

Policy Relating to a National Emergency or Terrorist Attack

The care and security we provide to your child is paramount. As an Ofsted Registered Nursery and Preschool, we will do everything within our powers to protect, comfort and support your child in the event of a major incident, National Emergency or Terrorist Attack.

If we are involved or caught up in the incident, we will comply fully with the instructions from the emergency services and constantly reassure the children in our care. **Please don't attempt to come to the setting, unless asked to collect your child, as this may put you and your child at a greater risk.** As much as possible, we will keep you informed of the actions we are taking.

If you are caught up in an incident, we will continue to look after your child until you are able to return, or a person nominated is able to collect them. We will try our best to keep in contact by landline, mobile or email. If we cannot contact you directly, we may correspond with the emergency contacts to try to arrange a safe and smooth collection. In extreme circumstances this may include overnight care but will be discussed with you and Social Services will also be kept informed. Rest assured; your child will not be put at risk in any way.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communications systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try do the same. We will keep up to date on the situation using media source available to us, radio, television, internet etc. We will endeavour to protect your child from information or images that may alarm them or distress them. Depending on the situation and risk we will take actions such as locking the front/back door, but this will be done on the advance of emergency professionals.