

NORTH STAR NURSERY

BUSINESS CONTINUITY AND INCIDENT MANAGEMENT PLAN

Annex A - PROCEDURES FOR STAFF AND PARENTS IN THE EVENT OF AN INCIDENT (including severe weather)

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.
- Staff due to attend a planned training course should make contact to ensure the venue and trainer are available and make every reasonable effort to attend. Staff at nursery will carry out tasks such as children's records, updating displays, stock taking and other activities required for the operation of the nursery as directed by the nursery manager.
- In the event of a loss of power, which affects the telephone system and prevents email communication the emergency nursery mobile will be activated for incoming calls. This number is 07977762501.

Attendance by Staff

The following attendance arrangements will apply for staff and students employed by North Star Nursery in such circumstances. Agency personnel are not employed by North Star Nursery and must refer to their own employer for guidance an attendance arrangements.

- Staff who attend will be recognised as attending for their scheduled working day.
- Staff who do not attend, following discussion with the nursery manager, may be required to take the time off in lieu, annual leave, or as special leave.
- In the instance that the nursery is closed staff who are scheduled to work may be given the day off as an extraordinary day, with pay, at the discretion of the Nursery manager in consultation with the Nursery Management Committee.