

## Incidents and Emergencies

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# Incidents and Emergencies

This document draws together the information needed to know how to deal with the unexpected at the City Farm.

## Resources

It is important that all staff are aware of the resources to hand to deal with incidents and emergencies. This information is conveyed at induction of new staff and at training days (at least once per year). After serious incidents a debrief should be held to review practices and to update this document if necessary.

## Senior Managers

The organisation has 6 department managers

Name	Role	Usual work pattern
Anna Ralph	Café Manager	Mon – Thurs.
Sara Chapple	Health & Social Care Manager	Varied pattern
Sarah Mellor	Office Manager	Mon – Thu am, Tue pm
Ned Ledson	Facilities Manager	Mon – Fri – occasional weekends.
Steve Sayers	Chief Executive	Mon – Fri
Vadna Chauhan	Children & Family Services Manager	Mon – Fri

## First aid

As a site open to the public we are not obliged to have first aiders on hand for general visitors, however we endeavour to ensure there is always a qualified first aider on duty. If first aid is required, use a radio or contact reception (during the week) or the café to summon a first aider (see medical incidents below for more detail).

In the nursery, the majority of staff have paediatric first aid qualifications as a requirement of looking after children. They may not be able to leave nursery to attend general visitors except in real emergencies.

The Health and Safety Executive does not dictate what level of first aid should be available to staff (see <http://www.hse.gov.uk/firstaid/needs-assessment.htm>). First aid provision should be 'adequate and appropriate in the circumstances. Guidance for making the assessment is provided <http://www.hse.gov.uk/pubns/priced/l74.pdf#page=9>. As a medium sized employer with some additional risks (mainly animals and tools in an open environment) we provide at least one first-aid qualified person on site at all open times. Vadna Chauhan and Ned Ledson are qualified to provide first-aid at work.

First aid kits are located in the café, reception, staff & volunteer building, administration office and in the nursery. There is also a defibrillator on site, located in reception.

## Public resources

In cases of emergency, fire, police and ambulance services should be called using the 999 system.

## Medical Incidents

The response to a medical incident will vary depending on its scale. A flow chart is attached at the end of this document giving an outline of the process. In summary, for minor incidents staff at hand should call for a first aider unless they are themselves qualified (use a radio or go to café or

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reception). If the incident is a major one (severe bleeding, burns, heart attack etc.) the first response should be to call emergency services on 999 then to call for a first aider.

## Lost Children or Carers Procedure

This procedure also applies to vulnerable adults.

If lost children or carers separated from their children, are found the radio system should be used to coordinate the response. The "Meeting Point", in the café courtyard should be used as the 'collection point', unless another location has been temporarily specified (for example at a large event). We will expect staff to use their common sense when dealing with an incident. Whenever possible ask **uniformed** staff to assist.

### Children found without their carers

- ◆ A child or vulnerable adult appearing to be lost should be approached and asked if they know where their carers are.
- ◆ The child or vulnerable adult should gently be asked for as much information as possible (their name, who they are with, their carer's name, where they last saw them and a description of them). If the child is brought over by another adult, as much information as possible should be gained from that person.
- ◆ If a carer is not immediately located, the child (or vulnerable adult) should be taken (by a uniformed member of staff) to cafe courtyard, where they will be encouraged (given them some colouring to do or books to look at) to remain until they have been re-united with their carer.
- ◆ If the carer's name is known an announcement will be made via the radio system to all uniformed staff in an attempt to locate them.
- ◆ If the name of the carer is not known the radio should be used to relay to all staff that a child has lost their carer and is currently at the "meeting point" (or other designated point). The message should NOT mention the name of the lost child.
- ◆ If a carer is not located with 30 minutes the police should be informed.

### Carers reporting lost children

- ◆ Reassure the carer that a search will be organised. Have a uniformed member of staff with a radio stay with the carer.
- ◆ Ask them for a description of the child (or vulnerable adult) – name, age, sex, ethnic origin, hair colour, build, clothing, location last seen and who they were with.
- ◆ Use the radio system to alert all staff that a child (or vulnerable adult) is missing. Give a brief description of the child but do NOT give out their name.
- ◆ All available staff should help with the search.
  - One member of staff should go to the main gate to ensure the child does not leave the site (a visual sweep of Philip St should be made from the gate)
  - Not all staff will have radios. Those with radios should endeavour to relay information (particularly that a child has been found) to those without.
- ◆ When the child or vulnerable person is found, they should be taken to the "meeting point" (or other designated point) to be re-united with their parent.
- ◆ If a child or vulnerable person is not found within 30 minutes the police should be informed.

### Re-uniting carers with children

- ◆ If a child or vulnerable adult is reluctant to go with a carer, then the adult should be asked for proof of ID and their signature. If necessary, the police may be advised on any problems.
- ◆ If you have any concerns, please take guidance from the most senior member of staff on site.
- ◆ Once a child or vulnerable adult has been re-united with their carer all staff should be informed.
- ◆ Complete an incident form.

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## Animal emergencies

This includes situations where an animal may be a threat to people and to situations where an animal is at risk of injury (or both).

### Escaped animals

No inherently dangerous animals are kept at Windmill Hill City Farm. Animals out of their pens (whether escaped or deliberately released) can become agitated and so cause harm to themselves or to visitors. Animals out of their pens, but still within the perimeter of the City Farm are not generally considered to be an emergency situation. Animals that have escaped the perimeter fence of the City Farm IS an emergency situation.

#### Escaped animals inside the City Farm.

- ◆ Ask members of the public to calmly move away from the area.
- ◆ Inform all staff by the radio system that an animal is out of its pen. Specify the animal and their current location. State whether you require assistance.
- ◆ If it is possible to return the animal to its pen (or another nearby pen) by simply opening the gate and shooing them back in – do so.
- ◆ If there are several animals, or the animals appear agitated, keep members of the public out of the area and wait for assistance.
- ◆ If there is a risk of an animal escaping the perimeter of the farm all gates should be closed and all staff alerted to that risk.

#### Escaped animals outside the perimeter fence

Farm animals in the public highway are a high risk in our urban environment. If animals escape into the street:

- ◆ Stop all traffic in the area and ask members of the public to stay back.
- ◆ All staff should be informed by the radio system and all available staff should come to help.
- ◆ The police should be informed.
- ◆ Wait until sufficient staff are on hand to safely move the animal before approaching it. Where possible calmly herd the animal back inside the perimeter fence and close all gates behind it. Return it to its pen.

### People in pens

If members of the public enter animal pens, ask them politely to get out (preferably through the gate). Should they not comply with that request use the radio system to call for assistance from other staff. If they persist, inform them that the police will be called. Follow through with a call to the police.

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## Summary Flowchart for Medical incidents

