

Emergency Closure Policy:

There are certain circumstances which could result in Little Oaks Nursery having to be closed; we aim to rectify the closure as soon as possible and keep all parents/carers informed of the situation.

In cases of extremely bad weather, usually snow, we will follow the decision of the Nursery manager with regard to whether the Nursery will open or not. The circumstances in which the Nursery will be closed will have to be exceptional. It should be assumed that the Nursery will be open unless it is impossible to reach, even by staff that can travel on foot and wherever possible, families will be contacted via Parent mail.

If only a small number of staff are able to get to the Nursery, we will merge the Nursery rooms and endeavour to meet the needs of the children in our care. It will be at the discretion of the manager to decide if, at that point, the Nursery has to be closed, for example, if there is any deterioration in weather conditions, which may impede staff in their journey home and the collection of children.

In the event of an early closure, parents should make arrangements to pick their child/children up early. If a child is to be released to a carer not listed on the emergency contact list, a phone call to the office will be necessary first and a password agreed.

Parents are encouraged to leave work/home early so they arrive on time to collect children. Late pickup charges will still apply.

Heating breakdown/power cut

Should the heating system, which is electronically operated, break down at the Nursery, the manager will make a decision if the Nursery is to open or close. Should it be too cold, parents/carers will be contacted to collect their children. Appropriate numbers of staff will stay with the children until all of them have been collected.

Snow

If high snow fall is threatened during a Nursery day then the duty manager will take the decision as to whether to close the Nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the Nursery day we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow we will contact all available off-duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact our inspectorate to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the Nursery.

As both of the above situations are beyond our control and of ***force majeure*** nature, refunds for “closed” or “partial” sessions will not be given.

Any other need for emergency closure

Should there be any other need for the Nursery to close; the following procedure will be followed:

If we need to close during a session, the manager and staff will contact the parents/carers of children present.

If we need to make a decision to close before the session has begun, the manager will endeavour to contact the parents/carers of all children due to attend on that day. If they are unable to make contact with all the parents/carers they will arrange for a notice to be displayed outside the premises or arrange for a representative to be at the premises to inform parents/carers.

