



Little Hens Childcare

Emergency Closure Policy

We endeavour to be open without disruption. However where an emergency closure is unavoidable this policy is applied to ensure that all involved in Little Hens Childcare are kept informed and have a clear understanding of the procedures that will take place. We will reopen at the earliest opportunity In order to operate we must meet the following criteria

- The EYFS welfare requirements
- Our insurance policy
- The number of appropriately qualified staff available
- Appropriate child:staff ratios
- The safety of the physical environment (risk assessment)
- Our ability to safeguard the children in our care in the event of a critical incident

Policy Statement

In the event of any of the following exceptional circumstances, Little Hens Childcare may not be able to open, or may have to close a daily session early:

- * Adverse weather conditions
- * Burst pipes and/or flooding
- * Accidental damage or vandalism to the setting making it unfit for purpose
- * Failure of heating during cold weather
- * Failure in supply of services (water, sewerage or electricity)
- * Staff sickness making it impossible to maintain correct ratios
- * Security/safety warnings e.g. fire, gas leak
- * Outbreak of illness within the preschool that requires closure in line with the Public Health Agency and Ofsted guidelines
- * Pandemic across the Country, where Government Guidelines must be adhered to

Procedure in the case of emergency closure before a session:

In the case of Little Hens Childcare being unable to open, the following steps will be followed:

1. The Directors and the Manager will contact all staff who are due to work that session all staff will not be paid for the session
2. The Directors and the Manager will attempt to contact all parents via the contact numbers given by the parents for the children; she will keep an updated copy of this list at home in case of an emergency closure. It is the parent's responsibility to ensure that any change in telephone numbers is communicated with the preschool.
3. Sign on Front Door (if possible)
4. Little Hens Childcare will notify the relevant authorities as necessary.

If a parent is unsure if Little Hens is open, you can email littlehenschildcare22@yahoo.com or call xxxxxxxx for information

Fees will not be refunded but a credit note will be offered for the following term, if it is the last term that a child is attending then a refund will be given at the end of that term. If the child is funded by the voucher payment then we will endeavour to find an alternative session but this cannot be guaranteed.

Emergency closure during a session:

In the event that Little Hens Childcare has to close a daily session early, we will endeavour to:

1. Contact all parents/carers using current contact numbers. Please ensure that you advise us of any telephone number changes.
2. Use emergency numbers if parents/carers cannot be contacted.
3. In the event that we are unable to contact either the parent or emergency contact, we will follow our 'Non-collected child policy'. Fees will not be refunded or credited in this situation as the session has commenced and all fixed costs still must be met