



Emergency Contingency Plan (including Critical Incident Procedures)

We will endeavor to maintain a full service and cause the minimum disruption to the centres, however there may be occasions where we are forced to close due to circumstances out of our control. We appreciate that closing the centre at short notice may cause inconvenience for parents/carers but we ask for your cooperation and understanding.

This is a plan to be implemented should Oasis Childcare Centres be unable to open due to circumstances such as fire, flood, severe weather, interruption of power or water supply, staff sickness, serious accidents or incidents, or infection control issues. The decision to open or close the settings will be made by the Senior Manager and the following procedures will be followed:

- Parents to be informed as soon as possible, advised to keep children at home in short term.
- Should the issue be longer term then alternative care should be sought for the children, this could be provided in the following places:
Within Marazion School, at Marazion Community Centre, at other childcare providers. If children are to be cared for within an environment not approved by OFSTED for this purpose, then they should be contacted in order to inspect the premises prior to use by the Oasis.
- In the event of an incident during term time, Marazion School would be used as a temporary evacuation point. During the school holidays, or if the whole site needs to be evacuated, Marazion Community Centre would be used.
- In the event of a fire the staff would follow the setting's fire procedures.

If infection control issues e.g. outbreak of a pandemic infection, check government websites e.g. DfES; Health Protection Agency; liaise with Marazion School; check teacher net website and family services.

Pandemic (including, but not exclusive to, Covid-19 and influenza)

**Please note, that in the event of a pandemic/outbreak of illness we will refer to our 'Outbreak Management Plan' to prioritise childcare places and support the staff.*

- Be aware of any staff, children or families travelling abroad where there may have been different cases of Covid-19 or influenza pandemics than in the UK and be alert to the possibility of symptoms such as fever/temperature, cough, runny nose, fatigue/lethargy, headache, vomiting/diarrhoea or loss of taste and smell.
- Review current infection control policy and procedures, ensuring all staff are aware of keeping an even tighter control of cleaning and disinfecting. Particular attention should be paid to the children's bathroom which will be cleaned/checked hourly and recorded.
- Management to ensure good supplies of disinfectant, anti-bacterial spray, hand gels, tissues, etc. and to ensure extra tight hygiene procedures are followed by monitoring staff and record books etc.
- School holiday club will continue as normal.
- Staff to ensure parents/carers contact details are up to date.

The Oasis Childcare Centres would take advice from Government/Cornwall Council/Ofsted and the onsite school if there was to be a closure.

The Oasis Childcare Centres would only close temporarily for the following reasons:

1. To contain the spread of infection due to high numbers of infection among the children or staff, such as Covid-19 or Influenza.
2. If there are too few staff to guarantee correct child ratios.
3. If instructed to do so by government, Cornwall Council or Ofsted

NB. It would not be in the best interests of children to attend another nursery if the Oasis was to temporarily close as infection could be passed from person to person with influenza pandemics.

Latest guidance is available at <https://www.gov.uk/coronavirus/education-and-childcare> and <https://www.gov.uk/guidance/pandemic-flu> or telephone Family Services on 01872 323535.

Staff Sickness (Please also see Staff Contingency Plan)

In the event of multiple staff absences which impact upon staff to child ratios, the management would contact:

- Term time only staff/Part-time staff
- Committee Members
- Marazion School (on site)
- The Early Years Consultancy Team

All of the above must hold a current enhanced DBS check.

Invoicing

If the centres close due to unforeseen circumstances, then you will not be charged for those days. However, if the centre is able to open and you choose not to send your child in, then you will still be charged for these sessions as per our Bookings, Charges and Cancellations Policy (*Please see Bookings, Chares and Cancellations Policy*).

Critical Incident Procedures

On vary rare occasions the Oasis Childcare Centres may face a critical incident that requires urgent action and/or closure. Examples of a critical incident include:

- The death of a child, staff member or visitor on site.
- A serious accident involving a child, staff member or visitor (*please see Serious Accidents Policy*).
- A violent attack or violent intrusion into the centre, including terrorism threat (*please see Child Protection Policy: Reporting 'risk of radicalisation' - Prevent Duty Guidance*).
- A hostage situation.
- A major incident in the local community, e.g. terrorism, transport accident.

The Senior Manager and Senior Deputy Manager will be the 'Incident Managers'. The Chairperson on the Management Committee will also be identified to take lead responsibility for liaison with the emergency services and the Local Authority in the event of a crisis. The office will be the central liaison point for all incidents, as this is where the phones and computers are based.

In the event of a major/critical incident the following action should be taken:

- Contact the emergency services as required.
- Notify staff as soon as is practically possible.
- Parents to be informed as soon as possible and advised to collect their children (if safe to do so). It may be necessary to invite parents to a formal meeting to discuss the incident. This would need to take place at a venue away from the public and press, such as Marazion Community Centre.
- If the incident involves a staff member or visitor, then their next of kin must be contacted and informed as soon as possible.
- Most important - as soon as possible complete a detailed account of what has happened for future reference.
- Contact the Local Authority to activate further support and guidance

Dealing with Incoming Calls

Following an incident, there is the possibility of the settings phone being inundated with incoming calls. Therefore, the settings mobile phone will be dedicated for making outgoing calls. Alternatively, we will work with Marazion School and Marazion Community Centre to make any required outgoing calls.

Those dealing with incoming calls should provide an agreed factual statement along with reassurance of action being taken at the incident site. It is important to avoid speculation!

General Advice for Dealing with the Media:

Today's media operate very quickly. They are likely to contact you before the contingency plan is in place. Whatever the incident, and particularly if it involves severe injury or loss of life, the likelihood is that any information they have already heard will be inaccurate.

Prior to the arrival of the press office:

- Buy time, e.g. if you receive any phone calls from journalists state that the Senior Manager is not available at present but will call them back.
- Be clear about which staff/Committee Members are designated to talk to the press and who are not.
- Be prepared to accept that the designated person may not be the most appropriate person to handle the situation in some circumstances.
- Do not talk to a journalist by yourself; have a colleague with you to take notes of what is said.
- Do not provide anything other than facts.
- Give a prepared statement rather than an interview. If necessary, arrange a later time to undertake an interview to give you time to prepare.
- Be sensitive about personal information
- Do not apportion blame or admit liability to anyone, even in conversation.
- Establish who you are talking to and their organisation before engaging in conversation (name of journalist and what company they are from). Keep short notes of what you have said.
- Most importantly - **DO NOT SPEAK OFF THE RECORD!**

Intruder on premises

In the event of an intruder accessing the outdoor area or being in close proximity to the perimeter of the setting then all staff must follow our 'Lock Down' Procedure as follows:

- Staff member to inform other staff members of a 'Code Red', including baby room and office staff.
- Upon hearing the signal, all staff to support children inside quickly and calmly, ensuring that all exterior doors are securely closed and locked when the last person is inside.
- Once inside, the Childcare Manager or Room Supervisor to gather all children to complete a headcount and register of all children and staff. Childcare Manager or Room Supervisor to

immediately direct a member of their staff as a 'sweeper'. The sweeper is responsible for ensuring that all exterior doors and windows are securely closed and/or locked in the learning rooms. The office staff are responsible for ensuring that all exterior doors and windows are securely closed and/or locked in the reception area.

- If safe to do so, Childcare Manager or Room Supervisor to approach intruder to find out their intentions. If it is not safe to go outside and approach the intruder then police to be contacted immediately. Acceptable efforts should be made to inform the on-site school. All staff to remain inside with the children until they are directed by the Childcare Manager or Room Supervisor that it is safe to return to their usual rooms and routines.
- In the event of an intruder emergency the settings Childcare Manager or Room Supervisor would follow the police's advice for contacting parents.

This policy is not intended to be prescriptive or to attempt to cover all possible events. Each individual incident requires different types and scales of response. However, there is evidence that where a setting has anticipated a major critical incident and made plans for managing a response, it is likely to handle the incident more effectively and confidently.

Telephone Numbers:

Marazion Community Primary School 01736 710618

Ludgvan Oasis Childcare Centre 01736 741528

St.Ives Children's Centre 01736 794222

Sunny Corner Pre-school 01736 763931

Cornwall and Isles of Scilly Health Protection Unit 03442253557

Family Information Service 0800 587 8191

Out of Hours Contact Numbers:

In the event of the intruder alarm sounding please ring:

- First Contact - 01736 741221 or 07599979489
- Second Contact - 01736 755580 or 07765608275
- Third Contact - 07525248920

In the event of any other emergency please ring:

- First Contact - 01736 741221 or 07599979489
- Second Contact - 01736 755580 or 07765608275

Adopted by The Oasis Management Committee on: 25.8.25

Representative of Management Committee Signature: Lorna Trudger

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