



CHILDREN'S SERVICES Incident, Accident, Injury, Illness, Trauma Policy

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1. Introduction

All precautions must be taken to prevent accidents and injuries and to minimise complications. Managing accidents and emergencies requires careful planning and reduces the likelihood of major injuries and complications from injuries.

2. Scope

This Policy applies to all Children's Services operated by Coast Services Group Limited (a wholly owned subsidiary of Coast Community Connections LTD) and our employees. This applies to Early Childhood Programs, Occasional Care, Out Of School Hours Care, Vacation Care programs and services.

3. Policy

All Educators must undertake first aid training to ensure full and proper care of all is maintained. Staff and Educators will plan for and respond effectively to injuries, illness, medical and dental emergencies (trauma). The service will make every attempt to ensure sound management of the injury to prevent any worsening of the situation. Parents or emergency contacts will be informed immediately where the **incident** is serious.

"The person caring for the child assumes responsibility for acting in the best interests of the child in the event of an injury. The careful exercise of this discretion is considered part of the staff/Educator's duty of care."

4. Procedures and Implementation

The following **basic procedure** will be followed at the service in the event that a child suffers

1. Injury 2. Trauma 3. Death 4. Illness

- Administer first aid to the child
- Complete Incident /Accident/Injury/Trauma/Illness Record. This report is to be given to your Nominated Supervisor.
- Incident /Accident/Injury/Illness Record copy to be given to the client (if requested), one copy placed on file and added to our incident and accident register.

4.1 Injury

Minor incident not requiring medical attention:

e.g. Cuts, grazes, scratches, bumps, bruises

Follow basic procedure as above

Incident requiring medical attention

e.g. Mild Asthma Attack, Suspected broken bone, any cut that may require stitching, large bump to head

Follow basic procedure as above and additionally

Responsible Person will contact parent /guardian/emergency contact to collect the child.

If parents/emergency contact are unable to collect in a timely manner, or request us to do so, or child condition worsens, Responsible Person will call an ambulance, by dialling **000**.

Continue to administer first aid until parent/Guardian/emergency contact or the ambulance arrives

4.2 Trauma

Incident requiring immediate medical attention

e.g. Severe asthma attack, anaphylaxis, choking, broken bone, unconsciousness, severe bleeding

Follow basic procedure as above and additionally

Call an ambulance by dialling **000 immediately**,

Responsible Person will contact the parent/guardian/emergency contact and inform them of the situation.

Continue to administer first aid until the ambulance arrives and takes over.

FOR ALL INCIDENTS REQUIRING MEDICAL INTERVENTION

Contact the Manager Children Services by giving brief details of accident and condition of person requiring attention.

An Incident /Accident/Injury/Trauma/Illness Record is required to be provided to the Manager Children Services within 24 hrs of the incident.

If a child requires medical attention for any incident or accident, the Educator must report the incident to the Manager Children's Services as soon as possible or within 24 hours with full details of the incident or accident. This must be then reported using the ACECQA portal to the Department of Education and Communities (under notification of a serious incident) and the Coast Community Connections insurance company. If the child attends a service that is on a school site the Nominated Supervisor will need to notify the Principal of the incident. Staff will arrange a meeting with the principal via phone if the incident occurs in the school holidays when the school is closed.

4.3 Death

By Law, Educators and staff cannot pronounce a death.

Follow procedure for incident requiring urgent medical attention

Call an ambulance by dialling **000 immediately** ,

Do not contact family.

Contact Manager Children Services as soon as you are able too.

Once ambulance arrives follow their instructions

Children Services staff will not comment on anything concerning the accident to anyone until they have legal advice. This includes Police, Work Cover, Media etc.

4.4 Illness

If a child becomes unwell whilst at the Child Care Service the Educator will:

Notify the parents/guardian/emergency contact of the situation and recommend the collection of the child to seek medical advice.

Make the child comfortable and if necessary in a separate area until the parent/guardian/emergency contact arrives. Maintain close supervision at all times.

The child may display the following symptoms if developing an illness:

- A fever (temperature over 37C under arm / 37.5C ear temperature or feels feverish to touch).
- 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 / diarrhea.
- Is not having the usual number of wet nappies (usual is 4-6 a day).
- An unusual colour or smell to the urine or faeces.
- Unidentified or infectious rash or skin infection
- Eye discharge
- Repeated vomiting
- Complains of head ache, stomach ache, ear ache, seems unusually pale

If the child has a temperature the parent/guardian/emergency contact will be informed and asked to collect the child. Paracetamol will be given with the parental/guardian verbal consent as long as we have previous consent on the enrolment form. Parents/guardian will sign Medical Consent Form for Paracetamol upon collecting child. Parent/guardian will still be required to collect child ASAP and seek further medical advice.

All accidents and illness at the Child Care Service is recorded in the appropriate and Incident /Accident/Injury/Illness Record with a copy given to the parent if requested and forwarded to the Nominated Supervisor.

Depending on the illness and symptoms shown the Nominated Supervisor may refer to the exclusion period (refer to Staying Healthy in Child Care 5th Edition) for infectious diseases and request a Doctor's clearance letter before the child can return.

5. Other related policies and procedures

- Administration of Medication.
- Emergency, Lockdown and Evacuations
- Administration of First Aid
- Death of a Child

6. Forms and Records

- Incident /Accident/Injury/Trauma/Illness Record
- Incident and Accident Register
- Medication Form
- ACECQA serious incident form via the Portal