# Policy

Monkey Puzzle Day Nursery will endeavor to react swiftly and efficiently to any critical incidents. Where possible we plan for critical incidents and the procedures to follow for all eventualities to ensure the health, safety and welfare of all the children we care for and the staff and visitors of our premises. This policy works in conjunction with our Emergency Lockdown & Intruder Policy, Accident & Injury and fire Safety Policies.

A critical incident could be one of the following: ‐

* Death or serious injury as a result of violence, accident, self harm and/or sudden tra umatic illness
* Major fire
* Building collapse
* Riot and/or civil disorder
* Missing person(s) or abductions
* Terrorism
* Bomb Scare
* a break in, burglary, or theft of personal or our setting's property
* an intruder gaining unauthorised access to our premises
* a fire, flood, gas leak or electrical failure
* an attack on an adult or child on our premises or nearby
* any racist incident involving families or our staff on the setting's premises
* a notifiable disease or illness, or an outbreak of food poisoning affecting two or more children looked after on our premises
* the death of a child or adult

# Procedure

Monkey Puzzle Day Nursery recognises that each incident will be unique, and the best course of action may differ to the individual circumstances, including the needs of the staff and children present. In all cases, in order to be prepared to respond to a critical incident the nursery daily procedures include:

* Access to telephone numbers for emergency services, including the local police.
* Awareness of building safety emergency valves
* The nursery has an evacuation bag to be used in the event of leaving the premises.
* The nursery has a mobile phone to be used in the event of leaving the premises
* The nursery has access to parent contact details which can be accessed offsite
* We ensure that our staff and volunteers carry out all health and safety procedures to minimise risk
* On discovery of an incident, we raise the appropriate alarm, we report it to the appropriate emergency services – fire, police, ambulance – if those services are needed.
* If an incident occurs before any children arrive, our manager risk assesses this situation and decide if the premises are safe to receive children. Our manager may decide to offer a limited service or to close the setting.
* Where an incident occurs whilst the children are in our care and it is necessary to evacuate the premises/area, we follow the procedures in our Fire Safety Policy or, when on an outing, the procedures identified in the risk assessment for the outing.
* We use critical incident forms for recording major incidents.
* Fire evacuation plans are displayed throughout the nursery.
* Accurate registers and visitor signing in sheets are used, in the event of evacuation these are taken with the management.

# Critical Incident Plan

* Management will lead any critical incident plan and the Emergency Services will be contacted where appropriate. Other members of staff will take the children to safety, where evacuation is required.
* The register and visitors log are always filled in and kept to hand, so that in an emergency they are

accessible. Once everyone is outside a headcount must be done to account for all persons.

Our nursery has a place of safety should we not be able to return to the setting.

This is located at Home and Eat which is nearby. All children,

visitors and staff will remain at the place of safety until other arrangements can be made or parents are requested to collect their child.

To always ensure confidentiality we do not give out names, personal details or any information around the incident to the media and we will give a no comment statement. Any formal statement would be made through the Director/s.

Counselling services would be arranged if necessary.

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| **Action** | **Time** |
| * Manager to differentiate between a major or minor incident, whether evacuation or closure is needed and determine the best course of action * Assess continuing risk to ensure safety of children and staff * Make safe hazard (if possible) | Immediate |

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| * Establish central liaison for emergency service, staff and parents | Immediate |
| Identify telephonists   1. Nursery phone for incoming calls 2. Mobile phone for outgoing information/staff use | Immediate |
| Telephone Emergency Services | Immediate |
| Gather information | Immediate |
| Preserve evidence eg collect and retain names of witnesses | Immediate |
| *Inform staff:*   * *in case of fire or similar emergency follow fire evacuation procedures otherwise staff will be informed by members of incident support team* | As soon as possible |
| *Inform students – appropriate information given on advice from emergency services, additional support services where appropriate* | As soon as possible |
| *Contact parents* | As soon as possible |
| *Arrangements for expressions of sympathy/acknowledgment* | As soon as possible |
| *Inform HSE* | Within 24 hours |
| *Complete and return appropriate HSE forms* | Within 48 hours |
| *Assess need for support/counselling, organise counselling* | Over days  /weeks |
| *Organise counselling* | As required |
| *Complete entry in critical incident form* | Within 48 hours |
| *Return to normal routine* | As soon as possible |
| *Evaluation* | As soon as possible |

# Further guidance

* Live Well- NHS [https://www.nhs.uk/live-well/healthy-body/take-care-of-your-teeth-and-](https://www.nhs.uk/live-well/healthy-body/take-care-of-your-teeth-and-gums/) [gums/](https://www.nhs.uk/live-well/healthy-body/take-care-of-your-teeth-and-gums/)
* Infectious illnesses in children- NHS <https://www.nhs.uk/conditions/baby/health/infectious-illnesses-in-children/>
* Health Protection in schools and other childcare facilities [https://www.gov.uk/government/publications/health-protection-in-schools-and-other-](https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities) [childcare-facilities](https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities)

**Linked Policies**

Health & Illness Policy First Aid Policy

Recording & Reporting of Accidents Policy