DAISY CHAIN HEALTH AND SAFETY POLICY

This document has been written by Mrs SL Stocktonand reviewed by both staff and the playgroup independent supervisor.

It was approved by Mrs SL Stockton after the review process and includes any agreed amendments to the first edition dated 1 Oct 2013

## Policy Document updates.

The policy document is an open document that evolves to meet the changing needs of the playgroup and to comply with any new legislation or guidance from the Dutch authorities. Periodically the team leader will ask staff to read the document and advise on any changes or new ideas they think are needed.

The team leader is responsible for making any changes and ensures all staff, parents, the parents committee and the supervisor are aware as appropriate. The team leader will also ensure that the website is up to date.

All suggestions for amendments are to be addressed to:

Mrs SL Stockton

Amendments

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Page** | **Revision number** | **Brief details of the amendment** | **Effective date** | **Issued by** |
| 11 | 1 | Inclusion of four eye principle | 15/6/14 | SLS |
| 1, 6 | 2 | New requirements for 2018 as requested by the GGD:  Policy Document updates  Induction of new staff  Updating all concerned | 2/6/18 | SLS |
| 6 | 3 | Unwanted behaviour information and link details | 7/6/18 | SLS |
| 7 | 4 | Clarification on how information is disseminated to staff, parents and others. | 06/12/24 | SLS |
| 1 | 5 | Strategies for Reducing the Risk of Transgressive Behavior Among Children. | 06/12/24 | SLS |



This document contains our policy guidelines and instructions for:

1. Health and safety general standards policy
2. Children’s Safety and Security on Premises Policy
3. Daisy Chain Allergy and Sickness policy
4. First Aid policy
5. Supervision of children on outings to the playground policy
6. Daisy Chain Nappy changing policy
7. Daisy Chain Playgroup Food and Drink policy
8. Daisy Chain Playgroup Fire safety and emergency evacuation policy
9. Daisy Chain Playgroup Missing child policy
10. Daisy Chain Playgroup No smoking policy
11. Daisy Chain Playgroup uncollected child policy
12. Daisy Chain Reporting and recording of accidents and incidents policy

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# Health and Safety General Standards policy

## Policy statement

The Daisy Chain Playgroup believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, and staff.

* We aim to make children, parents and staff aware of health and safety issues and to minimize the hazards and risks to enable the children to thrive in a healthy and safe environment.
* We have public liability insurance.
* Every year in September we carry out a health and safety risk assessment
* All employees have undertaken first aid, emergency procedures and firefighting courses and are duly qualified, and have in addition extensive experience in playgroup care and teaching. The staff are certified by the City authorities for working with children.
* Daisy Chain Playgroup has a very detailed and comprehensive policy and guidelines for dealing with unwanted or unacceptable behaviour. Unacceptable behaviour includes sexual, physical and psychological breaches of professional, parental and moral codes and standards of conduct expected of those with a duty of care. The document covering this is also on our health and safety page on the website, Daisy Chain Abuse Policy. The link is the photo in the bottom left quadrant of the page.
* Strategies for Reducing the Risk of Transgressive Behavior Among Children.

We are all familiar with the stories of bullying of children either physically or emotionally that take place. We go to great lengths to ensure that children within the playgroup are not subject to bullying and that those children who show signs of being bullies are identified and remedial action taken. Our full policy on this is found in the Daisy-Chain Pedagogical Policy and Practice a link for which is on the website page

## Induction of new staff

 On gaining employment with the playgroup the team leader is to ensure that the new staff member is familiar with all the policy documents and that, in addition, a copy is e-mailed to them for their review and understanding. Furthermore, the team leader is to highlight critical policy doctrine and ensure that the day-to-day checks that are mandatory are fully understood and carried out. The new staff member is to confirm via e-mail that they have received the documents and understand the policy or if needed seek clarification and guidance

## Policy Document updates to all

The policy document is an open document that evolves to meet the changing needs of the playgroup and to comply with any new legislation or guidance from the Dutch authorities. Periodically the team leader will ask staff to read the document and advise on any changes or new ideas they think are needed.

The team leader is responsible for making any changes and ensures all staff, parents, the parents committee and the supervisor are aware as appropriate. **This will be notified via the Daisy Chain WhatsApp group, verbally and by posting on our Facebook page.** The team leader will also ensure that the website is up to date.

The team leader will keep all the others involved and the parents updated.

## Procedures

### Awareness

* We provide new staff with a clear explanation of health and safety issues so that all adults can adhere to our policy and procedures, and so they understand their shared responsibility for health and safety. The information we give our new staff members covers matters of employee well-being, including safe lifting, safe places to put hot drinks and soup, and the storage of potentially dangerous substances.
* We operate a no-smoking policy.
* Children are made aware of health and safety issues through discussions, planned activities and routines.
* During lesson planning, any small risk identified is explained to the children so that they know what is allowed and what is not. For example, if we have the children playing on bikes, we explain that they can only do so in a designated area and why they need to go in the same direction with no speeding and why this needs to be. Another example is ensuring why we always wash our hands before and after eating, why we eat our food carefully, slowly and with small bites (not rushing big chunks of food) and why this is necessary. We emphasize that if anything happens you must always bring it to the attention of the staff.

### Safety of adults

* Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.
* When adults need to reach up to store equipment or to change light bulbs, they are provided with safe equipment to do so.
* All warning signs are clear and in the appropriate language.
* Adults do not remain in the building on their own or leave on their own after dark.
* The church keeps all cleaning chemicals in their original containers. All cleaning chemicals are stored in a separate room in the church building.

### Windows

* Low-level windows are made from materials that prevent accidental breakage or are made safe.

### Doors

* We take precautions to prevent children's fingers from being trapped in the doors. Doors are always closed (not locked) and the children never open a door without being accompanied by a staff member.

### Floors

* All floor surfaces are checked daily to ensure they are clean and not uneven, wet, damaged or have anything on them that is a potential hazard.

### Stairs

* All stairs are kept dry and have a strip that prevents slipping. All stairs have a children’s support/rail so all children can hold themselves when they are walking up or down the stairs. Children are accompanied by an adult when always walking up or down the stairs.

### Electrical/gas equipment

* All electrical/gas equipment conforms to safety requirements and is checked regularly.
* Our electrical switch gear/meter cupboard is not accessible to the children.
* Fires, heaters, electric sockets, wires and leads are properly guarded, and the children are taught not to touch them.
* There are sufficient sockets to prevent overloading.
* The temperature of hot water is controlled by the staff to prevent scalds.
* Lighting and ventilation is adequate in all areas including storage areas.

### Storage

* All resources and materials are stored safely in a separate room.
* All equipment and resources are stored or stacked safely to prevent them from accidentally falling or collapsing.

### Outdoor area

* Our outdoor area is securely fenced.
* Our outdoor area is checked for safety and cleared of rubbish before it is used.
* Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.
* We take all equipment inside after playing outside. This way our equipment is always clean and dry.
* We fill and empty our sand pit before and after each use.
* All outdoor activities are supervised by our staff at all times.
* Children do not walk or play in the same area where children are riding bikes and toy cars.

### Hygiene

* We regularly seek information at the website of the GGD ([www.inspectiekinderopvang.ggd.nl](http://www.inspectiekinderopvang.ggd.nl)) and the Government ([www.rijksoverheid.nl](http://www.rijksoverheid.nl)), as well as the ‘Consument en Veiligheid’-website ([www.veiligheid.nl](http://www.veiligheid.nl)) to ensure that we keep up-to-date with the latest recommendations.
* Our daily routines encourage the children to learn about personal hygiene.
* We have a regular cleaning routine for the setting which includes the playroom and toilet.
* We clean resources and equipment, dressing up clothes and furnishings regularly.
* The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.

### We implement good hygiene practices by:

* washing hands before snack time and after a visit to the toilet.
* drying hands with paper towels.
* Use paper tissues to wipe your nose.
* Teach the children to hold their arm in front of their mouth if they have to cough or sneeze.
* cleaning tables between activities.
* Cleaning toilets, the playroom and toys regularly.

### Activities and resources

* Before purchase, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting.
* The layout of play equipment allows adults and children to move safely and freely between activities.
* All equipment is regularly checked for cleanliness and safety and anything considered dangerous is firstly removed, then repaired or discarded.
* All materials, including paint and glue, are non-toxic.
* Sand is clean and suitable for children's play.
* Physical play is constantly supervised.
* Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.
* Any faulty equipment is removed from use and is repaired. If it cannot be repaired, it is discarded.

# Children’s Safety and Security on Premises Policy

## Policy statement

At the Daisy Chain Playgroup, we maintain the highest possible security of our premises to ensure that each child is safely cared for during their time with us.

## Procedures

* Children's safety
* At the Daisy Chain Playgroup, we ensure all staff members have been checked for criminal records.
* All staff need to have a recent 'Declaration of good conduct' (Verklaring omtrent het gedrag).
* Adults do not normally supervise children on their own with the obvious exceptions.
* Children are always supervised by adults
* Whenever children are on the premises at least two adults are present.
* We carry out yearly risk assessments to ensure children are not made vulnerable at our playgroup, or by any activity.

## Security

* Procedures are in place for the safe arrival and departure of children.
* These procedures prevent children from leaving our premises unnoticed.
* The door of the playgroup is always closed when the playgroup is in session. The children are unable to open this door without the help of staff.
* The personal possessions of staff and volunteers are securely stored during sessions.

# Daisy Chain Allergy and Sickness Policy

(Including reporting notifiable diseases)

## Policy statement

The Daisy Chain Playgroup provides care for healthy children and promotes health by identifying allergies preventing contact with allergenic substances and preventing cross-infection of viruses and bacterial infections.

## Procedures for children with allergies

When children start at the Daisy Chain Playgroup the parents are asked if their child suffers from any known allergies. This is recorded on the application form and on the medical form.

If a child has an allergy, a risk assessment form is completed with the following details:

* The allergen (i.e. the substance, material or living creature the child is allergic to such as nuts, eggs, bee stings, cats etc.).
* The nature of the allergic reactions: e.g. anaphylactic shock reaction, including rash, reddening of skin, swelling, breathing problems etc.
* What to do in case of allergic reactions, any medication used and how it is to be used (e.g. EpiPen).
* Control measures – such as how the child can be prevented from contact with the allergen.

## Review

* This form is kept in the child’s file.
* Parents train staff on how to administer special medication in the event of an allergic reaction.
* No nuts or nut products are allowed within the Daisy Chain Playgroup.
* Parents are made aware and reminded so that no nut or nut products are accidentally brought in, for example to a party.

## Medication

* Staff can only give medication in case of allergic reactions. No other medication can be given to a child by the staff members.

## Lifesaving medication & invasive treatments

* Adrenaline injections (EpiPens) for anaphylactic shock reactions (caused by allergies to nuts, eggs etc.) or invasive treatments such as rectal administration of Diazepam (for epilepsy).
* The Daisy Chain Playgroup cannot accept children who need to receive injections or any invasive treatment.
* Our Playgroup cannot accept children requiring help with tubes to help them with everyday living e.g. breathing apparatus, to take nourishment, colostomy bags etc.

## Procedures for children who are sick or infectious

* If children appear unwell during the day – have a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – the leader calls the parents and asks them to collect the child or send a known carer to collect on their behalf.
* If a child has a temperature, they are kept cool, by removing top clothing, and sponging their heads with cool water, but kept away from draughts.
* In extreme cases of emergency, the child will be taken to the nearest hospital and the parent will be informed.
* The Daisy Chain Playgroup can refuse admittance to children who have a temperature, sickness, diarrhoea or a contagious infection or disease.
* Where children have been prescribed antibiotics, parents are asked to keep them at home for 48 hours before returning to the playgroup.
* After diarrhoea, parents are asked to keep children home for 48 hours or until a formed stool is passed.

## Reporting of ‘notifiable diseases’

* If a child or adult is diagnosed suffering from a ‘notifiable disease’, the parents must inform the Playgroup.

When the Playgroup becomes aware or is formally informed of the ‘notifiable disease’, the staff leader informs the GGD and acts on any advice given by the GGD.

* Phone: 070 – 353 72 40
* Email: infectieziekten@denhaag.nl)

## HIV/AIDS/Hepatitis procedure

HIV virus, like other viruses such as Hepatitis (A, B and C), is spread through body fluids.

Hygiene precautions for dealing with body fluids are the same for all children and adults:

* Wear protective gloves and clothing
* Soiled clothing is rinsed and bagged for parents to collect.
* Spills of blood, urine, faeces or vomit are cleared using mild disinfectant solution and mops; cloths used are bagged for parents to collect.
* Tables and other furniture, furnishings or toys affected by blood, urine, faeces or vomit are cleaned using a disinfectant.

## Nits and head lice

* Nits and head lice are not an excludable condition, although in exceptional cases a parent may be asked to keep the child away until the infestation has cleared.
* On identifying cases of head lice, all parents are informed and asked to treat their child and all the family if they are found to have head lice.

## Further guidance

* A file with extensive health information from the GGD is kept at the Playgroup for more detailed information about health.
* Furthermore, the GGD can be contacted via:
  + phone: 070 – 353 72 40
  + email: infectieziekten@denhaag.nl

# First Aid Policy

## Policy statement

The Daisy Chain Playgroup staff are able to take action to apply first aid treatment in the event of an accident involving a child or adult.

At least one member of staff with current first aid training is on the premises or on an outing to the playground at any one time.

## Procedures

### The First Aid Kit

* The first aid box is easily accessible to adults and is kept out of the reach of children.
* The content of the first aid box is checked every four weeks.
* No un-prescribed medication is given to children, parents or staff.
* At the time of admission to the Playgroup parents sign a consent form allowing staff to take their child to the nearest Emergency unit to be examined, treated or admitted as necessary on the understanding that parents will be informed as soon as possible.

## First Aid training

* The first aid qualification (EHBO certificate) includes first aid training for infants and young children.
* The first aid (EHBO) training is repeated once every year by all staff members.

# Supervision of children on outings to the playground policy

## Policy statement

When we take children to the playground all staff comply with the guidelines below.

## Procedures

* Parents sign a general consent on registration for their children to be taken out to the playground across the street from our building when the weather is appropriate and under the instructions of the playgroup leader.
* There is a risk assessment for taking the children on an outing, which is reviewed every year in September.
* A verbal risk assessment is carried out by the staff before an outing takes place.
* We only go to the playground across the street from our building. We do not go to any other location.
* We only go for an outing if there are 8 or fewer children at the Playgroup.
* Named children are assigned to individual staff to ensure each child is individually supervised, to ensure no child goes astray, and that there is no unauthorized access to children.
* Staff take a mobile phone on outings.
* A minimum of two staff should accompany children on outings.

# Daisy Chain Nappy changing policy (includes ref to the four-eye principle)

## Policy statement

No child is excluded from participating in the Daisy Chain who may still be wearing nappies or equivalent.

We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time.

We make necessary adjustments to our bathroom provision and hygiene practice to accommodate children who are not yet toilet trained.

We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgmental concern of adults.

The four eyes technique is followed where staff monitor each other’s dealings with the children, **see below**) it ensures staff understand the dos and don’ts in this area and gives the different organisational structures within the playgroup clearly defined and approved codes of conduct and procedure. During any interaction with the children, the primary and overriding protocol is that of their safety and well-being. In group activities, all focus is to be on the children. In cases where the teacher and child are together, for example, nappy changing, then additionally other team members are to observe so that no unwarranted activity can take place and the activity taking place is not behind closed doors. To assist, when the children go to the toilet the door is open to aid observation.

**The Four Eye Principle**



### Procedures

* Staff check nappies regularly and change nappies after every snack time.
* Changing areas are warm and there is a safe area (changing table) to lay young children if they need to have their bottoms cleaned.
* All staff are familiar with the hygiene procedures and carry these out when changing nappies.
* In addition, staff ensure that nappy changes are carried out in a relaxed manner
* If parents are toilet training their child and they ask for our support and help, it will be given.
* The children will wash their hands and have soap and paper towels to hand after they use the toilet. They should be allowed time for some play as they explore the water and the soap.
* Staff are gentle when changing nappies; they avoid pulling faces and making any negative comments about ‘nappy contents’.
* Staff will never make inappropriate comments about young children’s genitals when changing their nappies.
* Older children access the toilet when they have the need to and are encouraged to be independent but are supervised.

Nappies and ’pull ups’ are disposed of hygienically. They are bagged and put in the bin. Pants that have been wet or soiled are rinsed and bagged for the parent to take home.

# Daisy Chain Playgroup Food and Drink policy

## Statement of intent

The Daisy Chain Playgroup regards snack time as an important part of the session. Eating represents a social time for children and adults and helps children to learn about healthy eating. There is a snack time during each session. The children bring their own healthy snacks and drinks to the Playgroup. We do not allow the children to bring candy, nuts or any substance known to cause an allergic reaction to any child.

### Aim

At snack times, we aim to enjoy nutritious food, which meets the children's individual dietary needs.

### Method

We follow the procedures below to promote healthy eating in our setting:

* Before a child begins sessions at the Daisy Chain Playgroup, we find out from parents (on the registration form) their children's dietary needs, including any allergies.
* We let the children bring their own food and drink to ensure that children receive only food and drinks that are consistent with their dietary needs and preferences as well as their parents' wishes.
* We are especially vigilant where we have a child who has a known allergy to nuts.
* We require staff to show sensitivity in understanding children’s diets and allergies. Staff must not use a child's diet or allergy as a label for the child or make a child feel singled out because of her/his diet or allergy.
* We organize snack times so that they are social occasions in which children and staff participate.
* We use snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
* We have fresh drinking water available for the children throughout the session. We inform the children that they can ask for water at any time during the session.
* We give parents who provide food for their children information about suitable containers for food.
* To protect children with food allergies and to promote good food hygiene, we discourage children from sharing and swapping their food with one another.
* We encourage parents to provide healthy snacks such as crackers, multigrain bars, sandwiches with a healthy filling, pasta, rice, fruit, and vegetables.
* We discourage packed snack contents that consist largely of crisps, processed foods, and sweet products such as cakes or biscuits. We also discourage sweet drinks.
* We ensure that staff sit with the children when they eat their snacks so that the snack time is a social occasion.
* All children wash their hands before eating.

# Daisy Chain Playgroup Fire safety and emergency evacuation policy

## Policy Statement

At the Daisy Chain Playgroup, we ensure our premises present no risk of fire by ensuring the highest possible standard of fire precautions. The person in charge and staff are familiar with the current legal requirements. Where necessary we seek the advice of a competent person, such as our Fire Officer, or Fire Safety Consultant.

### Procedures

* The basis of fire safety is risk assessment. These are carried out every year in September by our staff.
* The Playgroup ensures that we have a copy of the fire safety risk assessment that applies to the building and that we contribute to regular reviews.
* Fire doors are never obstructed and easily opened from the inside.
* Smoke detectors/alarms and fire-fighting appliances conform to Dutch standards, are fitted in appropriate high-risk areas of the building and are checked as specified by the manufacturer.

## Our emergency evacuation procedures are:

* explained to new members of staff and volunteers.
* Practiced regularly, at least once every six weeks.

## Emergency evacuation procedure

### Our evacuation procedure covers procedures for practice drills including:

* How children are familiar with the sound of the fire alarm.
* How the children, staff and parents know where the fire exits are.
* Where the assembly point is located.
* How children are led from the building to the assembly point (also who does what).
* How the children will be accounted for and who by?
* How long it takes to get the children out safely?
* Who calls the **emergency services (phone: 112)** and when in the event of a real fire?
* How parents are contacted.

# Daisy Chain Playgroup Missing Child policy

## Policy statement

Children’s safety is maintained as the highest priority at all times both on and off premises. Every attempt is made through carrying out our park visit procedure and the exit/entrance procedure to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, the Daisy Chain Playgroup’s missing child procedure is followed.

## Procedures

### A child going missing on the premises

* As soon as it is noticed that a child is missing the staff alerts the Lead teacher.
* The Staff leader informs the church office.
* The Lead teacher will carry out a thorough search of the building and garden.
* The group is checked to make sure no other child has also gone astray.
* Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
* If the child is not found, the parent is contacted, and the missing child is reported to the **police (phone: 112)**.
* The Lead teacher talks to the staff to find out when and where the child was last seen and records this.
* The Lead teacher contacts the Chairperson of the Board and reports the incident. The Chairperson carries out an investigation and may come to the setting immediately.

## A child going missing on a visit to the playground

This describes what to do when staff members have taken a small group on an outing to the playground.

* As soon as it is noticed that a child is missing, one staff member on the outing asks children to stand with the other staff member and carry out a headcount to ensure that no other child has gone astray. One staff member searches the immediate vicinity.
* The Lead teacher contacts **the police (phone: 112)** if the child is not found and reports the child as missing.
* The Lead teacher contacts one of the parents and advises them to meet at the playgroup and will keep the parent up to date on the situation.
* Staff takes the remaining children back to the playgroup; one remains in the park in case the child returns or is found
* The Lead teacher contacts the Chairperson of the Board and reports the incident. The Chairperson carries out an investigation and may come to the playgroup immediately.
* The Lead teacher or other staff member may be advised by the police to stay at the playground until they arrive.

### The investigation

* Staff keep calm and do not let the other children become anxious or worried.
* The Lead teacher together with the Chairperson speaks with the parent(s).
* The Chairperson carries out a full investigation taking written statements from all the staff in the room or who were on the outing.
* The Lead teacher writes an incident report detailing:

- The date and time of the incident.

- What staff/children were in the group/outing?

- When the child was last seen in the group/outing.

- What has taken place in the group or outing since the child went missing?

- The time it is estimated that the child went missing.

- A conclusion is drawn as to how the breach of security happened.

* If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff.
* In the event of disciplinary action needing to be taken, the Board is informed.
* The insurance provider is informed.

### Managing people

* Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
* The staff will feel worried about the child. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.
* Staff may be the understandable target of parental anger, and they may be afraid. The Board needs to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.
* The parents will feel angry, and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the Lead teacher. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the Lead teacher and the other should be a Board member. No matter how understandable the parent’s anger may be, aggression or threats against staff are not tolerated, and the police may be called.
* The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children’s questions honestly but also reassure them.
* In accordance with the severity of the outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The Chairperson will use their discretion to decide what action to take.
* Staff must not discuss any missing child incident with the press without taking advice.

# Daisy Chain Playgroup No smoking policy

## Policy statement

We comply with health and safety regulations in making our setting a no-smoking environment - both indoors and outdoor.

### Procedures

All staff and parents are made aware of our no-smoking policy.

Any staff member who does smoke is not to do so during working hours OR in the presence of children at any time.

# Daisy Chain Playgroup uncollected child policy

## Statement of intent

In the event that a child is not collected by an authorized adult at the end of a session, the Playgroup puts into practice the agreed procedures. These ensure the child is cared for safely by an experienced and qualified member of staff who is known to the child.

## Aim

In the event that a child is not collected by an authorized adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

## Method

Parents of children starting at the playgroup are asked to provide specific information, which is recorded on our Registration Form, including:

* home address and telephone number – and an alternative emergency name and number must be given, (i.e. a neighbour or close relative)
* mobile telephone number (if applicable).
* Who has parental responsibility for the child?
* On occasions when parents or the persons normally authorized to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child.
* Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take backup procedures. We provide parents with our contact telephone number.
* If a child is not collected at the end of the session, we follow the following procedures:
* If no information is available, parents/carers are contacted at home or at work.
* If this is unsuccessful, the adults who are authorized by the parents to collect their child from the setting (and whose telephone numbers are recorded on the Registration Form) are contacted.
* All reasonable attempts are made to contact the parents or nominated carers.
* The child does not leave the premises with anyone other than those named on the

## Registration Form

If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children:

We contact the **Bureau Jeugdzorg:**

**Bureau Jeugdzorg Haaglanden**

**De Horst 4**

**2592 HA Den Haag**

**Phone: 070 – 300 44 44**

* The child stays at the Daisy Chain Playgroup in the care of staff until the child is safely collected either by the parents or by Bureau Jeugdzorg.
* Under no circumstances are staff going to look for the parents.
* A full written report of the incident is recorded in the child's file.
* Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
* The Chairperson of the Board may be informed.

# Daisy Chain Reporting and recording of accidents and incidents policy

## Policy Statement

At the Daisy Chain Playgroup, we have guidelines for reporting and recording accidents and incidents. Child protection matters or behavioural incidents between children are NOT regarded as incidents and there are separate procedures for this.

## Procedures

We keep an Incident book for recording accidents and incidents.

These incidents include:

* break-in, burglary, theft of personal or playgroup property.
* an intruder gaining unauthorized access to the premises.
* fire, flood, gas leak or electrical failure.
* attack on a member of staff or parent on the premises or nearby.
* any racist incident involving staff or family on the church’s premises.
* the death of a child.
* A terrorist attack or threat of one.

In the Incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it or if it was reported to the police.

Any follow-up, or insurance claim made, should also be recorded.

In the unlikely event of a terrorist attack, we follow the advice of the emergency services regarding evacuation, medical aid and contacting children's families. Our standard Fire safety policy will be followed. The incident is recorded when the threat is averted.

### Our Incident Book:

* Is kept safe and accessible
* Is accessible to all staff, who know how to complete it and.
* Is reviewed at least half-termly to identify any potential or actual hazards.

The Chairperson of the Board is notified of any injury requiring treatment by a general practitioner or hospital doctor, or the death of a child or adult.

Where there is a death of a child or adult on the premises, we:

* contact emergency services immediately (phone: 112)
* We follow the advice of the emergency services.

### Dealing with incidents

Any dangerous occurrence is recorded in our Incident book.

Our Incident book

* We have ready access to telephone numbers for emergency services, including local police.
* We have access to the person responsible for our premises (the Church of St. John & St. Philip).

The Incident Book is not for recording issues of concern involving a child. This is recorded in the child's file.

