



Critical Incident Planned Response Policy and Procedure

Critical Incident Planned Response Road Traffic Accident involving Pupils/Accident during FCC trips

Immediate action:

Remove children from danger if possible/appropriate Contact emergency services Bring children home as soon as possible Obtain accurate information and inform FCC (uncertainty breeds rumour which adds to distress).

Action as soon as possible:

FCC Manager will contact Duffryn Community Link Director as Registered Person of Childcare and Head Teacher of Duffryn Infant School then families of those involved. Contact lists are found in the child care settings room but will always be taken on visits if parents are not present.. If you cannot get through just ask them to ring the FCC, do not leave a message.

If there is death or serious injury the police will inform parents (possibly with a member of staff).

Plan communications to and from FCC (e.g. use mobile/fax line as an outgoing line to leave main line free if it is expected that many parents will be trying to contact the FCC).

Give the same level of information to everyone, provision of a script is sensible. The Manager and Deputy will be responsible for drafting of a script.

The administrative staff will make a careful note of those parents who still need to be informed. If support is required a designated support assistant (LH) will help.

The Manager will inform staff and pupils. (If sending a letter home give details of the facts, do not apportion blame). Due to the age of our pupils,

pupils will not be told information in the settings but once parents are present. Only facts should be given, do not speculate on the causes and consequences.

FCC will contact the Partnership Head. The Partnership Head or FCC Manager will inform the press office. Press or media will not be allowed onto FCC premises.

If there is need for an assembly point the Oak room or Duffryn Infant School hall should be used. Refreshments would be made in the staff room by members of staff and brought to the hall. Staff toilets would be available for adults to use.

Critical Incident Planned Response Aggressive or Violent Incident in FCC (attack by aggressive parent or pupil)

The front entrance door lock can be activated by the key in the lobby area. If it is anticipated that an aggressive parent or intruder is on their way to FCC, childcare entrance door will remain locked (via security entrance system) kept locked. If appropriate the police will be called.

However, on some occasions parents have entered the building and proceeded to demonstrate aggressive behaviour to staff, often in front of pupils. If this is the case the following should be observed.

Remove children if possible.

Seek immediate help - using internal phone system, ask a member of staff to inform Manager

Try to remain calm and ask aggressor if they would like to sit down to discuss the problem.

Staff going to aid the adult should be accompanied by another adult.

They should remove the children if they are still present and practically possible.

The Manager should be informed.

If the situation is out of control the police should be called.

If the situation can be calmed and the aggressor leaves the premises, all doors must be locked.

The Manager will inform the aggressor in writing of the expected code of behaviour in FCC and in extreme cases may forbid the parent from further contact within FCC.

No comments will be given to the media and the press officer will be informed if necessary.

In the extreme case of a adult or child being held hostage, all other children and staff must evacuate. The police must be immediately informed and will provide guidance

Critical Incident Planned Response - Disaster in the Community (e.g. fire, explosion, major road accident, civil disturbance, terrorism)

Immediate action.

If this happens within the close proximity of the FCC it will be necessary to remove children from any danger (use evacuation procedures). If children need to leave the Duffryn School Sites area then children should be escorted to Duffryn High School, if deemed safe to do so.

Contact emergency services.(give mobile number also)

If the incident happens outside of the immediate vicinity of the FCC accurate information should be obtained.

If the incident occurred outside of FCC hours accurate information should still be sought so that discussions in FCC can be based on fact.

Action as soon as possible.

Inform staff and children of the incident. This should be told simply and without fabrication. (minimal info to children)

Keep in coming phone line clear so that emergency services are able to provide updates. (also keep mobile to hand if leaving premises)

Chantelle Vaisey 7/06/10

If it is necessary to keep children behind after FCC childcare sessions, children will stay with their class teacher and parents informed accordingly. Emergency services will advise.

Attempt to stick to normal FCC routines as soon as possible.

Later action:

Give staff "Permission " to talk.

Manager / admin officer to contact outside agencies where appropriate (e.g. EP's)

Encourage children to talk (may be necessary to hold a debriefing meeting led by an experienced outside professional).

Express sympathy (visit those who may be in hospital or bereaved).

Identify high risk pupils/staff

Monitor effects of all involved.

Organise treatment if necessary.