



**345 Pre-school  
Critical Incidents Policy**

**COMMUNICATION PLAN**

<b>Critical Incident Team</b>	<b>Communication Plan</b>
Responsible Personnel:  Team Leader Deputy Team Leader Committee Chair	<ol style="list-style-type: none"> <li>1. Critical Incident Case Conference</li> <li>2. Liaison with Emergency Services</li> <li>3. Evacuation of children and staff if necessary</li> <li>4. Council Press Officer managing Media attention</li> <li>5. Investigation of incident and production of report (action to be agreed)</li> <li>6. Liaison with parents, children and staff</li> <li>7. Multi agency involvement – Social Services, Counselling services, etc.</li> <li>8. Management of the return of pupils and staff</li> <li>9. Review of incident</li> </ol>

**COMMUNICATION PLAN DETAILS**

**1 Critical Incident Case Conference**

An emergency meeting called by any or all of the responsible personnel in preschool, communication may in some instances have to be done by telephone. An incident co-ordinator should be chosen.

The Critical Incident Team (CIT) will have to assess exactly what has happened and how to deal with it following the communication plan.

Tasks should be allocated for gathering and relaying information to:

- The emergency services
- The staff
- The children and parents
- The administration of the incident
- The management of the site and facilities

Information should be regularly fed back to the incident co-ordinator.

**2 Liaison with Emergency Services**

A delegated person should contact or liaise with the emergency services and take advice on how to handle the situation and what needs to be done.

**3 Evacuation of children and staff**

If children and staff need to be evacuated in an emergency, the fire drill evacuation can take place. Children and staff will leave the building by the nearest fire exit and meet at the Assembly Point in the courtyard or the grassy area next to Perins bus bay. The children's register and visitor's book should be collected en route during exit of the building. Parents/carers will be informed so that the children can be collected. A

list of permission rights for children to be collected by an alternative adult is kept with the register to ensure children can be safely collected by an appropriate adult.

#### **4 Council Press Officer managing Media attention**

The local authority Press Officer should be advised as soon as possible. In the event of preschool closure local radio stations can be informed for them to broadcast details.

#### **5 Investigation of Incident and production of Report**

The Incident Co-ordinator should collect and collate all information and produce an interim report detailing action that needs to be taken. Later a full report needs to be compiled.

#### **6 Liaison with parents, children and staff**

Staff, children and parents need to be kept informed during and after the incident.

#### **7 Multi Agency involvement – Social Services, Counselling services, etc.**

If considered necessary by the CIT outside agencies should be informed where appropriate.

#### **8 Management of the return of pupils and staff**

A member of the CIT should manage the return of staff and children, taking into account Health and Safety and Site Management. This can be announced through the media, local radio broadcasts, direct email or through written letters and telephone calls.

#### **9 Review of incident**

The CIT should meet and review the incident for further risk management.

### **EMERGENCY CONTACT NUMBERS**

<b>Name</b>	<b>Position</b>	<b>Telephone</b>
Taryn Stroud	Leader	07826948826 07719 871198
Debbie Markwick	Deputy Leader	07815 166687
Candyce Primmer	Chair	07766940335
Kerry Appleton	Vice Chair	07587737444
Senior Press Officer	Hampshire County Council	01962 847367
Children Services Press Officer	Hampshire County Council	01962 847368
Senior Steward	Alresford Methodist Church Hall	01962 732350 07768 394790