**Critical Incident Procedure**

Pegasus Childcare Centre adheres to all policies and procedures, the children’s safety is paramount but if a critical incident should occur the staff will act in the best interest of the children and deal with the situation to the best of their ability. Due to the uncertainty of a critical incident, there are no set procedures in place and no set roles assigned apart from the Manager, Deputy Manager, Chairperson. Everyone will work together as a team, support each other and act in the best interest of the children.

This policy is our Centre’s contingency plan designed to provide a framework for handling a critical incident.  Each critical incident is unique and it is not possible to plan for every eventuality but similarly each critical incident can be shocking and disorientating so a prepared procedure is essential to ensure that the setting’s reaction is effective and efficient.

If at any point an incident involves the police, they will take control of certain management issues.

A Critical Incident Management Team (CIMT) will comprise of the following staff:

**Centre Manager - Paige Shackleton**

**Deputy Manager – Emma Thornalley**

**Chairperson – Machaela Heavens**

Potential incidents which could affect Pegasus Childcare Centre are considered to be:

* Fire
* Flood
* Earthquake
* Health risk - Outbreak of contagious disease/illness such as meningitis or Covid-19
* Arson attack
* Road traffic accident
* Serious injury at Pegasus and on a outing
* Computer Failure e.g. risk of virus/hacker/parasite invasion from the internet with additional implications for data protection.
* Death of child or member of staff
* Natural disaster within the community.
* Terrorist or Criminal activity
* Man made disasters/incidents
* Bomb scare
* Pandemic Illness

**Immediate Action**

The staff will communicate with each other by talking calmly and not shouting, unless essential, to establish roles of who is:

* Doing a headcount of all children and staff
* Who will be checking the building inside and one checking outside to ensure all the children are accounted for. Places to be checked are the office/kitchen, all toilets, main room, clock room, outside playground, under slides and playhouse.
* Telephoning the relevant organisations and/or people
* If the children are to be taken outside/inside, who will remain with them
* Who will collect the emergency box with all the contact details in care plans/allergies mobile phone, medical equipment and first aid kit
* Being with the child if it is an isolated incident
* If the children and staff have to leave the setting. Will be done in a calm and quick way. Head counts done and children assorted out of the building. Staff will check the building before saying everyone is counted for
* Everyone will meet at the Critical /fire meeting point which is located on the path towards the village hall green.
* The village hall will be used in case of emergencies

This will be carried out as quickly as possible and in relation to the incident. Children will be reassured throughout and if they are unaware of the incident, activities will carry on to the children will be gathered in a suitable area and a group activity carried out such as story or singing session

Other Policies and Procedures to read are Safeguarding, Missing Child, Health and Safety, Fire and Evacuation, Accident and First Aid.

**Short Term**

* The Parents/Carers will be telephoned to collect their children, with a reassuring brief statement.
* Any media attention will be dismissed with the care and safety of the children always being priority - See Complaints policy for media
* Outside agencies that need to be notified immediately, are to be telephoned
* Children to be reassured at all times and activities carried out to redirect their attention, if possible and appropriate

**Long Term**

* Parents/Carers to be reassured and the incident discussed if appropriate
* Staff to be offered support and/or counselling if needed
* Any disciplinary or other action that needs to be taken to be addressed by the Manager or Chairperson
* Ofsted and any other agencies are to be informed in writing with a detailed account of the incident and any other information regarding it.
* Policies, procedures, critical incident plan and any other documentation to be reviewed if required.

***This Policy and Procedure has been adopted by Pegasus Childcare Centre***

**Signatures on behalf if the setting by:**

…………Emma Fairhall………………………. **Chairperson**

…………Paige Shackleton……………………. **Manager**

…………Emma Thornalley……………………. **Deputy Manager**

**Date of Implementation** - September 2017  **Date  Reviewed**- September 2019   **Date Reviewed and updated** -September 21

**Date Reviewed** - ……………………………                 **Date Reviewed** - …………………