



<b>Title:</b>	<b>Preparation for Non-Emergency Centre Closure</b>		
<b>Policy No.:</b>	<b>5.2</b>	<b>Version:</b>	<b>1.0</b>
<b>Effective Date:</b>	<b>2014-12-15</b>	<b>Page:</b>	<b>1 of 4</b>

## **POLICY**

The BCCS will make every effort to remain open to serve the BCCS members. However, there are occasions where this is neither practical nor safe and a non-emergency closure will occur.

## **PURPOSE**

The BCCS has a non-emergency closure policy in place to ensure that all parents and staff are aware of their responsibilities when a non-emergency situation forces the closure of the Room(s)/Centre(s).

## **RELATED POLICIES**

N/A

## **DEFINITIONS**

### **Non-Emergency Situations**

This shall be understood to mean situations which may prevent the Centre(s) from providing the regular level of care to the children, **but do not pose an immediate risk to the health and safety of children and staff**. It is recognized that the evaluation and definition of each situation will be subjective, but some conditions which may warrant non-emergency Centre closures are those such as lack of heat, water or electricity, flooding, interruptions in gas or water service, or excessive snowfall.

## **PROCEDURES**

### **1.0 UNSCHEDULED, NON-EMERGENCY CENTRE CLOSURE**

Non-emergency situations may arise requiring an unscheduled closure of the Centres. Staff members shall endeavour to keep their Room operating. If, in their opinion, the well being and safety of the children may be jeopardized, they will consult with Society Management for direction. If the closure affects only one Room or one Centre, as opposed to the entire complex, alternate arrangements for care may be made within our existing buildings.

The decision to close the Centres shall be made by Society Management and/or the Team Leaders (in consultation with staff, the Health Department and/or Community Care Licensing personnel, as required).

#### **1.1 Contacting parent(s)/guardian(s) when notice of Centre closure is received**

- Each Centre is equipped with one phone line. As each Room requires access to this phone to contact parent(s)/guardian(s), staff will make his/her phone calls as brief as possible. The phone will be used by the Rooms in the following order:
  - Infant Room;
  - Toddler Room; and
  - 3 - 5 Room.



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- Staff shall start phoning parent(s)/guardian(s) as soon as notice of closure is received. If he/she is unsuccessful in contacting the parent(s)/guardian(s), the staff member shall not re-attempt to make contact until all the other Rooms in the Centre have had an opportunity to use the phone.
- After endeavouring to contact all parent(s)/guardian(s) for children in their Room, the staff member shall inform the next Room that it is their turn to use the phone.
- Emergency contacts will not be phoned for non-emergency Centre closures prior to 6:00pm, unless staff have reason to believe a parent/guardian will be unable to pick up their child by 6:00pm. The decision to phone a child's Emergency/Alternate contact person will be made in consultation with Society Management.
- Where second phone lines or cellular phones are available for use, the Rooms shall utilize these phones to speed up the contact process. Once phone calls have been completed in one Room, the next scheduled Room will use the second phone as well.
- When speaking to a parent/guardian, the staff member shall advise that:
  - the BCCS is closed; and
  - their child(ren) must be picked up as soon as possible.
- If a parent/guardian is unable to pick up their child in person, they may choose to designate one of their emergency/alternate authorized contacts to pick up the child. BCCS staff will only release children to people authorized for pick-up in the child's file.
- Staff shall record in their Room's daybook:
  - the time;
  - the names of the people called and the identity of the individual with whom pick up arrangements were made (if this occurred);
  - the expected time of pick up (if contact was made); and
  - who will be picking the child(ren) up.

**Note:** When a child in a Room has sibling(s) elsewhere in the Centres, staff shall keep the relevant Rooms advised as to whether or not contact has been made with a parent/guardian.

## **2.0 DEPARTURE FROM THE CENTRE DURING AN UNSCHEDULED, NON-EMERGENCY CLOSURE**

### **2.1 Children's Departure from the Centres prior to 6:00 p.m.**

Normal pickup procedure shall be followed during an unscheduled, non-emergency closure. Staff members shall ensure that parent(s)/guardian(s) or designated emergency/alternate contact person signs/initials the sign in/out sheet.

### **2.2 Staff member's departure from the Centre prior to 6:00 p.m.**

Provided that licensing ratios are maintained and at least one staff member from a child's Room is present, staff members may:

- Consider amalgamating Rooms, keeping in mind the possibility of grouping siblings;
- Begin departing from the Centres in the following order or priority;
  - (a) Staff members who have children under the age of 12;
  - (b) Staff members who have an infirm dependent living with them; and
  - (c) Staff members who have a handicapped individual living with them.

Staff members in the above categories may choose to stay with the children.



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### 3.0 WHEN OVERNIGHT CARE IS REQUIRED

In adverse weather conditions, it may be necessary for some Rooms to remain open overnight. Children shall not be left with staff members overnight unless it is physically impossible for the child's parent(s)/guardian(s) to pick up their child(ren) or have them picked up by an alternate contact person. In this situation, the staff member(s) involved must agree to remain overnight with the child(ren) or alternate care giving arrangements must be made by the parent(s)/guardian(s).

Should overnight care be required, Team Leaders shall, prior to their own departure:

- Ensure that there are adequate blankets, food, etc. available in the Room(s) remaining open;
- Ensure that staffing ratios are maintained giving consideration to the needs of children and staff members;
- Notify off-site security personnel that people will be remaining in the building during non-regular operating hours.

**Note:** In severe weather conditions, parent(s)/guardian(s) may elect to stay in the Room with their child(ren). BCCS off-site security shall be advised. This does not oblige a staff member to remain overnight should the staff member wish to leave.

**Note:** In all situations, priority shall be given to children and/or staff who are injured or in a life threatening situation.

### 4.0 PROCEDURE FOR AN UNSCHEDULED WINTER WEATHER CLOSURE

The decision to close the facility will be made by Society Management and will be based on local news reports and road closures across the Lower Mainland, as well as the safety of staff, children, and families (on the roads) and accessibility of the Centres due to the snowfall. Particular consideration will be given to whether or not the closest local elementary school closes (via Burnaby School Board).

#### 4.1 Excessive Snowfall – early morning closure

Should the decision be made to close the Centres in the morning hours, Society Management shall notify those Room staff scheduled to commence work at 7:00 a.m. (by 5:00 a.m.) that the Centres will not be opening. Society Management will place a message on the Centres' answering machines by 6:15 a.m. to advise parents that the Centres will not be opening by 7:00 a.m.

- **It is the responsibility of parents/guardians to confirm that the Centres are open before bringing children in. BCCS staff/management will not call families to advise of the Centres' closure.**

<p><b>Hanna Court Children's Centre: 604-522-2282</b> <b>Taylor Park Children's Centre: 604-520-6046</b></p>
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- If the weather conditions improve enough for the Centres to reopen for 12:00 p.m. (noon), the Centres' phone messages will be changed by 11:00 a.m.
- **It is the responsibility of parents/guardians to call the Centres to determine whether the Centres are opening.**



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#### **4.2 Excessive Snowfall — during operating hours**

Should a non-emergency closure be anticipated (e.g. snowing in the morning) Centre staff shall:

- Advise parent(s)/guardian(s) of the possibility of closure as children are dropped off;
- Suggest that parent(s)/guardian(s) listen to the radio and/or contact the daycare.

If a decision is made to close the Centres during a work day, the procedure for non-emergency Centre closure will be followed.

#### **REVISION HISTORY**

<b>VERSION NUMBER</b>	<b>SUMMARY OF CHANGES</b>	<b>DATE APPROVED BY THE BOARD</b>
1.0	Moved document to new P&P template	2014-11-24