



Emergency Management Policy

Purpose

This policy outlines the procedures for effectively responding to and managing emergencies within Little Haven Nursery. It covers important aspects, such as evacuation plans, first aid procedures and communication protocols. This policy ensures that everyone involved is prepared and aware of their roles and responsibilities during an emergency.

Definitions

Assembly Point	A designated area considered to be a safe point when there is an emergency. This is where staff and children assemble after evacuating the building.
Child	A person under the age of 4 years, as per Federal Decree Law No (51) of 2022 Regulating Nurseries.
Corrective Action	The action(s) or step(s) taken to address an incident that has occurred and prevent similar incidents happening in the future.
Emergency	A sudden or lengthy or sequence of events that causes a severe impact and/or disruption to the daily operations and/or routine of the Nursery. This may include a loss of a sense of control, threat to the safety of children and staff. It may involve a significant level of danger, intervention by law enforcement or emergency services and experiences that are outside the normal range of expectations.
Emergency Action Plan	A specific written and approved plan, procedure and strategy which lists actions required by designated personnel and procedures to be followed in case of an emergency.
Emergency Drill	An exercise involving an emergency simulation to evaluate the emergency preparedness of the staff and children.
Emergency Equipment	This equipment ensures staff can preserve the lives of children in their care and each other, as well as anyone else who may be present. Such as first aid kits and evacuation trolleys.
Emergency Fixtures	Non-permanent objects placed in the physical environment by fixing them to permanent structures. Such as fire alarms, fire extinguishers and smoke detectors.
Emergency Preparedness	All action taken to plan for and respond to potential emergencies before they occur.
Emergency Response	A set of actions taken to manage and mitigate the effects of a specific emergency.
Evacuation	Immediate transfer of people away from the location of the emergency to a safe area (e.g. assembly point).



Incident	An event or chain of events which has or could have caused fatality, injury, illness and/or damage to assets, entity or third parties.
Lockdown	An emergency response used in situations with intruders or emergencies that involve potential violence. Lockdowns require children and adults to shelter in a safe room, lock doors and remain quiet until the event is over.
Medical Emergency	A serious, potentially life-threatening condition that requires immediate medical attention from outside the Nursery (e.g. a hospital).
Parent	A person legally liable for a child or entrusted with their care defined as the custodian of the child as per Federal Law (3) of 2016 Concerning Child Rights.
Physical Environment	All Visible and tangible aspects of the environment.
Recovery	The period after the emergency is over. Focus is on the physical, emotional and psychological wellbeing of those affected, as well as business continuity and return to normalcy.
Reunification	The act of bringing children and their families together after an emergency.
Shelter/Sheltering-in-place	An emergency response where the incident requires that staff and children seek immediate protection in the building they are in.



Policy Statement

This policy addresses and ensures the following;

- Compliance with existing legislation, guidelines and frameworks
- Planning and preparing for emergencies.
- Procedures for specific emergencies (medical emergencies, evacuations, lockdown and shelter-ins).
- Communication procedure during emergencies.
- Designated roles and responsibilities during emergencies.
- Drills and training.
- Reunification and recovery.

1. General Principles

1.1 Compliance

Little Haven Nursery ensures that our Emergency Management Policy supports the execution of effective emergency response in line with laws, regulations and policies enforced within the UAE. This includes any specific requirements of ADEK any other requirements by the relevant authorities in Abu Dhabi, such as Abu. Dhabi Public Health Center (ADPHC) and Abu Dhabi Civil Defense Authority (ADCDA).

1.2 Defining Emergencies

Little Haven Nursery has defined a list of possible emergencies as part of this policy.

2. Emergency Preparedness

2.1 Emergency Signage, Fixtures and Equipment

Little Haven Nursery ensures that all necessary emergency signage, fixtures and equipment on premises are in place and in line with regulations laid out in the UAE Fire and Life Safety Code of Practice (MoI 2018) and Regulatory Compliance Manual for Early Childhood Institutions (MoE 2020). Such emergency signage, fixtures and equipment will be regularly maintained in line with the requirements of the ADEK Physical Environment Policy.

2.2 Designated Roles and Responsibilities

Little Haven Nursery has established a team responsible for executing all emergency management activities. The team consists of:

- Fire Warden (Nurse).
- Assistant Fire Warden (Principal).



2.3 Emergency Action Plan

Little Haven Nursery has an established emergency action plan in line with the requirements of the UAE Fire and Life Safety Code of Practice (Mol 2018) as well as any additional requirements set by the ADCDA and the Abu Dhabi Occupational Safety and Health System Framework (OSHAD-SF). As a minimum, standard procedures for each of the following are documented:

- Medical Emergency (see sub section 3.2 Procedures for Medical Emergency)
- Evacuation (see sub section 3.3 Procedures for Evacuation).
- Lockdown and Sheltering-in-place (see sub section 3.4 Procedures for Lockdowns and Sheltering-in-place).

2.4 Parental Involvement

Little Haven Nursery involves parents in the emergency planning process to help promote knowledge and awareness around the protocols followed.

2.5 Planning and Communication During Emergencies

Little Haven Nursery has an established chain of command for communication during emergencies that includes but is not restricted to the following components:

- A clear chain of command
- Communication procedures (noted under section 3, Procedures during an Emergency).
- An information sharing mechanism.

2.6 Staff Support, Training and Emergency Drills

Little Haven Nursery provides training to staff as part of their induction process as well as regular evacuation drills. As a minimum staff training covers:

- Information on evacuation procedures.
- Location of fire safety signage and equipment.
- Familiarity with layout of the Nursery.
- Familiarity with the designated roles and responsibilities of staff during emergencies.
- Emergency communication procedures.
- Use of emergency equipment.
- Monthly evacuation drills. These are reviewed by the Fire Warden and Assistant Fire Warden to ensure effectiveness.



2.7 Emergency Contact Information

Little Haven Nursery keeps an accurate list of emergency contacts for every child enrolled and each staff member in line with the following:

- Name of emergency contact
- Relationship to the individual
- Home address
- Mobile phone number(s)
- Home phone number(s)
- Work phone number(s)
- Work email
- Work name and address

In total the information of 3 emergency contacts for every child (including at least 1 parent) and staff is kept on record.

The registration form is used to obtain and document emergency communication preferences from at least 1 parent.

Emergency contact information is accessible and available in every child and staff folder.

Contact numbers for national and local agencies, such as Civil Defense, Ambulance and Police are displayed prominently near to telephones for accessibility.

2.8 Emergency Kits

Little Haven nursery maintains an emergency kit that contains:

- Emergency contact information for children and staff
- Daily attendance sheet
- Evacuation map/floor plan with evacuation route outlined
- Printed directions to a safe evacuation location
- Medication list with dosing instructions for each child who takes medication
- Medications
- First aid kit
- Nappies, baby wipes and toilet paper
- Sanitary wipes and hand sanitizer
- Medical gloves
- Bottled water
- Flashlight
- Paper towels
- Blanket



- Whistle

3. Procedures During Emergencies

3.1 Identifying the Appropriate Response

Signposted around the Nursery are signs detailing the action to be taken during an emergency.

3.2 Procedure for Medical Emergency

Staff responding to an emergency shall ensure that there is no immediate threat to the person harmed by the sequence of actions taken and that any actions taken first and foremost prioritize the individual's safety, health and well-being. The following actions must be taken.

- Assess the situation – Checking that the individual(s) harmed and/or anyone else close by (including staff themselves) are not in any immediate danger. Identify what caused the medical emergency and how many harmed individuals there are.
- Protect themselves, the individual(s) harmed and others from any immediate danger, staff must not put themselves or anyone else at risk.
- Move the individual harmed, if leaving them would cause more harm.
- Ensure that the individual harmed has sufficient space (or a 'Safe zone') around them, either by: moving them to a secure place without any children around to avoid creating any stressors for the individual and children in attendance. Or clearing children from the area where the individual is located.
- Contact emergency services (998) immediately for medical assistance.
- Check the individuals breathing if they are unconscious. If there are no signs of breathing, the individual should be carefully positioned for artificial respiration, their airway cleared and CPR administered.
- Continue to administer CPR until the paramedics arrive.
- If an individual is breathing and conscious then focus on keeping them calm, speaking to them in a soothing voice and providing comfort and support as needed.
- Explain the situation and describe any actions that will be performed on them before doing so.
- Administer first aid to stabilize the individual's condition, alleviate any pain, or prevent the condition from getting worse. If there are multiple people harmed, those with life-threatening conditions must be tended to first.
- Notify the Nursery Principal (or staff member holding the highest authority on duty) and Nurse of the medical emergency.



- Contact the relevant authorities where appropriate once the condition is stabilized (e.g. Police, Civil Defense.).
- Inform an individual's emergency contact(s) of the incident and request additional instructions, information and/or consent where applicable.
- Clear access path for emergency services.
- Assign another staff member to wait for the emergency services outside.
- Remove the individual's medical record and share it with the first responders.

3.3 Procedures for Evacuation

The evacuation plan has been developed in line with the UAE Fire and Life Safety Code of Practice (Mol 2018). And includes the following actions:

- Staff who discover or witness an emergency requiring evacuation (e.g. fire, smoke, gas leak) must raise the alarm.
- Any staff near the fire, smoke or heat must evacuate without delay using the nearest fire exit. Staff responsible for children must evacuate them immediately without the need to use emergency equipment.
- Staff must not re-enter the evacuated building unless instructed to by the emergency services or the fire warden.
- Staff with designated roles and responsibilities must undertake their pre-determined responsibilities.
- Civil Defense must be contacted as soon as reasonably possible.
- Staff with older children (above 2 years) must gather them, complete a headcount and evacuate as calmly and as quickly as possible.
- Staff with younger children in their care must place them in an evacuation crib, carry out a headcount and evacuate them.
- Once at the assembly point another headcount must be taken and a green card (one per class) held up to show the fire warden, or assistant fire warden, that everyone is present.
- The fire warden and assistant fire warden will check the building is clear and then move to the assembly point and communicate with each other via telephone.

Little Haven Nursery has 2 assembly points, one at the rear of the property and one at the front of the property. These assembly points are identifiable with signage and easily accessible.



3.4 Procedures for Lockdowns and Sheltering-In-Place (Including Natural Disaster)

The procedure for shelter-in-place is as follows;

- Whoever witnesses or discovers the emergency requiring a lockdown must inform the Nursery Principal as soon as possible. The Nursery Principal will advise the administration team to contact each classroom and activate the lockdown procedure.
- Emergency services must be contacted as soon as possible.
- If needed and if possible the Fire Warden and Assistant Fire Warden must collect and distribute the emergency kit(s) to prepare for extended lockdown or shelter-in-place.
- Each member of staff is responsible for the children in their care. They must gather children, usher them into the closest room and instruct them to do the following: Assume a safe position (e.g. drop, cover and hold on in case of an earthquake, Move to higher ground in case of flooding, Close all windows and doors in case of sandstorm). Stay away from doors, windows and vents. Stay quiet (e.g. incase of intruders and/or terrorist threats).
- Staff must take attendance periodically to ensure that no one goes missing.
- Staff must lock all doors and windows from the inside if possible. If the room does not have a door that locks, staff must stay in the room and out of sight.
- Staff must wait for the “all clear” from the emergency services personnel and/or the Fire Warden before resuming activities.
- Once the “all clear” has been given, parents must be informed about what has happened.

3.5 Chemical Spillage

- Evacuate the area immediately
- Notify the Nursery Principal
- Contact emergency services
- If trained, use appropriate PPE to contain the spillage

3.6 Reporting Emergencies

Little Haven Nursery will report the emergency in line with the requirements of the Incident Management Policy to ADEK after the threat from the emergency has passed.

3.6 Death

In the unfortunate event that an individual dies whilst under the care of Little Haven Nursery, or on the premises of, the following protocol will be followed:



- The scene must be cordoned off, with access limited to essential staff determined by the Nursery and Management.
- The Police must be notified immediately and following instructions given by the emergency responders.
- We must prevent any disturbance to the scene to preserve evidence needed for investigation.
- No conversation or discussion must take place around the incident until all police interviews have been completed.
- ADEK must be informed on the same day that the death occurs.
- No information must be shared with the media, or on any social media platforms.
- Age appropriate, supportive and reassuring messages must be given to the children and adults directly affected.

4. Reunification and Recovery

4.1 Reunifying Children with Parents

Little Haven Nursery must efficiently reunite children with parents by implementing the following measures:

- Maintaining a constant channel of communication with parents in the most effective form.
- Share critical information with parents regarding a missing or injured child as soon as it is made available (e.g. via phone call) and only after the initial emergency services have contacted.
- Effectively communicate to parents the location of reunification once the “all clear” has been given by the emergency services.
- Ensure that children are only released to parents, or a verified pick-up authority.
- Conduct headcounts throughout the reunification process to ensure that no child goes missing or is left behind.

Little Haven Nursery must also take the necessary measures to ensure that visitors at the time of an emergency can safely leave the premises after receiving the “all clear”.

4.2 Recovery

Little Haven Nursery will ensure that the following requirements are met before resuming day-to-day operations:

- Conduct a thorough investigation of the situation, as well as completing any corrective actions needed in line with the Incident Management Policy.



- Conduct damage and needs assessments to identify challenges and issues that need to be addressed.
- Ensure all damage to the physical environment has been contained or repaired and that it poses a minimum risk to children, staff and/or visitors.
- Conduct a briefing session with parents to openly discuss the emergency and the Nursery's response to this. Gather feedback from the parents.
- Receive the “all clear” from ADEK and other involved authorities before resuming operations.
- Review and update the emergency action plan to capture any feedback, issues or challenges that arose during the emergency response.

References

- Abu Dhabi Public Health Centre, Abu Dhabi Occupational Safety and Health System.
- ADEK EEI Child-Pick-Up Authority Policy
- ADEK EEI Emergency Management Policy Guide
- ADEK EEI Incident Management Policy
- ADEK EEI Engagement and Communication Policy
- ADEK EEI Physical Environment Policy
- Federal Law (3) of 2016 Concerning Child Rights
- Ministry of Interior (2018) UAE Fire and Life Safety Code of Practice
- Ministry of Education (2020) Regulatory Compliance Manual for Early Childhood Institutions

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