

Teitl: Title:	Health & Safety Policy - Toybox Nursery
Fersiwn: Version	2
I bwy mae'r Polisi hwn yn berthnasol? Who does this Policy Relate to?	Myfyrwyr / Staff / Myfyrwyr a Staff / Arall (rhowch fanylion) Students , nursery staff and students

Cydraddoldeb ac Amrywiaeth / Equality & Diversity

Dolen at Gam 1 Asesu Effaith (ar Gydraddoldeb a'r Gymraeg): / Impact Assessment Stage 1 (Equality & Welsh) link:	Impact assessment
Effaith ar yr Iaith Gymraeg Mae asesiad effaith wedi'i gynnal ar y polisi hwn i ystyried ei effaith ar yr iaith Gymraeg yn unol â Safonau'r Gymraeg (94-104) a Mesur yr Iaith Gymraeg (Cymru) 2011.	Welsh Language Impact An impact assessment has been carried out on this policy to consider its effect on the Welsh Language in accordance with the Welsh Language Standards (94-104) and the Welsh Language (Wales) Measure 2011.

Adolygu a Chymeradwyo / Review and Approval

Perchennog y Ddogfen: Document Owner:	Rheolwr y Feithrinfa /Nursery Manager		
Ymgynghoriad / Consultation:	Nursery staff		
Dyddiad cymeradwyo / Date Approved	Cymeradwyaeth y Pwyllgor Mewnol e.e. Grŵp Diogelu / Internal Committee Approval e.g. Safeguarding Group		-
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		Pwyllgor Cwricwlwm a Safonau / Curriculum & Standards Committee	-
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Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)
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Rhifwch bob adran a pharagraff
Please number each section and paragraph

Table of Contents

Health & Safety

1. Supervision of Children	2
2. Fire	3
3. Hygiene	3
4. Nappy changing / Soiled Clothes	4
5. Toilet	5
6. Accidents	6
7. Illness Policy	6
8. Blood and Body Fluid Spillages	7
9. Allergies	8
10. Medication	8
11. Sleeping Babies/Children	9
12. Answering the Door and Collection of Children	10
13. Uncollected Children	10
14. Lost Children	11

1. Supervision of Children

1.1. Policy

- 1.1.1. It is the policy of the Toybox Nursery that all children will be supervised at all times, whether they are inside or outside the building and particularly when they are using physical play apparatus.

1.2. Procedures

- 1.2.1. Signing in/out must be accurate and the team should ensure this is completed using the family app as when children arrive/leave.
- 1.2.2. No child should be collected by anyone other than the authorised persons the parent's has identified. Staff who are uncertain about a person collecting a child should ask for proof of identity and speak to the manager.
- 1.2.3. All children who ride in a buggy or pushchair must be strapped in.
- 1.2.4. Children under the age of 2 ½ must wear reins where appropriate when off site.
- 1.2.5. Children must be observed at all times by an adult who accompanies them while walking.
- 1.2.6. Appropriate ratios must be observed at all times.
- 1.2.7. Staff taking children out must fill out a risk assessment beforehand; they also need to take into account the weather conditions. If cold take plenty of warm clothes, and sun hats and protection in warm weather.
- 1.2.8. When supervising outdoor play and a slide is in use a member of staff must supervise the slide.

- 1.2.9. There must be a minimum of two members of staff with the children at all times. (This does not include any parents of children or people visiting the nursery for the day). A supervisor or the qualified person must be in the building at all times and must ensure that other members of staff know where he/she is.
- 1.2.10. Equally, trainees or staff must keep the supervisor informed of their whereabouts.

2. Fire

2.1. Policy

- 2.1.1. It is the policy of the Toybox Nursery to ensure safe evacuation in the case of a fire. All staff are aware of the evacuation procedure of each room. These procedures can be found by the Fire Exit in each room. Fire evacuation will be carried out every three months. Fire Drill procedures are as below. Fire Exits must be kept clear at all time and staff should know where fire appliances are located and how to use them.

2.2. Fire Drill Procedure

- 2.2.1. On discovering or suspecting a fire, operate the nearest available fire alarm call point by breaking the glass.
- 2.2.2. On hearing the fire alarm, which is in the form of a continuous beep, calmly and quietly take 2 or more children out through the nearest fire door into the play area. **DO NOT STOP TO TAKE ANYTHING ELSE WITH YOU, THIS INCLUDES COATS, PERSONAL EFFECTS ETC.**
- 2.2.3. After leaving the building do not re-enter until advised by the supervisor and keep hold of the children you have taken out.
- 2.2.4. If staff are on their lunch or tea break leave the building by the nearest available escape route and help other staff with children.
- 2.2.5. If in the middle of changing a child, do not finish, wrap a towel or blanket around the child and carry him/her out through the nearest fire exit.
- 2.2.6. Whilst assembled outside in the play area staff must be vigilant at all times, if any smoke or fire is detected in the buildings surrounding the nursery the children must then be escorted to the fire assembly point adjacent to the stadium.
- 2.2.7. Additional support from the HR team will also be available to assist in the evacuation of the nursery.
- 2.2.8. Each team leader will take the register and inform the manager that everyone has been accounted for; the manager will then radio to inform the clearance officer we are all clear.
- 2.2.9. You may re-enter the building once the all clear has been sounded, this is in the form of a whistle.

3. Hygiene

3.1. Policy

- 3.1.1. It is the policy of the Toybox Nursery that all staff will be responsible for hygiene and that standards will be kept high.

3.2. Procedures

- 3.2.1. Kitchen, toilets and nappy changing areas should be inspected at the start and close of each session and checked continuously throughout the day
- 3.2.2. Clean the nappy changing mat by using hot water and detergent followed by a disinfectant solution (or use a suitable combined cleaner-disinfectant) and then dry thoroughly. Use

disposable paper towels for this cleaning procedure and/or designated cloth (colour coded)

3.2.3. Disposable gloves and waterproof aprons must be worn when changing nappies or dealing with anybody fluid gloves to be be disposed of. Aprons then sprayed with disinfectant solution.

3.2.4. Soiled garments should be placed in a sealed bag and hung on the child's peg.

4. Nappy Changing / Soiled Clothes

4.1. Nappy Policy

4.1.1. It is the policy of the Toybox Nursery to adhere to the procedure below to ensure all children are changed when needed and all efforts are made to ensure it is done hygienically to avoid cross contamination.

4.2. Nappy Procedure

4.2.1. Make sure you have all the items you need at hand i.e. nappies, disposable bags, gloves, apron, wipes, cotton wool/cream, individual creams for children (please see chart), spare clothes if required.

4.2.2. Use a waterproof apron and disposable gloves each time.

4.2.3. After cleaning the child remove gloves and place in disposable bag along with dirty nappy and tie. Place bag in bin provided.

4.2.4. Put on a clean nappy and dress child.

4.2.5. Clean both the nappy changing mat and any other surrounding environmental surface that is soiled or has been touched during the nappy changing procedure after each and every change. Clean by using hot water and detergent, followed by a disinfectant solution (or use a suitable combined cleaner-disinfectant) and then dry thoroughly. Use disposable paper towels for this cleaning procedure and/or designated cloths colour coded

4.2.6. Ensure all creams and lotions are not shared between children. Each child should have their own creams which are labelled with their name and are supplied by the parents/guardian. Use clean gloves each time to remove cream from containers.

4.2.7. Spray apron and use a paper towel ad or cloth to dry off

4.2.8. Add information to famly on the child's profile

4.3. Terry Towelling Nappies

4.3.1. Parents to supply enough terry towelling nappies per day, e.g. four terry towelling nappies.

4.3.2. Parents to supply enough plastic outers to have one for each change of nappy, e.g. four plastic outers.

4.3.3. If insufficient terry towelling nappies and plastic outers are provided, parents are requested to supply disposable nappies.

4.3.4. Provide a sealed bag to put them in.

4.3.5. **UNDER NO CIRCUMSTANCES MUST A CHILD BE LEFT UNSUPERVISED ON THE CHANGING MAT**

5. Soiled Clothes Policy

5.1. It is the policy of the Toybox Nursery to ensure that all incidents are dealt with immediately in a way which protects the other children from infection but care must be taken not to undermine the self-esteem or privacy of the child.

6. Changing Soiled Clothes Procedure

- 6.1. Take child with you to collect their bag. If they do not have spare clothes collect them from the Nursery spares box. Make sure you have all items needed before you start i.e. clothes, disposable bags, gloves, apron, wipes.
- 6.2. Take child to changing area.
- 6.3. Use disposable gloves and waterproof apron.
- 6.4. Remove soiled clothes (child not to remove soiled clothes) and place in a disposable bag. Rinse underwear in a flushing toilet and place in a disposable bag. Do not use hand washing sinks to rinse soiled underwear.
- 6.5. Clean child using wipes/lotion and cream.
- 6.6. Remove gloves and place in disposable bag in the bin. Wipe clean apron with disinfectant spray
- 6.7. Dress child in clean clothes.
- 6.8. Wipe changing unit using hot water and detergent, followed by a disinfectant solution (or use a suitable combined cleaner-disinfectant) and then dry thoroughly. Use disposable paper towels for this cleaning procedure.
- 6.9. Wash your hands.
- 6.10. Place child's soiled clothes/bag back on their peg within a carrier bag.
- 6.11. **UNDER NO CIRCUMSTANCES MUST A CHILD BE LEFT UNSUPERVISED ON THE CHANGING MAT**

7. Toilet

7.1. Toilet Policy

- 7.1.1. It is the policy of the Toybox Nursery that all children are accompanied and help is given if needed. Children are encouraged to be independent and to understand the importance of personal hygiene.

7.2. Toilet Procedure

- 7.2.1. Use gloves provided and waterproof apron
- 7.2.2. Only take up to 4 children to the toilets at a time.
- 7.2.3. Ensure that child has pulled down their clothes and sat correctly on the toilet. Help any children who are struggling.
- 7.2.4. Check that each child has wiped themselves and is dressed correctly. Help any children who are struggling.
- 7.2.5. Encourage each child to flush the toilet and ensure that they WASH THEIR HANDS with soap (they may need help with the soap dispenser).
- 7.2.6. Ensure that each toilet is flushed. Clean and disinfect toilets using combined cleaner/disinfectant and surrounding fixtures/fittings.
- 7.2.7. Check that the floor area is free of paper towels, tissue and is dry. If the floor is wet, take the children back to their room then clean the floor using the mop and bucket (to be found labelled in the laundry room).
- 7.2.8. If the soap, paper towels, tissue, gloves, spray, cotton wool, cream, wipes are running short – Please stock up.
- 7.2.9. Potties – the contents of used potties should be emptied carefully into the toilet. The potties should be cleaned using disposable cloths/towels with hot water and detergent, and

disinfected with a chlorine releasing disinfectant, such as bleach or Milton, and dried thoroughly. They should be stored separately and not stacked inside one another. Ideally children should have individual potties.

8. Accidents

8.1. Policy

- 8.1.1. It is the policy of the Toybox Nursery that at least one adult with a full First Aid Certificate be present at all times and all staff must complete a First Aid course as soon as possible after starting with the nursery and attend regular refresher courses.

8.2. Procedure

- 8.2.1. If a child or a member of staff has an accident they will receive first aid by a first aider (full list of first aiders' is kept in the Health & Safety file within the office).
- 8.2.2. The first aid boxes are positioned in the Pre-School toilets, Toddler toilets and Baby kitchen.
- 8.2.3. Gloves and apron will be worn when dealing with blood or any other bodily fluids.
- 8.2.4. The wound will be cleaned with sterile cloths or a cold compress applied. No ointments can be used and only hypo-allergenic plasters may be used.
- 8.2.5. If hospital attention is needed then the Nursery Manager or Senior Member of Staff will make the decision and will take the necessary action to get that person to hospital. (Please follow guidelines for contacting the Emergency Services).
- 8.2.6. If the accident has happened to a child the parents will be informed immediately by the Nursery Manager or Senior Member of Staff.
- 8.2.7. An accident form will be completed and the accident will be recorded in the accident book. It will state the time it happened, the date, how it happened, first aid given and will be signed by the staff and parent/carer. If the accident is classed as more than a minor incident the Nursery Manager will decide if the accident needs to be logged with the College system.

9. Illness Policy

9.1. Policy

- 9.1.1. It is the policy of the Toybox Nursery to make every effort to avoid spreading infection between children and staff in the Nursery. No child will be accepted at the Nursery if they are obviously ill on arrival.
- 9.1.2. A child's temperature is normally in the region of 36.4C – 37.5C anything above this temperature is classed as a fever.

9.2. Procedure

- 9.2.1. Children should not attend the Toybox Nursery if they are suffering from any infectious illness. You should seek advice from either your doctor or Health Visitor.
- 9.2.2. Children are not permitted to return to nursery until 48 hours after all symptoms of sickness and diarrhoea have passed.
- 9.2.3. Toybox Nursery should be advised of any contagious illness suffered by your child whilst away from the nursery so that other parents can be informed. You should also inform a member of staff if your child has suffered a fall or injury.
- 9.2.4. If your child becomes unwell whilst at nursery, Toybox Nursery will contact either the parents/guardian firstly, then the nominated person in an emergency. The child will be cared for in a quiet area whilst waiting to be picked up.
- 9.2.5. Details of exclusion times are as follows:

9.2.6. **Unexplained rashes should be considered infectious until health advice is obtained from a clinician**

Chicken Pox	5 days from onset of rash and until all blisters have crusted over
Dysentery/food poisoning & gastroenteritis	48 hours after diarrhoea/vomiting has stopped
Fifth disease (slapped cheek syndrome)	None
Hand/Foot and Mouth Disease	None however if a child is unwell they need to be cared for at home
Head Lice	None. Parents will be informed immediately
Hepatitis A	5 days from onset of rash
Impetigo	Until lesions are crusted or healed
Mumps	5 days from onset of swollen glands
Ringworm	Yes until treatment has commenced
Rubella (German measles)	5 days from onset of rash (first day of rash is classed as day 0)
Scabies	24 hours after first treatment
Scarlet Fever	Return 24 hours after appropriate antibiotics if not treated with antibiotics individuals should not return until symptoms have been resolved
Thread Worms	None but appropriate treatment required
Whooping Cough	5 days after starting antibiotic treatment
Meningococcal, Meningitis and Septicaemia	Until they have received the appropriate antibiotic treatment
Conjunctivitis	None. Appropriate treatment required
Thrush	None. Appropriate treatment required
Antibiotics	First 24 hours at home
High Temperature	If sent home ill child must be off for 24 hours
Vomiting	48 hours clear after vomiting has stopped
Diarrhoea	48 hours clear after diarrhoea has stopped
Measles	4 days from onset of rash (1st day of rash is classed as day)
Streptococcal A	Individuals can return after 24 hours of appropriate antibiotics
Acute respiratory illness	Individuals should not attend if they have a high temp and are unwell
Flu	5 days after onset of symptoms. Can return when no longer symptomatic, cases who are unwell and have a high temperature should stay at home and avoid contact with others, where they can . They can return to childcare education environments when they no longer have a high temp for 48 hours and they are well enough to attend
Whooping cough	48 hours after commencing antibiotic treatment or 21 days from onset of illness if no antibiotic treatment
Tonsillitis	To be cared for at home until well enough to attend nursery. If caused by Strep throat individuals can return 24 hours after commencing appropriate antibiotic treatment

10. Blood and Body Fluid Spillages

10.1. Policy

- 10.1.1. It is important that spillages of blood, faeces, vomit or other body fluids are dealt with immediately as they pose a risk of transmission of infection and disease, e.g blood borne viruses and diarrhoea and vomiting illnesses, such as norovirus.

10.2. Procedure

- 10.2.1. General principles of blood and body spillage management:

- 10.2.1.1. Cordon off the area where the spillage has occurred and move children away from the area.
- 10.2.1.2. Put on a disposable apron and gloves to protect body and clothes
- 10.2.1.3. Ensure all cuts and grazes are covered with waterproof dressings.
- 10.2.1.4. Use spillage kits which are situated within the nursery rooms.
- 10.2.1.5. If the spill contains broken glass or sharp instruments, safely dispose of them using a disposable scoop (or cardboard), without touching directly with your gloved hands. Discard safely.
- 10.2.1.6. Spillages will require different management depending on the body fluid(s) involved.
- 10.2.1.7. Use disposable equipment when cleaning spillages and dispose of appropriately. Reusable cloths and mops should not be used
- 10.2.1.8. If items cannot be cleaned and decontaminated they may need to be discarded safely.
- 10.2.1.9. Wash hands after procedure
- 10.2.1.10. If the blood spillage has already dried apply chlorine granules/bleach solution to a wet paper towel and clean spillage area, using the above steps, discard waste as above.
- 10.2.1.11. If blood has spilt on clothing carefully change clothes (immediately if possible) and segregate into a plastic bag for washing by owner at a later time. If children's clothing is soiled place directly into a sealed plastic bag for parents to collect.
- 10.2.1.12. Ventilate the area by opening windows or doors where possible
- 10.2.1.13. A suitable disinfectant must be used to kill viruses and bacteria that may be present in blood and body fluid spillages. Chlorine releasing disinfectants (such as bleach, Milton, Haz-Tabs, Chlorine releasing granules) at the correct concentration can be used to achieve this.

11. Allergies

11.1. Policy

- 11.1.1. All children have information in their Personal particulars regarding any known allergies and their effect. Accompanying this, the Toybox nursery requests confirmation from the appropriate professional (GP/Dietician) clearly stating the severity of this allergy and the likely symptoms, effects and required treatment. Parents are requested to complete and sign an A1 form, stating that the confirmation contains all relevant information regarding the allergy and that they undertake to inform Toybox both verbally and in writing of any change to treatment or allergy.

11.2. Procedure

- 11.2.1. In the event of a child showing signs of an allergic reaction while in the care of Toybox Nursery, the following procedure will be followed:
 - 11.2.1.1. Parents will be informed
 - 11.2.1.2. Depending on severity of the reaction, child will be taken to GP/hospital
 - 11.2.1.3. Staff and parents to complete and sign A2 form

12. Medication

- 12.1. Medication will only be administered under the following conditions;

- 12.2. Toybox Nursery staff will administer prescribed medication only. If necessary, we will arrange for specialist staff training for administering unusual drugs.
- 12.3.
- 12.4. Written information relating to the child's individual medical needs will be given to the group by his/her parents/carers when he/she registers at Toybox Nursery
- 12.5. Medication forms must be completed on the family app.
- 12.6. Information on the medication form includes, time of last dosage, the time and dosage that needs to be given at nursery and any known side effects. This will be completed by the senior Nursery Nurse on duty The parent/carer will be required to sign, acknowledging medication has been given via family
- 12.7. All medication must be properly labelled with your child's name and instructions etc.
- 12.8. Medication will not be administered if it is out of date it is the parent/Carers responsibility to ensure the medication is current.
- 12.9. All medication must be handed directly to the staff. Please do not leave medicine in your child's bag.
- 12.10. Medicines will be stored in their original container, with the original label intact and displayed. Medicines will be inaccessible to children at all times.
- 12.11. You must ask a member of staff to collect the medicine from the medication box, which is situated within the rooms .Medication that needs to be kept refrigerated, will be stored in the fridge either in the main kitchen or baby kitchen in a sealed zip bag with the child's name, date and room on it.
- 12.12. At all times, when written procedures are followed, trained staff will be deemed to have acted in good faith. Trained staff are required to act as would a caring parent/carer and not as a medically trained professional.

13. Sleeping Babies/Children

- 13.1. Babies and Toddlers have the opportunity to sleep in a cot, pushchair, beanbag, swinging chair or relaxing chair.
- 13.2. All Babies and toddlers under the age of 2 must be checked every 10 minutes. The following points must be observed,
 - 13.2.1. When putting baby to sleep always place baby on their back.
 - 13.2.2. If babies seem tired they will be placed in a pushchair and given time to relax. If babies or children fall asleep by themselves we will not wake them up but leave them to sleep.
 - 13.2.3. Always keep baby's head uncovered and place baby in the feet to foot position.
 - 13.2.4. Temperature – Check baby is not too hot or cold. Remove or add sheets or blankets accordingly.
 - 13.2.5. Breathing – Check babies breathing regularly particularly if baby has a cold etc.
 - 13.2.6. Checks to be made every 10 minutes on children under the age of 2
 - 13.2.7. On occasions some parents do ask staff to wake their baby/child after a certain period of time. Staff are not authorised to wake a child by physical means in these circumstances. They are permitted however to turn the pushchair round and/or call the baby/child's name in a normal tone. If the baby/child does not respond we will repeat the process every ten minutes until the child wakes naturally.
 - 13.2.8. Bedding to be allocated to a child for the duration of their week and fresh bedding each week or if particularly dirty. Parent to provide a child's blanket which will be sent home weekly to be washed
 - 13.2.9. All equipment that has been used throughout the day for children to sleep in should be cleaned. Clean by using hot water and detergent, followed by a disinfectant solution (or

use a suitable combined cleaner-disinfectant) and then dry thoroughly. Use disposable paper towels for this cleaning procedure.

13.2.10. Parents will be informed of our sleeping policy when their baby starts at nursery.

14. Answering the Door and Collection of Children

14.1. Policy – Answering the Door

14.1.1. It is the policy of the Toybox Nursery that no temporary member of staff or student will answer the door.

14.2. Procedure - Answering the Door

14.2.1. The person who answers the door must always check through the window that it is an identified caller or on the intercom . If the caller is not known the staff member must go to the door and seek identification. i.e. name, reason for call, name of the person whom the caller is here to see, employment card. Before granting a caller access, always check with an authorised person. Never grant access to anyone who is not known.

14.2.2. If a person gains entry to the nursery which is illegal, immediately notify the estates team This will operate the alarm in the main reception within Coleg Cambria, Deeside site. Security will be alerted and will make their way to the nursery. If a situation arises when the reception is not manned dial 9 999 to connect to the police.

14.2.3. All visitors must sign in and out of the visitor book placed in the reception area.

14.3. Policy – Authorised Collectors

14.3.1. It is the policy of the Toybox Nursery that only the nominated contacts on each child's profile may pick up the child. In an emergency, where someone else has to pick up child we will ask for name and description of person picking up child and would also ask for a password off the parent. Only persons over the age of 18 may pick up a child from the Nursery.

14.4. Procedure – Authorised Collectors

14.4.1. Each child must have at least two authorised collectors. Parents are required to provide work, home and mobile phone numbers.

14.5. Policy – Dealing with Person Prohibited from Collecting Children

14.5.1. To ensure the safety of all children at the Nursery the following procedure must be followed when dealing with unauthorised callers at the Nursery.

14.6. Procedure – Dealing with Persons Prohibited from Collecting Children

14.6.1. If a different person calls to collect a child and the parents have not informed the nursery of this, the parent's permission must be obtained before handing over the child.

14.6.2.

14.6.3. All staff should be aware that some children are not allowed to come into contact with members of their own family. In such circumstances a register is kept in each room of those family members with whom the child is forbidden contact. If one of those family members should call at the nursery they must not be granted access and only a member of staff must deal with the situation and ensure that no contact is permitted. The child's primary carer must be informed of the incident immediately thereafter.

15. Uncollected Children

15.1. Policy

15.1.1. It is the policy of the Toybox Nursery to make a decision who will stay with a child that has not been collected, this must be one senior member and one other member of staff and that the following procedure be taken.

15.2. Procedure

- 15.2.1. The nursery obviously has an obligation to stay with any uncollected child at the end of the day, until that child is collected.
- 15.2.2. The nursery must not release the child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting. The authorised person should give the name and address and a physical description of the unauthorised person and the Senior Member of staff should check this description before permitting the child to leave.
- 15.2.3. A record will be kept of all children who are not collected by the due time. This will note the date, the time at which the child was collected, who collected the child, and the reason given.
- 15.2.4. If no one arrives for the child ring all the emergency numbers that are detailed on the personal particulars.
- 15.2.5. If no one has arrived after 1½ hours contact the Duty Social Worker at Social Services.
- 15.2.6. Where this happens on three or more occasions in one term, there will be discussion with the parent/carer to emphasise the importance of collecting the child on time and by the authorised adult/s.

16. Lost Children

- 16.1.1. There are a limited number of situations where a child could be lost and these are: -
- 16.1.2. Where a child wanders off on a nursery outing (see Policy on Outings)
- 16.1.3. Where a child escapes from the garden.
- 16.1.4. Where a child is taken from the nursery by an unapproved adult (see Answering the Door and Collection of Children).

17. Procedure

- 17.1. Should a child become lost the following procedures should be taken:
 - 17.1.1. Alert the member of staff in charge or Manager who will make enquiries of relevant members of staff as to when the child was last seen and where.
 - 17.1.2. Remember the safety of the other children, with regard to supervision and security.
 - 17.1.3. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, garden and immediate vicinity.
 - 17.1.4. If the child cannot be found within fifteen minutes then the police and parents must be informed.
 - 17.1.5. Continue to search, opening up the area, keeping in touch with mobile phone if available.
 - 17.1.6. When the situation has been resolved members of staff will thoroughly investigate the incident and a detailed report will be provided to ensure measures are in place so it does not happen again.
 - 17.1.7. The parent/carer will receive written evidence of the review and measures being put in place to prevent further incidents.

18. Contact List

- 18.1. North Wales Health Protection Team, Preswylfa, Hendy Road, Mold, CH7 1PZ
 - 18.1.1. Tel: 01352 803234

18.1.2. Fax: 01352 700043

18.2. Flintshire County Council, Environmental Health, County Hall, Mold, Flintshire, CH7 6NB

18.2.1. Tel: 01352 703386 (Food Safety)

18.2.2. Tel: 01352 703381 (Health & Safety)

18.3. Care Inspectorate Wales (CIW), North Wales region, Government Offices, Sarn Mynach, Llandudno Junction, Conwy, L31 9RZ

18.3.1. Tel: 0300 7900 126

18.3.2. ciw@gov.wales / agc@llyw.cymru

18.4. NHS Direct Wales

18.4.1. Tel: 0845 46 47