

## MANAGEMENT OF INCIDENT, INJURY AND TRAUMA

### POLICY STATEMENT

Our Service aims to ensure the safety and wellbeing of educators, children and visitors within the centre and on excursions, through proper care and attention in the event of an incident, injury or trauma.

The Service will make every attempt to ensure sound management of the event to prevent any worsening of the situation.

Reports will be developed on each event and will be signed by the parent of the child involved. Parents or emergency contacts will be informed immediately where the incident, injury or trauma is deemed serious (see Regulation 12) and all serious incidents will be reported to the relevant authorities including the NSW Regulatory Authority.

### CONSIDERATIONS

Education and Care Services National Regulations	12, 85, 86, 87
National Quality Standard	2.1
Other Service policies/documentation	<ul style="list-style-type: none"><li>• Administration of First Aid Policy</li><li>• Medication Policy</li><li>• Nutrition and Food Safety Policy</li><li>• Asthma Policy</li><li>• Online Enrolment Form</li></ul>
Other	<ul style="list-style-type: none"><li>• Work, Health &amp; Safety Act 2011.</li><li>• Guild Insurance Policy</li></ul>

### PROCEDURES

#### a) Enrolment Information:

- Families are required to provide written consent for educators to seek medical attention for their child, if required, before they start in the centre. This will be recorded in the online enrolment form.
- Families will be required to supply the contact number of their preferred doctor or dentist. They will also be required to provide their child's Medicare details.
- Educators will be required to supply two contact numbers in case of an emergency or accident, involving themselves.

**b) Incident, injury or trauma to a child, educator or visitor whilst in the service:**

If a child, educator or visitor has an accident while at the centre, an educator who holds a first aid certificate will attend them to immediately.

The educator performing first aid will have another educator witness all action taken.

- In the case of medication being required in an emergency without prior consent of the parents/guardians, educators are to secure that consent from a registered medical practitioner.
- Anyone injured will be kept under adult supervision until they recover and an authorised person takes charge of them.
- In the case of a major incident at the service that requires more than basic first aid, the first aid attendant will:
  1. Assess the injury, and decide whether the injured person needs to be attended by a GP or whether an ambulance should be called. They will tell the Nominated Supervisor or Responsible Person of their decision
  2. If the injury is serious, the first priority is to get immediate medical attention
  3. Attend to the injured person and apply first aid as required. Disposable gloves will be used with any contact with blood or bodily fluids
  4. Stay with the injured person until suitable help arrives, or further treatment taken
  5. Try to make the injured person comfortable and provide reassurance.
  6. Accompany the injured person and take the medical records if the injured person is a child, with them in the event of an ambulance being called and the child being taken to hospital
  7. Complete a centre accident report and a report for the regulatory authority.

Other educators will at the same time as the first aid attendant is attending the injured person:

1. Contact emergencies services by calling 000
2. Notify parents or emergency contacts straight away regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g. hospital).
3. Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured person.
4. Ensure that all blood or bodily fluids are cleaned up in a safe manner and ensure that anyone who has come in contact with any blood or fluids washes their hands in warm soapy water.
5. Complete a centre accident report and a report for the regulatory authority.

**c) Death or Serious Injury**

- In the event of a death an ambulance and police will be called. In the event of a serious injury an ambulance will be called.

- The centre will notify the parent/guardian that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person dead and therefore educators should ensure the parents are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child has been taken.
- This information should be provided in a calm and extremely sensitive manner.
- The site of the accident should not be cleared or any blood or fluids cleaned up until after approval from the police.
- All other children should be removed away from the scene and if necessary parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.

#### **d) Death or Serious Injury to a Child or Educator Out of Hours**

- Educators in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the educators will follow guidelines as set out below to minimise trauma to the remaining educators and children in the service.
- In the event of the death occurring out of centre hours, a clear management plan will be developed to support children, families and staff at the service.
- If a child is the deceased, the nominated supervisor will make contact with the child's school to liaise with them regarding the school's response to the event.
- The nominated supervisor will also make contact with Network of Community Activities to seek support, resources or advice.

#### **e) Reporting of Serious Incident, Injury and Trauma**

- Accidents which result in serious injury (including death) to a child must be reported to:
  - Parents/Guardian
  - NSW Regulatory Authority
  - Guild Insurance
  - Management Committee
- If required they may also need to be reported to:
  - An ambulance service
  - The police
- All serious incidents, injury or trauma will be recorded within 24 hours of the event occurring.
- The child's parent or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.
- The Nominated Supervisor or Responsible Person is responsible for ensuring that in the event of a serious incident the authorities outlined above are notified.

- It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor or Responsible Person must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

**f) How to decide if an injury, trauma or illness is a 'serious incident'**

- A 'serious incident' involves:
  - The death of a child— while at the service or following an incident at the service.
  - Any incident involving injury or trauma to, or illness of, a child for which:
    - The attention of a registered medical practitioner was sought, or ought reasonably to have been sought; or
    - The child attended, or ought reasonably to have attended, a hospital;
    - Any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought;

**g) Illness**

- Families are advised upon enrolment and in regular reminders not to bring sick children to the service and to arrange prompt collection of children who are unwell. The care needs of a sick child are difficult to meet without dramatically reducing the general level of supervision of the other children, or risking other children's health.
- Where a child takes ill at the service, all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the family/emergency contact.
- A child or adult will be considered sick if he/she:
  - Sleeps at unusual times, is lethargic
  - Has a fever over 38 degrees
  - Is crying constantly from discomfort
  - Vomits or has diarrhoea
  - Is in need of constant one to one care
  - Has symptoms of an infectious disease
- If a child is unwell at home, the family is not permitted to bring the child to the service. Children who appear unwell when being signed in by their parent/ guardian will not be permitted to be left at the service.
- If a child becomes ill whilst at the service, the parents will be contacted to take the child home. Where the family is unavailable, emergency contacts will be called to ensure the child is removed from the service promptly.
- The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's family or other authorised adult takes them home.

- During a fever, natural methods will be employed to bring the child's temperature down until the family arrives or help is sought. Such methods include removing clothing as required, clear fluids given, tepid sponges administered.
- If a child's temperature is very high, cannot be brought down and their family cannot be contacted, the child's enrolment record will be checked for permission to give paracetamol. If the situation becomes serious, the child will be taken to the doctor or an ambulance called.
- If an educator becomes ill or develops symptoms at the service they can return home if able or the Director or Responsible Person will organise for someone to take them home.
- The Director or Responsible Person will organise a suitable staff replacement as soon as possible.