



NORTH STAR NURSERY **BUSINESS CONTINUITY PLAN**

North Star Nursery and Holiday Club will make every effort to provide care for children in the event of unusual weather conditions provided that it is safe for us to do so. This means ensuring that there are suitable conditions on the site, at the nursery itself and that sufficient staff are able to attend to maintain the necessary ratios for all age groups.

This document sets out the steps we need staff and parents/carers to take in order to make this possible and outlines how we will manage the communications. All staff, including students, agency and supply staff must follow the procedures set out below.

If there is a severe weather event, residual conditions on subsequent days mean that these steps should be followed by staff and parents/carers until conditions return to normal so that we can continue to provide a safe environment for the children at nursery.

This plan will be instigated when there is uncertainty if the nursery will be open for business e.g. all severe weather conditions e.g. flood, snow, etc. We will use a similar arrangement in the case of:

- Power loss to the nursery
- Emergency repairs requiring closure of part/all of the building
- Epidemic illness.

Opening Nursery

In severe weather conditions, all staff are expected to make every reasonable effort to come to work unless otherwise informed by the nursery manager.

Senior staff will telephone the Polaris House People line (tel: 0800 7471515) before 7am to ensure the site is open and working conditions are available.

All staff must check their route to work and telephone the senior staff on the early shift between 7am and 7.30am to advise of their expected arrival time at nursery. Depending on the severity of the weather the opening hours of the nursery may be reduced. This decision will be made by the nursery manager or senior staff.

Parents/carers should contact the Polaris House people line (tel: 0800 7471515) to check whether the site is open before contacting the nursery. If the Polaris House site is closed the nursery will be also be unable to open.

If the site is open, parents/carers should contact nursery from 7.55am onwards via tel: 01793 411994. Parents or carers arriving at nursery should be aware that they may need to stay with their child to maintain the required ratios until staff have arrived.

Senior staff will cascade to all staff the information to be given to parents when they contact the nursery. If parents/carers require further information, then the query will be referred to a senior staff member.

If children that would usually attend nursery are not attending because of the severe weather conditions, parents/carers should contact nursery as early as possible to assist senior staff on planning staffing, ratios, opening hours and catering.

Staff and parents/carers of children not due in to nursery on the first day of severe weather (or other incident) will be contacted with a message relating to a subsequent day when their child is scheduled to attend.

In some instances the Nursery Manager or senior staff in consultation with the director(s) may make a decision to close the nursery.

If closed a notice will be placed on the front door to inform unplanned visitors.

