

Emergency Closure Policy



Statement of Intent

Dreamland will endeavour to be open from 7:30 am to 6pm. Where disruption is unavoidable, all involved at Dreamland will be informed and will reopen at the earliest opportunity.

Aim

In the unlikely event that Dreamland has to close at times other than scheduled in the normal opening hours and dates, the policy will be applied to ensure that all involved at Dreamland has a clear understanding of the procedures which will take place.

Methods

An emergency / short notice closure will be implemented in the following circumstances:

- When the building is unusable through accidental or malicious damage
- Flooding
- Bad weather – see Adverse Weather Policy
- The breakdown of the heating system.
- When the building is unusable due to required maintenance work. Where possible we will endeavour to negotiate scheduled work to be carried out during times of closure.
- When an outbreak of illness within the nursery requires closure in line with Public Health England, Health Protection Agency (HPA) and Ofsted guidelines.
- When illness levels within the staff body mean it is impossible to maintain the correct ratios of suitable adults to children.
- When an emergency occurs during the nursery session which requires Dream Land to close early.
- In exceptional circumstances there may be an event that triggers the closure of the nursery that is out of our control. Such events include, without limitation, 'acts of God', fire, war, acts of terrorism, strikes or other industrial action, infectious diseases, and epidemics, and Dreamland will not issue refunds for such forced closures.

In the event of any of the above incidents occurring which requires Dreamland not to open on a given session, Manager and Deputy will make contact with the families of the nursery affected for that session in advance of the day where practical.

Where this is not practical, a member of the management will be asked to remain at the building until such time as it can be determined that all the affected families have been made aware of the situation.

The Manager is responsible for informing the relevant authorities of the unexpected closure depending on the circumstances of the closure.

Parents will be informed about how they can find out when Dreamland will be will reopen and other pertinent information according to the circumstances of the closure. This may include asking them to nominate a preferred contact number/email address, or holding a special meeting to keep parents informed.

Emergency closure after a session has started

In the event of an emergency closure after the session has started, parents and carers will be informed by telephone that they are required to collect their child as soon as possible.

If the closure is due to sickness, the children and all staff who are unaffected will remain on the premises until all children can be collected. If too few staff are well enough to stay on the premises, members of the Management will be contacted and asked to stay on until the other children have been collected.

If the closure is due to an emergency which requires the building to be evacuated, the children will be safely evacuated according to the current Fire Drill procedures. Contact information for all the children will be taken out of the building alongside the daily register. Once the building is evacuated, Manager/Deputy will ensure the relevant authorities/emergency services are called.

The children will then be taken to a place of safety until such time as they can all be collected by parents and carers. The Manager and Deputy Manager will contact the parents and carers of the children present. All staff will remain with the children during this time.

Should any of the above occur, fees will still have to be paid and regrettably will not be refunded as staff are either employed on permanent contract or a termly basis.

Policy Approved By:

- **Name:** Zeliha Bozkina
- **Position:** Nursery Manager
- **Date:** 02/09/2024