



## **Bale's Buddies Therapy Dogs Community Outreach Accident, Incident & Emergency Policy**

The purpose of this policy is to ensure that when an accident, incident or emergency occurs at Bale's Buddies Therapy Dogs Community Outreach, appropriate action is taken, and accurate information is recorded and communicated.

### **Accidents or Injuries**

It is the responsibility of every member of staff to ensure that accidents and injuries are dealt with appropriately and swiftly.

The safety of our service receivers and our staff is paramount, every measure will be taken to protect our stakeholders from hurting themselves. However sometimes accidents do unavoidably happen, and the following procedure will be carried out in dealing with the situation:

- The extent of the injury will be assessed and if necessary, call for medical support/ambulance
- The first aid procedures will be carried out if necessary, by a trained first aider
- The parent/carer will be contacted and informed of the accident.

After every accident, however minor:

- An incident report will be completed, signed, and witnessed
- The parent/carer is asked to sign the accident report and receive a paper copy.
- Accidents are logged and evaluated at the end of each month. If the incident requires any medical treatment:
- Inform Insurance Company

In the case of a head injury.

- Ensure the parent/carers have been phoned to notify.

We follow the guidelines of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and the Health & Safety Executive (HSE) for the reporting of accidents and incidents.

### **First aid**

At Bale's Buddies Therapy Dogs Community Outreach we will always have a trained first aider on site.

First aid boxes are located in the Main Office and visibly labelled up with an up to date inventory/item list.

When an accident occurs, it is the responsibility of the first aider to determine whether the injury can be dealt with in the setting or if medical assistance is required.

### **Accident & Incident Procedures**

An **accident** is an unfortunate event or occurrence that happens unexpectedly and unintentionally, typically resulting in an injury, for example tripping over and hurting your knee.

An **Incident** is an event or occurrence that is related to another person, typically resulting in an injury, for example being pushed over and hurting your knee.

### Dealing with Accidents or Incidents to Children/young people

We keep written records of all accidents, incidents, or injuries to a child/young person together with any first aid treatment given. Any event, however minor, is recorded by completion of an "accident/incident report" and the procedure is the same for both types of events as follows:

- An accident/incident report is completed by a member of staff who witnessed the event
- The form must be written accurately and clearly
- The form must include:
  - Whether it is an accident or incident being recorded
  - Date of accident/incident
  - Time of accident/incident
  - Name and signature of person who dealt with the accident/incident
  - Description of accident/incident
  - Description of care given
  - Name of person who gave care (this must be first aid qualified member of staff)
  - Description of injury (if applicable)
  - Position of injury illustrated (use body map if necessary)
  - Witness signature
  - Counter signature (must be qualified practitioner)
  - Signature of parent/carers

In the event of an incident, both accident and incident reports must be completed. The name of any other child involved in an accident/incident report **must** remain confidential.

### **Incidents**

An incident is a non-medical emergency which causes the need for an immediate response/change of routine.

Bale's Buddies Therapy Dogs Community Outreach, will use planned procedures as far as possible in the event of an incident which affects my setting as follows:

- Gas leak/fire – Staff will follow my Emergency Evacuation procedure as detailed below

- Flooding – Staff will monitor the situation and follow Bale’s Buddies Therapy Dogs Community Outreach Emergency Evacuation procedure if necessary.
- Threatening behaviour of an adult – Staff will ask them to leave, in the event that they refuse, staff will remove the children from the situation to a safe place, if necessary and when safe to do so a member of staff will call the Police on 999.

### **Emergency evacuation**

Should an emergency occur that requires Bale’s Buddies Therapy Dogs Community Outreach staff and children/young people to leave, a member of staff will take the following actions:

- Make sure that all the children/young people in the setting are present.
- Evacuate to a safe area (Orchards Stables)
- Contact the emergency services on 999 (or 112).
- Reassure the service receivers and make sure that they are not unduly upset.
- Contact the parents/carers and let them know the situation and ask them to take them away from the premises if necessary.

### **Other emergencies**

Should any other emergency occur (such as a terrorist attack) a member of staff will contact parents/carers as soon as possible. Bale’s Buddies Therapy Dogs Community Outreach expects that parents will also contact us in the event of any accident or emergency which affects them or the child.

