



Procedure

Policy Category: GOVERNANCE

Date Created: April 2021

Policy Name: Incident Communication

Procedure

Policy links:

Supervision Plan

HS19 Food Policy

HS25 Injuries, Illnesses & Incidents

Incident

Any incident occurring at Grow (adults or children) that is deemed important to be brought to the person responsible for attention. This includes but not limited to: first aid/injury, allergic reaction, illness or when a parental aspiration has been overlooked. The person deemed responsible decides what action to take. Person with Overall Responsibility: Jayne Licensee (or person in acting position) must be notified. In serious cases, parents are to be notified.

Communication

If a serious incident occurs, Person responsible (PR) within the programme is responsible for contacting the family (deciding if required) at the time. For immediate contact, a phone call is best practice. This can be delegated but a decision to contact must be made by PR.

Examples of contacting via phone:

First Aid - more serious minor incident/injury that can be communicated via phone e.g. bump/bruise/cut

Potential reaction: e.g. Bee sting.

Medical Attention required: via phone, actions taken to be negotiated with parents (e.g. transporting injury to med centre, meeting parent there).

Alternative contact methods for minor incidents include email, text, written first aid form (incident report). An example of this would be a minor first aid, or toileting accident.

A child with dietary requirements who has had exposure to a food identified as a trigger (i.e. child with an intolerance or child with medical allergy), parents are to be contacted via Person Responsible.

Any incidents for a child with a medical plan, plan must be followed (e.g. category iii medication).

**All team members will be made aware of individual children's food allergies, intolerances and special dietary requirements. A visual guide including the child's photo and list of allergies, intolerances and special dietary requirements will be kept in the kitchen and dining room for reference. If a child is at risk of an anaphylactic reaction to food, a medical plan as advised by the child's doctor will be in place to ensure all team members know emergency protocols etc.

Authorised:	Vikki Cooper
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