

Critical Incident

At St Bernards we understand we need to plan for all eventualities to ensure the Health, Safety and Welfare of all the children in our care. With this in mind, we have a Critical Incident Policy in place to ensure our nursery is able to operate effectively in the case of said incident. These include:

Flood

Fire

Burglary

Abduction or threatened abduction of a child

Bomb threat/terrorism attack

Any other incident that may affect the care of the children in the nursery

If any of these incidents occur, a risk assessment will be completed to ensure that the operational impact on nursery is limited and the health and welfare of staff and children are not compromised in any way. If we feel there is significant impact on the above we will contact parents via phone and email at the earliest opportunity.

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 risk of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation. If flooding occurs during the nursery day, management will make a decision based on the severity and location of the flooding, and whether it is necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way via email and phone.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and aim to provide childcare in a different location.

Fire

Please refer to the fire safety policy

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 and an alarm activated.

Premises checks are made as staffs arrive in the morning. Should they discover that the nursery has been broken into the following procedure applies:

Dial 999 – As many details as possible will be given to the control officer. Emphasis will be made that it is a nursery setting and children will be arriving shortly.

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 direction and ensure the safety of the children at all times.

Management will assist the police, whilst communicating with parents, staff and reassuring the children. They will help police with all enquiries including identifying items missing and points of entry.

Management will assess the situation following the theft and ensure parents are kept up to date with developments relating to the operation of the setting.

Abduction or threatened abduction of a child

We have secure safety procedures in place to ensure children are safe whilst in our care. We will activate our Lockdown Policy. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors to the nursery are locked and cannot 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. Visitors have to provide photographic ID and sign a visitor's book.

Children will only be released into the care of a designated adult, as per the child's application form. Parents are requested to inform staff of any potential custody battles or family concerns; nursery can then support the child. The nursery will not take sides in relation to any custody battle and will remain neutral at all times. If an absent parent arrives to collect the child, the nursery will not restrict access **unless** a court order is in place. Parents are requested to issue nursery with a copy of these documents. Consultation may be necessary with our legal team with regards to any concerns over custody issues.

If a member of staff witnesses an actual or potential abduction from nursery we have the following procedures, which are followed immediately.

The police will be contacted immediately and as much information will be relayed as possible as to the description of the abductor, vehicle registration, time of the incident and any custody issues or family concerns connected to the child.

The staff member will notify management immediately and they will take control of the situation

Parent or parents will be contacted

All other children will be kept safe and secure

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 has ceased. The management will follow the evacuation procedure to ensure the safety of everyone on the premises and liaise with the emergency services.

Other incidents

The manager will manage all incidents and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply 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.

Ofsted will be notified of any critical incident.