

Incident, Injury, Trauma and Illness Policy

Effective Date: 26th September 2017

Aim

Five Dock Leisure Centre will ensure immediate action; appropriate services and effective care are provided in an accident involving a child, member of staff or visitor.

Background:

The health and safety of children in education and care services is the responsibility of all approved providers and staff. Policies and procedures (including documented records) must be in place to effectively manage the event of any incident, injury, trauma and illness that occurs in the program by law. Young children's innate desire to explore and test their growing capabilities is essential in developing wellbeing. Staff must consider the understanding of all of the elements of wellbeing, and ensure that programs also acknowledge the importance of risk management to provide a safe environment and reasonably protect children from potential harm.

All children will occasionally develop an elevated temperature. A fever is when the body's temperature is higher than normal, which is 38.0°C or above when the child's temperature is taken by a thermometer under the arm.

Practices:

Five Dock Leisure Centre will:

- Discuss with family their responsibility in providing adequate information on:
 - child's health
 - past and current medical history, and any allergies
 - any medications they are taking
 - recommended medical and dental emergency or action plans.
- On enrolment, ensure parent or legal guardian have given written authorisation for Centre staff to seek urgent medical, dental, hospital treatment, ambulance service, urgent assistance from another person or body nominated by the parent, if a child is ill or injured while in care.
- Staff will be aware of who has appropriate qualifications to perform first aid such as, First Aid, Anaphylaxis, and Emergency Asthma training.
- Notify the Regulatory Authority of any serious incident at the Crèche, the death of a child, or complaints alleging that the safety, health or wellbeing of a child was, or is, being compromised.
- Ensure that staff is rostered so that at least one staff member who holds a current approved first aid qualification, and Anaphylaxis, and Emergency Asthma training is present at all times that the children are being cared for by the Centre.

- Ensure that a fully stocked first aid kits which is easily recognisable and positioned within the Centre and is readily accessible in the event of an incident, injury, trauma and illness. The first aid kit, will be checked at a minimum once a quarter to ensure that it is fully stocked, stored correctly and materials have not passed their used by dates.
- Ensure that an Incident Report form is completed in the event of any incident, injury, trauma or illness to an individual in the centre, and that this information is completed no later than 24 hours after the incident occurred.
- Store all records relating to an incident, injury, trauma, and illness in a safe and secure place until the child is 25 years old.
- Notify parent/guardian of any incident, injury, trauma, or illness as soon as is practicable, but no later than 24 hours after the noted incident, and provided parent/guardian with a copy of the incident report.
- The following procedure shall apply if the child falls ill whilst attending the Centre's programs:
 - The parent/guardian will be advised that the child is to be collected immediately.
- Where possible separate the ill child from the other children.
- Before giving any medication to a child, it is extremely important for staff to check if the child has any allergies to medication. Parental consent should be obtained before administering medication. Medication approval for emergencies is done so at enrolment.
- All injury, accidents or trauma will be documented in the Five Dock Leisure Centre Incident register.
- If a child is injured from the shoulders up, however is fit to stay at the Crèche, staff will contact the parents to inform them of the incident.
- If a child has been bitten, staff will inform the parents of the incident.
- Notify the Regulatory Authority of any serious incident that occurs whilst a child is in care at the Centre. Serious incident includes:
 - Death of a child
 - Incident where medical treatment was sought, or should have been sought;
 - Incident at the service premises where the attendance of emergency services was sought or should have been sought
 - If a child appears to be missing or cannot be accounted for;
 - If a child has been taken from the premises in a way that breaches the National Regulations;
 - If a child is mistakenly locked in or out of any part of the services
- Provide staff with access to appropriate up to date information, or professional development on the management of incidents.
- Ensure that all children have opportunities to engage in experiences that enhance their sense of wellbeing and allow children to develop a sense of assessing risks for themselves as appropriate.
- Consider the planning of the physical environment and experiences, ensuring that the spaces are safe.
- Thoughtfully group children to effectively manage supervision and any potential risks to children's health and wellbeing.
- Respond to children in a timely manner. Provide reassurance and ensure children's emotional and physical wellbeing is paramount at all times.
- Reassure, redirect and calm other children in the group as appropriate when a child is involved in an incident, injury, trauma or illness.
- Seek further medical attention for a child if required.
- Be aware of the signs and symptoms of illness/trauma and respond appropriately as required.
- Be aware of individual children's allergies and use this knowledge when attending/responding to any incident, injury or illness.

- In response to a child registering a high temperature, follow procedures for managing a fever, and complete the incident form as required.
- Maintain appropriate work health and safety standards when attending to injuries and applying first aid.
- Check that equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired.
- Involve staff, families and management in the review of this policy and provide written notice to families of changes made two weeks prior to adoption.
- Display near Centre's telephones current emergency telephone numbers – doctor, hospital, ambulance, pharmacy, Public Health Unit, police, fire brigade, Poisons Information Centre, NSW Regulator Authority, child protection lines etc.
- Update and display emergency procedures and cardiopulmonary resuscitation (CPR) poster indoor and outdoor area of the Centre.
- Review the accident, incident and trauma records as appropriate and develop strategies aimed to minimise accident risks. Reviews will consider the frequency of accidents, the location of accidents, the time of the day, staffing levels, equipment involved, and age group of children.

In the event that a child needs emergency medical treatment, staff must:

1. Call an ambulance 000. Under no circumstances are staff to transport children in their own car.
2. Notify the Coordinator or most senior staff in their absence.
3. Inform the child's parent or emergency contact immediately.
4. Under no circumstances sign any medical documents for or on behalf of the child's parents.
5. Complete an incident report form. Parents will be required to sign this form and will be provided with a copy for their records. Another copy will be filed in the children's individual file.
6. Forward a copy of the report form to the Centre Manager.

In the event of a death of a child at the service, staff will:

1. Call 000
2. Continue first aid until emergency services arrive.
3. Immediately contact a parent of the child.
4. Contact the Centre Manager, General Manager (Approved Provider), The Director of Community Development (Approved Provider), Manager Community Life, and City of Canada Bay Insurance Officer.
5. The Coordinator, in consultation with the Centre Manager, Manager of Community Life and The Director of Community Development will complete a detailed report documenting all circumstance surrounding the incident. All staff will be consulted regarding their observations and actions before, during and after the incident.
6. Debrief with staff, children and relevant families and provide follow up counselling services as appropriate.

Monitor and respond to a child's temperature between 37.5°C and 37.9°C by:

- Monitor the child and recheck their temperature in 30 minutes. If a child does not have additional signs of illness and the child's temperature does not increase, the child will not be excluded from the Centre but staff will continue to monitor the child for the remainder of the day. In these cases staff will inform the child's parents of their temperature and behaviour.
- If a child is displaying additional signs of illness, request that the parent collect their child. Additional signs

of illness may include irritable, agitated, fretful, crying, not able to be comforted, behaving abnormally, listless, quiet, inactive, has no interest in normal play activities, not wanting to eat or drink, an excess number of wet or soiled nappies, is not having the usual number of wet nappies, an unusual colour or smell to the urine or faeces). On collection explain to the parent that the child will not be able to attend the service for 24 hours if their temperature reaches 38°C.

- Completing an Incident Report record is as soon as practicable or no later than 24 hours of an illness occurring whilst a child is in care of the Centre.

Manage a child's fever when it rises above 38°C

- Attempt to bring a child's temperature down by:
 - Dressing the child in enough clothing so that they are comfortable and are not shivering; and
 - Encouraging the children to drink small, frequent amounts of water.
- NB: Avoid cold water sponging that makes the child shiver. If sponging makes the child more comfortable, use luke warm water.
- Contact the parent, guardian or nominated responsible person, and ask the parent or nominated person to collect the child as soon as possible and take the child to a doctor.
- Ensure that a family or other responsible person is notified of any medication administered as per the administering medication policy in an emergency.
- Complete an Incident Report form. A copy of this form will be sent home with the parent/guardian and another copy will be put in the child's file.
- Check the child's temperature every 15 minutes and record the temperature on the Incident Report form.
- Ensure the child is well hydrated by offering the child small frequent amounts of cool water to drink until the child is collected by their parent, guardian or nominated person.
- Advise parent on collection that the child will be excluded from the centre for 24 hours after their temperature subsides unless a Doctors certificate is provided to the centre stating the child is fit for care.
- Call 000 if you have concerns for the child's health and wellbeing, they are not responding to treatment, and/or they have suffered from a febrile convulsion.
- Call an ambulance (000) if the child's temperature will not drop below 39 degrees Celsius.

Relevant Legislation: Education and Care Services National Regulation 2011 **Regulations 12, 85, 86, 87, 88, 89, 103, 136-137, 176 (2) (a), and 176 (2) (a) (ii), 176 (2) (b), 245;** Education and Care Services National Law Act 2010: **167**

Work Health and Safety Act 2011

Links to the National Quality Standard: QA1, QA6, 2.1, 2.3

Source: Staying Healthy in Childcare (5th Edition), Guide to the National Quality Standard ACECQA (2011); Guide to the Education and Care Services National Law and the Education and Care Services National Regulations ACECQA (2011); EYLF – Belonging Being Becoming (2009); The Manual – Managing a Children's Service – Community Child Care Co-operative (2009); Health and Safety in Children's Services Model Policies and Practices – 2nd Edition revised (2003); Community Child Care Cooperative

<http://cccnsw.org.au/members/nqf-in-a-box/policies>

Health and Safety in Children's Centre's: Model Policies and Practices, 2nd Edition, 2003;

<http://www.chw.edu.au/parents/factsheets/feverj.htm>, accessed on 22/6/10

Acknowledgement: NSW Children's Services Health and Safety Committee, the School of Public Health and Community Medicine, University of New South Wales, Early Childhood Australia (NSW Branch), NSW Department of Community Services, NSW Department of Health, WorkCover Authority of NSW; Health Direct Australia helpline 1800 022 222;

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