

22. Emergency Closure

EYFS: 3.58

Events Beyond Our Control (taken from our terms and conditions)

- If any event beyond our reasonable control for example; transport strikes, severe adverse weather conditions, personal health or acts of terrorism occurs we may close the nursery. In these circumstances, we will not be held responsible and will not issue refunds for such forced closures.

There may be occasions when, due to unforeseen circumstances, More2Nurseries (More2Childcare, More2Riverside or both) may be forced to close for a limited time.

Possible reasons for closure could be (but not limited to):

- Weather – heavy snow, flooding etc. resulting in staff not being able to get to work, access to site is not safe or temperatures are prohibitively low to be outside all day;
- Outbreak of illness leading to not enough staff being able to maintain the staff-child ratio in nursery;
- Structural problem with the building meaning we would be unable to provide a safe and healthy environment for both children and staff;
- Outbreak of contagious disease leading to closure of the nursery to stop cross-contamination;
- Gas leak or power cut leading to lack of heat/light

Bad Weather

In the event of heavy snowfall, which would make it hazardous for both staff and parents to travel or that not enough staff were able to travel into work; the Nursery Manager may make the decision to close the nursery.

If you wake up to heavy snowfall or heavy snowfall occurs before the start of the Nursery session the Nursery Manager and Staff may use **email** notification to inform you of the nursery closure. Please ensure you check your email before travelling to Nursery during inclement weather.

Should severe weather occur during a session, the staff will contact parents/carers by telephone and request they come and collect their child within the hour or as soon as feasibly/safely possible. If parents cannot be reached, then the emergency contacts from the registration form will be contacted.

If severe weather continues the staff will make an assessment, based on local weather forecasts, whether to close the setting for an extended period. Parents would be informed by staff of such extended closures by email or telephone.

If the setting can safely open in adverse weather conditions, a limited service may be offered due to limited staffing. *(It is important to remember that some members of staff may have to travel considerable distances and may be advised not to make the journey to the nursery in severe weather conditions. However, the setting will endeavour to have as many staff as possible at the setting when this situation occurs.)* The setting will work to ratios set out by Ofsted. The oldest children will be invited to attend nursery and thereafter on a sliding scale through the age groups.

Should the nursery be able to re-open at half its normal capacity, the qualified staff will be asked to work followed by the staff who have been with the nursery the longest.

If the Nursery closes due to circumstances such as these which are beyond our control, fees will still be due.

Other reasons for emergency closure

Should there be a need to close the nursery prior to the session starting (due to unforeseen circumstances) the Manager and staff will endeavour to contact all parents as early as possible to advise them of the closure and give an idea of when the nursery will re-open. If staff are unable to contact 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 at the time the setting is due to begin to inform and explain the situation to parents/carers who turn up.

In the case of an emergency closure during a Nursery session staff will contact parents/carers by telephone and request they come and collect their child within the hour. If parents cannot be reached, then the emergency contacts from the child's registration form will be contacted. At least two members of staff will stay with the children until they have all been collected.

In the event of an evacuation, the agreed Evacuation policy will be followed. A staff member will fill an evacuation bag with the nursery mobile, register, pen and first aid kit.

If the Nursery closes due to circumstances such as these which are beyond our control, fees will still be due.

- In a pandemic the nursery would be advised to close for an initial 2-3 weeks, with the advice then being reviewed. (It could be advised or forced to stay closed for a longer period by the government)
- If we have reason to believe that any child is suffering from a notifiable disease we would inform OFSTED and act on any advice given by Public Health England