



CRITICAL INCIDENT/EMERGENCY POLICY

At Playtime day nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for .With this in mind we have a critical incident policy in place to ensure our nursery is able to operate effectively in case of a critical incident .

These include:

Fire

Burglary

Abduction or threatened abduction of a child

Bomb threat/ Terrorism attack

Adverse weather conditions such as flood/snow

Heating system failure

Burst water pipes

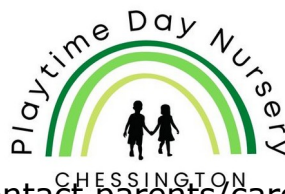
We will make every effort to keep the nursery open, but in exceptional circumstances we may need to close at short notice. We will contact parents/careers via telephone/email or Facebook.

In the event of a emergency our primary concern will be to ensure that both the children and staff are kept safe. If it is necessary to evacuate the nursery the following steps will be taken.

If appropriate the manager/deputy will contact the emergency services. All children will be escorted from the building and taken to the meeting point on the grass at the front of the building and if necessary to the Methodist church next door or across the road the Moor Lane Centre or the Chessington Oak Pub both across the road.

The manager in charge will check the premises providing that this does not put anyone at risk.

The tablets will be taken, and all children and staff will be accounted for. If any person is missing from the emergency services will be informed immediately.



The manager in charge will contact parents/carers to collect their children. All children will be supervised until safely collected. If after every attempt the parent/carer or emergency contact cannot be contacted the nursery will follow its uncollected child procedure.

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe, and parents will be notified in the same way as the fire procedure.

Fire

Please refer to the Fire and evacuation procedure.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises.

The duty manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The manager on duty will help the police with the enquiries, e.g. by identifying items missing, areas of entry etc.



- A duty manager will be available at all times during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up-to-date with developments relating to the operation of the nursery.

Abduction or threatened abduction of a child

At Playtime day nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not.

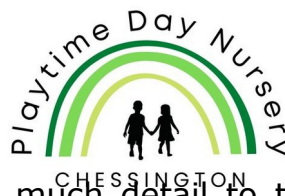
Children will only be released into the care of a designated adult. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place.

If a member of staff witnesses an actual or potential abduction from nursery the following procedure will be followed:

- The police must be called immediately.
- The staff member will notify management and the manager will take control.
- The parent(s) will be contacted.
- All other children will be kept safe and secure and calmed down where necessary.
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

Bomb threat / terrorism attack

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call is terminated. The management will follow the fire evacuation procedure to ensure the safety of all on the



premises and will provide as much detail to the emergency services as possible.

Other incidents

All incidents will be managed by the manager on duty and all staff will cooperate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.