



Accident and Incident Procedure

Accidents will happen from time to time however, we need to ensure that when they happen they are dealt with in the correct manner. The following procedure will be followed in the event of an accident or incident at any of our sites. This is ultimately to ensure that the children have the best stress and risk free time while taking part in our programmes.

Speak Like A Native aims to be proactive rather than reactive to accidents and incidents and will keep open good lines of communication between staff, management teams and head office and most importantly the child and parents.

Definitions.

Accident - An unfortunate event where a child, a member of staff or a member of the public suffers an injury, no matter how big or small.

Incident - An unfortunate event where no injury has occurred but still should be reported for the child's, parents and staff's benefit. A 'near miss' can often be recorded as an incident; this will allow management to review procedure to ensure there is no repeat.

Immediate Action

The child should be the priority, ensure that they and everyone else is safe and receiving appropriate attention before continuing with the procedure. If first aid is required ensure that the injured party or parties are being seen to by either a Paediatric First Aider or an Emergency First Aider.

If the accident is serious and requires further medical attention then follow the 'Emergency Incident Procedure'. Once the children are safe and have been seen to then it is very important to record the accident or incident.

Reporting

Once the accident or incident has been dealt with the guide (lead or assistant) or witness must complete a paper copy of the Incident Log and then when they are able to (on the same day) the online Incident Log – taking time to ensure that all details are covered. Full descriptions of the accident and incident and the course of action are compulsory.

This may be rewritten if it is deemed to be missing information or not completed satisfactorily. The log is shared with the head office to ensure that the management team are full aware of any incidents or accidents that take place.

If there was an accident where a child had an injury to the head or neck the parents or guardian should be contacted to make them aware as an act of courtesy. They may want to have their child checked over by a doctor and in such instances will come to collect them. If the injury is serious enough that the child cannot return to activities then the 'Emergency Incident Procedure' should be followed.

The parent or guardian should also be contacted in these other such events, but not limited to, at the guides discretion:



- Unwell children
- Children that have been sick
- Near misses
- Toilet accidents
- Children who break the “Guest Code of Conduct”

Monitoring

The guide will continue to monitor the child / children for the rest of the session or until they are collected. When they are collected the Incident Log is shown and explained to the parent of guardian. They are then required to sign the form.

A copy of this form can be sent to the parent / guardian by head office if requested.

Accident / Incident Analysis

The reason that all forms are also compiled online is so that head office can assess and analyse incidents in order to make Speak Like A Native activities safer for children and staff.