUATE
LEAVE FIRE AREA IMMEDIATELY AND CLOSE DOORS

CAUTION

IF YOU ENCOUNTER SMOKE, USE ALTERNATE EXIT
REMAIN CALM



9-1-1 PROTOCOL

Step 1 Immediately call 9-1-1. Remain Calm.

Step 2 Identify emergency (injury, symptoms, or situation) and request support.

The Emergency Dispatcher will require the following information:

Step 3	Name of School:	Montessori Learning Centre of Pickering
	Address:	631 Liverpool Road, Pickering, ON L1W 1R1
	Closest Intersection:	Liverpool Road & Wharf Street
	Telephone #:	(905) 839-1161

Step 4 Specify closest entrance for emergency vehicle/personnel and location of situation/injured party.

Step 5 Emergency Dispatcher will request additional information about the situation/injured party. Answer all questions to the best of one's ability and Ask: “What should we do until you arrive?”

Step 6 Ensure someone is assigned to meet responding emergency vehicle/personnel at the exact entrance that was identified to direct them to the situation/injured party.

Step 7 If the situation changes significantly, (eg, new symptoms), call 911 again if they're still in transit.

Step 8 Call the parent(s)/guardian(s)/emergency contact.

IN CASE OF FIRE

UPON DISCOVERY OF FIRE
NOTIFY ALL OCCUPANTS TO EVACUATE
LEAVE FIRE AREA IMMEDIATELY AND CLOSE DOORS

CAUTION

IF YOU ENCOUNTER SMOKE, USE ALTERNATE EXIT
REMAIN CALM