

Orleans Primary School

Critical Incident Policy/Plan - Including School Lockdown Procedure.



Governor's Committee Responsible	Finance and Premises
Status	Non-Statutory
Review Cycle	3 Yearly
Date written/last review	September 2022
Date of next review	September 2023

Headteacher.....

Date:

Chair of F&P.....

Date:

Orleans Primary School - Critical Incident Policy/Plan

Background and Rationale

Definition of a Critical Incident:

A critical incident is a sudden, unexpected and tragic event that causes significant and serious personal distress and disruption to pupils and staff. It may involve an individual or a group, but it potentially overwhelms normal responses and procedures. It will almost certainly affect upon the emotions and the organisation of school as a whole.

- It happens fast
- It happens 'out of the blue'
- It may involve large numbers of school members directly or indirectly
- It is outside our usual experience
- National disasters, especially those involving children, are often engraved on people's memories for life

The school has in place an accurate, up to date, Critical Incident procedure, which is known by all staff. The school also has an Emergency Evacuation Plan, which is a separate document.

Examples of a critical incident within school could be:

- Serious injuries to a pupil or member of staff
- Significant damage to school property
- Criminal Activity
- Severe weather
- Public Health Incidents

Out of school:

- Deaths or injuries on school trips/journeys
- Tragedies involving children from many schools, e.g. Hillsborough, Lockerbie
- Civil disturbances or bombings
- Significant events within families involved in the school

The way forward:

- Assess the risks to which the school might be vulnerable
- Take steps to prevent/reduce those risks where we can
- Be prepared: plan, exercise, update plans on an annual basis

Recording Incidents

The school recognises the need to keep well-organised and accurate documentation to clearly record the course of action which was taken the name of the person who took the decision and to demonstrate that the decisions made were reasonable. The steps we will take are as follows:

- Ensure a proper updated record of emergency planning activities is kept
- Keep an accurate log of information received, decisions taken (with reasons) and any actions taken

We have put together the following information and ensure all staff and Governors know where it is kept and have easy access this is kept in the school office in a blue file marked **'Critical Incident File'**.

- List of key holders with contact details (current key holders are Tony James and Wendy Rochester)
- List of emergency services (Include plumber, electrician, builder, local hospitals)
- List of support services (include: LBRUT counselling services, CRUSE, Samaritans, ChildLine)
- List of Governors and relevant LA contacts
- Council contacts for media/PR advice

The school office is responsible for keeping the following documents:

- Full list of parents/carers and emergency contact details (these are in files in the office and on our Data Management System called Integris)
- List of children/adults absent from school (on trips, holiday or sick. If school trip is on that day make sure teachers/parents/carers on that trip are included on the list)

The above information is updated at the start of each academic year by the Admin Team.

Communications

'The school community, the way we deal with external agents, the way we deal with young people and parents/carers was put to the test very publicly' – **quote from the Headteacher of Duffryn High School in Newport, hit by a TB outbreak.**

Therefore, to ensure effective communication throughout the incident Orleans has a single spokesperson from the Governing Body who will be nominated to speak to the media and to:

- Appoint relevant people to speak to the parents/carers
- Advise everyone concerned (staff, Governors, LA, parents/carers) who the nominated spokespeople are, with all contact numbers as relevant
- If relevant, invite the media into school to present the facts at the outset of the incident and again at a later date to close the incident.

Analysis of previous handling of Critical Incidents show that some of the reasons why critical incident plans fail include:

- People try to 'firefight' the last problem
- Becoming reactive rather than proactive
- Are unable to separate urgent/important
- Operate at normal speed as opposed to crisis speed
- Team members fail to share common goals – goals conflict
- The team becomes a discussion forum instead of decision makers
- Roles and tasks are not identified or adhered to
- Urgent decisions are often needed long before the availability of accurate information

The Orleans Primary School Critical Incident Plan has taken this into account and accounted for these in their plan.

Orleans Primary School – Critical Incident Plan

This plan provides a guide to actions that should be considered by the Headteacher and her nominated Deputy in the case of an emergency in school, the local community, or on an educational visit. It also provides supporting information. This plan consists of a core section of actions which are applicable to a number of different emergency scenarios followed by particular advice related to individual circumstances.

Dealing with a Critical Incident

The specific steps we will follow are:

Immediate tasks for the person receiving the information:

- 1) Find out exactly what has happened and record the information clearly and accurately, if the Head/Deputy is in school inform them **immediately**. If not, locate a member of the Senior Leadership Team and inform them. If the Head/Deputy are out of school they are to be contacted **immediately** by a member of the admin team; the named person in charge becomes the Lead Person in this situation.
- 2) The Lead Person instructs a member of the admin team to ring the appropriate emergency services, giving the information which has been gathered and giving the postcode for the Emergency Access gate in Marble Hill Gardens – TW1 3AU. If Tony James is on his break, they should also call him and ensure he returns to school immediately.
- 3) The Lead Person must decide if the school can remain open, go into full or partial lockdown, be evacuated or needs to close. This is then dealt with by the School Business Manager who will communicate this to parents via email and/ or text messages. In their absence, this will be sent by a member of the admin team.
- 4) The Head/Deputy (or Lead Person from the SLT) will then:
Prioritise who needs to be contacted and **immediately** telephone them and ensure they are given the facts of the situation. These should be: Any parents directly affected by the incident, LA contacts i.e. Tamara Clare (Health and Safety Department), Karen Feeney (AFC School Improvement Advisor), Chair and Vice Chair of Governors (Alex Axiom and Caroline Green) and specifying the support which is needed and then to allocate these roles.
- 5) Ascertain which staff need to be involved in dealing with the situation. These staff will form the Emergency Team. These should be selected from:
Headteacher, Deputy Headteacher, Senior Leadership Team, School Business Manager or School Caretaker. SLT may need releasing from class (use TAs and LSAs to cover).
- 6) Call all staff together and ensure the facts of the situation are relayed to all the staff within school in two short meetings in the staffroom (First Meeting: Teachers, Admin Team and then Second Meeting: Support Staff, Catering Team and Caretaker). **During this meeting, it must be reiterated that no posts on social media are permitted from either staff, volunteers or visitors.**
- 7) Bring together the Orleans Emergency Team of Staff and base them in the Headteacher's office. **If Orleans Primary School has been evacuated, base the Emergency Team of Staff at Orleans Park School.**

Communication in and out of school:

- 1) Ensure a phone line is available.
- 2) Utilise the mobile numbers for relevant staff, Emergency Services including plumbers, builders and hospitals, Parent Reps which are stored in the Critical Incident File where they are accessible and up to date (Head and Deputy have the relevant staff numbers on their mobile phones)

Dealing with enquiries

If school communications are intact:

Nominate someone to take incoming calls (1 member of the admin team and 1 SLT)

Nominate spokesperson(s) to speak to press (nominated Governor). This person will liaise with the School Business Manager and the Local Authority Press Officer Lyle Skipsey 0208 487 5182.

Nominate spokesperson(s) to speak to parents/carers (Head/Deputy)

- Decide on how emerging information should be conveyed and by whom
- Keep full notes as incident progresses
- Have accurate school lists of phone numbers and Emergency Contacts for pupils and staff.
- Have accurate school list of pupils off the school premises (sick, on school trips) available easily to staff

Informing parents/carers of pupils involved in the incident

- 1) Prompt contact will be made with parents of pupils affected by the emergency.
- 2) They will be informed of the facts as they are known and will be given a telephone number to contact the school. (This may have to be a staff mobile number.)
- 3) Where children have been seriously injured or killed, such contact will be made personally by a senior member of staff accompanied by a member of the Police Force or directly by the Police.
- 4) All staff other than the Headteacher making such contacts will be briefed in advance by the Headteacher.
- 5) Wording for the parent communication is saved on ParentMail and should be amended as appropriate.

Informing pupils

The Local Authority Educational Psychologists/Inspectors will give specific advice on this and **must** be contacted before the children are informed.

The Headteacher/Deputy will inform the children using the following criteria;

- 1) In simple language – with no fabrication (no use of emotive language)
- 2) In small groups/in an assembly
- 3) Answer children's questions in a straightforward manner
- 4) Not speculating on causes or consequences of the incident – stick to the facts
- 5) Say if they can't answer questions 'I can't give you the answer to that yet.'
- 6) Stick to a normal routine – this ensures some security in the lives of pupils at a time of crisis

Informing all parents/carers – Responsibility of the Head/Deputy

- 1) If the school remains open release an initial message via email informing all parents that there has been an incident/situation within school.
- 2) Keep careful lists of who has or has not been informed.

- 3) Provide support for parents/carers who are distressed – they should not be left alone.
- 4) A list of useful phone numbers such as GP surgeries which can be contacted to provide support to parents/carers is contained within the Critical Incident File.

Dealing with the media

- 1) Nominate a Governor to deal with press and liaise with the LA Press Contact to ensure the statement to the press contains only accurate information.
- 2) No contact with the children will be given to the media.

Closing the school/re-uniting children with their parents/carers

The School Business Manager/Admin Team will contact parents to inform them that the school is either remaining open, closing, Evacuating or in Lock Down.

Supporting Staff following a critical incident

- All staff will need an opportunity to express their emotional reactions to the crisis
- Support should be organised as far as possible from within the school itself, e.g. accessibility of one staff member to others for support; support group organised
- If no one is willing to take it on, take advice from outside agencies, but should ideally come from within school
- Senior staff need to protect colleagues from over-working; rest needed; senior colleagues need to practise their own advice
- Tired and upset staff will not be able to make sensible decisions
- Encourage staff to talk – after a major trauma staff need to know that it is perfectly natural to want to talk about the incident and to share their feelings
- Inform staff that they can access counselling via their union or from the counselling service.

Making contact with outside professionals

- Refer to the lists of contacts in the 'Critical Incident File'
- The role of LBRUT wide variety of counsellors is to support school efforts, not replace them
- Consider inviting religious leaders and other organisations as appropriate (e.g. Cruse, Child line etc) to an assembly
- Be careful about a flood of volunteers – check on experience and qualifications
- Remember, the Headteacher is legally responsible for welfare of pupils; referring pupils to other agencies does not mean handing over responsibility to them

Before the end of the school day the Headteacher/Deputy will;

- 1) Hold a meeting to debrief all staff and to give the up to date facts on the incident.
- 2) List the necessary follow up actions for the next day and inform Governors and the LA.
- 3) Organise a member of the admin to prepare a daily briefing sheet for staff to keep them in touch with developments. If necessary, this will take the form of a daily meeting at the start of the school day.

Specific Situations

- 1) Incident on a school trip - In the event of a serious incident on a school trip including a road accident, supervising staff should follow the guidelines in the school's Educational Visits Policy. The Head/Deputy must be informed immediately.
- 2) In the event of an intruder on school premises: the member of staff who sees the intruder, should challenge them and ask them who they have come to visit and then escort them to the school office to sign in and get their visitors badge. If the intruder poses a safety hazard then the member of staff finding the intruder should remove the children from the area and inform the school office via the telephones, which are located in every second classroom. The school will contact the emergency services by dialling 999 and the school will initiate the Lockdown Procedure as detailed below.

Lockdown Procedure

This procedure is incorporated into our Critical Incident Plan and was formulated by the Senior Leadership Team using the following document:

- Achieving for Children; Lockdown Procedure Advice

What is dynamic lockdown? Government definition;

Dynamic lockdown is the ability to quickly restrict access and egress to a site or building (or part of) through physical measures in response to a threat, either external or internal. The aim of lockdown is to prevent people moving into danger areas and preventing or frustrating the attackers accessing a site (or part of). It is recognised that due to their nature some sites may not be able to physically achieve lockdown.

When would the lockdown procedure be used?

There is a wide variety of scenarios, which may trigger a school's lock down procedures. Some examples may include:

- A reported incident/civil disturbance in the local community (with the potential to pose a risk to staff and pupils in the school)
- An intruder on the school site (with the potential to pose a risk to staff and pupils)
- A Warning being received regarding a risk locally, of air pollution (smoke plume, gas cloud etc.)
- A major fire in the vicinity of the school
- The close proximity of a dangerous dog roaming loose or other dangerous animal

It is impossible to plan for each eventuality or scenario so we have created two lockdown procedures, partial lockdown and full lockdown, which are focused on keeping everyone on site safe during possible incidents.

Communication during a Lockdown

In the event of the full lockdown, the incident or development will be communicated to parents as soon as is practicable. Parents will be concerned but regular communication of accurate information will help to alleviate undue anxiety.

The office staff, once secure themselves having instigated all other processes outlined below, will send a text message to the parents stating:

‘The school has gone into full lockdown. Wait for the school to contact you when it is safe to come and collect your child’.

This will be accompanied by an email stating the following;

‘The school has gone into full lockdown. This is because every effort is being done to keep your children safe. During this period, the switchboard and entrances will be unmanned, external doors locked and nobody allowed in or out. Do not contact the school as this will tie up emergency telephone communications. Do not come to the school as your child cannot be released to you. Wait for the school to contact you when it is safe to come and collect your child’.

The school site may or may not be cordoned off by Emergency Services depending on the severity of the incident that has triggered the Lockdown.

Partial Lockdown: This may be a result of a reported incident / civil disturbance in the local community with the potential to pose a risk to staff and pupils in the school. It may also be as a result of a warning being received regarding the risk of air pollution, etc. Partial lockdown is a **precautionary measure** which ensures that the school is in a state of readiness should a situation escalate, whilst also enabling a degree of normality to continue. Partial Lockdown aims for there to be ‘business as usual’ and lessons should continue as normal, unless it is due to air pollution in which case lessons which were due to take place outside should be cancelled and pupils and staff moved inside. Free movement is permitted within the school building by both pupils and staff.

As all situations are different, the Headteacher and Senior Leadership Team will provide an ongoing dynamic risk assessment and communicate this to staff via email or by circulating the school and informing staff personally.

Procedures for Partial Lockdown	
	Once the decision has been made by either the Headteacher or in her absence a member of the Senior Leadership Team to instigate a Partial Lockdown the following actions should be taken;
1	The School Office should call all classrooms, small hall and the school kitchen (07779288515) and state ‘Partial Lockdown’ to the teacher in charge of the class at the time. The teacher must immediately share this with any other adults working within their class area.
2	The Headteacher will walk the perimeter of the school and ensure that any staff and pupils working outside are alerted to the instigation of a Partial Lockdown.
2	The School office will call the Caretaker to inform him of the Partial Lockdown who will then ensure that the grounds are monitored. If the Caretaker is on his gap, between 9.15am and 12.15pm the Office will ask him to return to school.
3	The school office will contact the Emergency Services (the Police) and Achieving for Children; telephone 0208 892 1411 and inform them that the school is in Partial Lockdown and the reasons for it.
4	The office will send a short, internal email to all staff advising of the situation; all teachers during Partial Lockdown should be logged into their email system as this will be a discrete tool for circulating non-urgent information.
5	When the Partial Lockdown ends the school office will call all the classrooms and let the phone ring 10 times. This will signal the end of the Partial Lockdown.

During Playtime and Lunchtime:

If it is break time or lunchtime the school will firstly decide if the instigation of Partial Lockdown can be delayed until the end of break; this will help to avoid confusion. However, if it must be instigated during break time, the school bell will be rung as a prompt for children and staff to come inside; Senior Staff will move quickly through the playground instructing all staff and children to move indoors. All staff and pupils remain inside the building and external doors and windows locked. When the school is on a Partial Lockdown, pupils should be walked to and from the dining hall at lunchtime as the situation could escalate to a full lockdown at any point.

Full Lockdown: This signifies an immediate threat to the school and may be an escalation of a Partial Lockdown. There is no attempt to continue normal business inside the school building and no movement around the school unless absolutely necessary or in response to changing circumstances. If the Full Lockdown procedure has to be instigated during playtime or lunchtime, depending on the imminence of the threat. The school bell will be rung and the staff and pupils should either return to their own classroom or if the threat is close and imminent staff should shepherd the pupils into the nearest safe space lock the outside door, ensure the pupils are sitting in the safest part of the room away from windows and doors and then conduct a head count to ascertain the number of pupils they have with them. They should then email or ring the SBM on internal number 204 with a total. From this the office will be able to ascertain how many, if any pupils are unaccounted for and inform the emergency services.

Once the Full Lockdown procedure has been stopped, the school will make a decision as to whether the pupils will be released to parents or whether this will be at the end of the school day.

Procedures for Full Lockdown	
	Once the Headteacher or member of the Senior Leadership Team have decided the best response to the identified threat is a full lockdown the following actions should be taken;
1	The Headteacher or member of the Senior Leadership Team will inform the School Office that the school is entering Full Lockdown and ensure the peripheral gates and front door of the school are locked.
2	The School Office staff will move to the School Business Managers office from where they can still maintain telephone and email contact with the team within the school.
3	The school office will call all classrooms and state 'Full lockdown' to the teacher in charge of the class at the time. The teacher must share this status with any other adults in the vicinity of the classroom. The teachers should immediately but calmly ensure their pupils take shelter within the classroom.
4	The school office will contact the emergency services and contact the caretaker if he is off site telling him the school has gone into full lockdown. The caretaker should return to the vicinity of the school to guide the emergency services using his knowledge of the school.
5	All outside activity to cease immediately; pupils and staff return to the main building closing the doors and locking them behind them. The Headteacher will check outside and ensure that all pupils and staff are moved immediately to the nearest safe space. If a Partial Lockdown needs to be instigated, the pupils will move inside.
6	All teachers to carry out a headcount with their class. Teachers should refer to music and intervention timetables to double check where unaccounted pupils could be. The teacher should then immediately contact the SBM (204) stating the names of any pupils who are missing or of any extra pupils who are in their classroom so that the school office can then communicate this to the pupil's class teacher. If any pupils remain missing, the Headteacher will conduct a search of the premises to find them, if there is not an immediate risk within that vicinity of the school.
7	The Caretaker and Headteacher will walk through the school and ensure that all external doors are closed.

	<p>Most of the doors, once shut, cannot be opened from the outside; those that can be opened (e.g. front door) will be locked. Classroom doors locked where this is possible. Classroom and office windows will be locked and blinds will be drawn.</p>
8	<p>The teacher should aim to maintain an atmosphere of calm, putting the children to sit together, quietly and out of sight as much as possible (e.g. under desk or around a corner) Headteacher and Emergency Services should be made aware of any children not accounted for; staff should not search for a missing child unless it is certain where that child is, the location is nearby and there is not apparent risk to that vicinity. Staff should avoid making unnecessary calls to the central office or SBM telephone as this could delay more vital communication. They should, where possible maintain access to their email accounts if possible.</p>
9	<p>School remains in full lockdown until it is lifted by a senior member of staff. The lifting of Full Lockdown – or the downgrading to Partial Lockdown – will initially be shared via the telephone system from the main office. The phone will be rung 10 times. This signals the end of the lockdown. At any point during the Lockdown, the fire alarm may sound which is a cue to evacuate the building.</p> <p>Remember:</p> <p>Fire Evacuation is signaled by the continuous ringing of the Fire Alarm</p> <ul style="list-style-type: none"> • Emergency Evacuation; to Orleans Park School is signaled by the continuous ringing of the fire alarm and the ringing of the school bell. <p>Staff must pay attention to which of these procedures they are required to follow.</p>

Appendix 1 - EMERGENCIES IN SCHOOLS – ACTIVATION CHECKLIST

Information about an incident may come from a staff member, pupil, parent, the emergency services, the Local Authority, the news media or suitable text alert systems.

Whoever receives the alert should ask for, and record, as much information as possible: Name of the person informing of the incident
Details of the incident: (including actual words used by informant)
Who else has been informed?
Exact location of the incident & area affected
Casualties
Any action taken so far
Name of contact at the scene

If appropriate, they should call 999 for the Police, Fire or Ambulance, giving the information above. If in doubt, call 999. Then immediately inform the Head or Deputy.

Appendix 2 - CHECKLIST OF INITIAL ACTION BY HEADTEACHER OR NOMINATED LEAD PERSON

1. Assess situation
2. Take immediate action to safeguard pupils and staff where necessary
3. Log all communications and actions
4. Call for support - THESE NUMBERS ARE IN THE CRITICAL INCIDENT FILE AND ON THE WALL IN THE HEADS OFFICE AND SHOULD ONLY BE USED IN AN EMERGENCY. DO NOT GIVE THEM TO THE PRESS, PARENTS OR PUBLIC. Inform the Educational Psychology Service Inform the Chair of Governors
5. Assemble a school Emergency Team from pre-identified staff (see Appendix 3) and relieve them of their normal duties The Orleans Emergency Team will be selected from the staff below: Headteacher Deputy Headteacher Senior Teachers School Business Manager School Caretaker If these members of staff are not all available, the next senior teachers are Sarah Hayward and Patricia Brown. These members of staff can be substituted into the team and the roles given to them.
6. Refer to the list of emergency contact numbers in the Critical Incident File for additional support if required.
7. Where possible, avoid closing the school and try to maintain normal routines.

Appendix 3 – Actions for Emergency Team

<u>Action</u>	<u>Tick When Complete</u>
<p>Take actions to secure the immediate safety of pupils and staff – this may include evacuation or keeping pupils and staff inside the building (sheltering).</p> <p>If the school needs to evacuate then the Emergency Evacuation Procedure must be started and the pupils evacuated to Orleans Park School. If it is ascertained that staying within the building is the best action then teachers should ensure that children remain within the classroom. (Partial Lockdown)</p>	
<p>Establish the whereabouts of all pupils, staff and visitors using timetables, registers and the Inventory system and make a list of those unaccounted for (the admin team will print this to give to the Emergency Team members).</p> <ul style="list-style-type: none"> • Two Emergency Team Members take a paper register to each class and member of staff supervising the children will immediately take a register and carry out a Headcount. They will give the Emergency Team Member the specific names of any pupils unaccounted for. • The Emergency Team Members will take paper registers back to the school office and ensure they check missing pupil's names against the offsite register, if still unaccounted for they will then carry out a search of the toilets, outside areas and halls to check for the pupils. • If pupils are still found to be missing then the Emergency Services must be contacted or if they have arrived on site, they must be immediately informed by the member of the Emergency Team. 	
<u>Communications</u>	
<p>The school Number – 0208 892 1654 will be used for incoming calls</p> <p>The School Mobile Number will be used for outgoing calls, which is kept in the School Business Managers office.</p> <p>The School Business Manager will provide extra support for the Admin Team</p> <p>If necessary, seek support from LBRUT emergency planning who can set up a public helpline for enquiries from the public in the event of a major emergency.</p>	
<u>Media Management</u>	
<p>If possible, avoid responding to media enquiries before speaking to the Press Office at LBRUT and drafting a joint press release. The LBRUT press office number is 0208 487 518 5182 or out of hours 07877 148372. A nominated Governor will take responsibility for contacting the press office and will liaise with Wendy Rochester.</p>	
<p>Ensure that any media access to the site, staff and pupils is controlled. (In a major emergency, the Police will deal with the press and prevent intrusion onto the site.)</p>	
<p>Ensure all staff and parents' onsite notified to not misuse mobile phones to pass information on.</p>	
<u>Resources</u>	
<p>Caretaker to ensure access to the site for emergency vehicles, open/close parts of the school as required and supervise the turning of off water, gas and electricity if necessary.</p> <p>British Gas – Emergency Services Line: 0800 111 999</p> <p>National Grid (Electricity or Gas): 0800 404090. This is a 24-hour emergency line.</p>	
<u>Ongoing Response</u>	
<p>Provide regular briefings for staff and continue to liaise with the Emergency Services and</p>	

the educational department.	
Try to maintain normal routines as far as possible.	
Tell the staff involved to write a written report, noting events and times.	
Ensure accident reports are completed as necessary.	
<u>Welfare</u>	
Ensure a staff rota is established and that staff dealing directly with the incident take regular rest breaks.	
Identify those pupils/staff who are badly affected and who need extra support.	
Take account of religious and cultural factors and consider contact with leaders of local faith communities.	

Appendix 4 – Actions in the event of a playground accident.

If there is an incident on the playground where a child is injured and cannot be moved the following will happen

1. The adult who first sees the child calls another adult to the scene – This can be done by calling the adult personally or sending a child to get an adult to the scene immediately by using the Red Card system.
2. One adult stays with the injured child and the other adult goes immediately to the office
3. One member of the office team is responsible for calling an ambulance on the school mobile or a mobile phone and goes with the phone to the injured child. They instruct the Ambulance/Fire Engine to arrive at the back gates on Marble Hill Gardens, **giving the correct postcode.**
4. The message taking adult ensures that another member of staff contacts the parents of the injured child.
5. The adult who had gone to the office then goes to inform the Headteacher or in her absence the Deputy Head teacher who then goes to the staffroom to inform the staff.
6. All staff in the staffroom go to the playground and the first person on the playground rings the bell.
7. The children line up with their class teacher and return to their classroom
8. Once in the classroom the adults explain to the children that someone has been hurt but that they are being looked after and to make that easier they have come off the playground.
9. The adult with the injured child and the office member of staff stay with the injured child until the ambulance arrives.
10. If the parents have arrived, they go to the hospital with the child.
11. If the parents of the child have not arrived a known member of staff will go to the hospital with the child. **Under no circumstances must a child be allowed to go to hospital without a member of staff.**
12. If there is no other adult on the playground, the adult directs a child to collect the Red Card from their display points in the playground. The Red Card indicates there has been an emergency and that a First Aider should come to the playground.
13. The steps are then followed from step 2 above.
14. An Accident Report and Witness's Reports must be completed as soon as possible. They must be completed by the end of the working day and include times and details. The Accident Report must be sent to the Kingston Health and Safety Department.

Appendix 5

Qualified First Aiders are:

Full three day first aiders: Lorena Aguilar, Loretta Lau and Marie Simon

Paediatric First Aid: Charley Taylor and Iona Medland

The names of these first aiders are displayed in the staffroom, the medical room and other prominent locations around the school

Appendix 6

If children are sent home in an emergency, the following procedures will be followed to ensure all pupils are safely dismissed from school.

- 1) Once the Head has made the decision, the office team will print out the individual class registers and immediately take these to the classes informing the teachers or person supervising the class that the Head has made the decision to shut the school.
- 2) As each child is collected who ever is teaching the class will tick off the child's name to record that the child has been collected.
- 3) If parents arrive during break time, the admin team will go and collect the child/ren from the playground and hand the child/ren over to the adult in the entrance of the school (parents are not permitted to take children from the playground) The admin team will keep a list of the children who have been collected and pass this to the class teachers straight after play.
- 4) If there is an emergency evacuation or fire alarm then the adult in charge of the class **MUST** take the class attendance sheet with them.

Appendix 7

Communication - In the event of a critical incident, appropriate information will be sent to parents via email or text once the facts have been established.