

D-13 MANAGEMENT OF INCIDENT, INJURY, ILLNESS & TRAUMA



POLICY STATEMENT

TWOOSH makes every effort to ensure the safety and wellbeing of Educators, children and visitors at all times through sound policies, procedures and practice. While prevention is the best course of action, we do recognise that incidents can and will happen. TWOOSH will make every attempt to ensure sound management of any incident, injury, illness, or trauma to prevent any worsening of the situation and complete reports on each event that will be signed by the Guardian of the child involved. Guardians or emergency contacts will be informed immediately where the incident, injury, illness or trauma is deemed serious and be reported to the NSW Regulatory Authority as per the Education and Care Services National Law and Regulations.

REFERENCES AND CONSIDERATIONS

- Education and Care Services National Law and Regulations 2011 12, 85 - 88
- National Quality Framework Areas: 2.1
- Disability Discrimination Act Federal 1992
- NSW Anti-discrimination Act 1977
- NSW Health fact sheets
- Work Health and Safety Act 2011
- Staying Healthy in Child Care (5th Edition) 2012
- Sydney Children's Hospital Fever Fact Sheet 2012
- ACECQA 'Frequently asked questions'
- NSW Department of Healthy Guidelines

Related TWOOSH documents

- Family information booklet
- Educator handbook
- Policy A-2 'Acceptance and refusal of authorisations' policy
- Policy A-3 'Enrolment and orientation' policy
- Policy D-5 'Dealing with medical conditions and Administration of medications' policy
- Policy D-9 'Providing a child-safe environment' policy

PROCEDURES

Parental responsibilities

- ◆ Guardians are required to provide written consent for educators to seek medical attention and ambulance transportation for their child, if required, as part of the enrolment process. This will be recorded on the enrolment form and where relevant in a Medical Management Plan, and/or Action Plan. Please refer to Policy D-5 Dealing with medical conditions and Administration of medication.
- ◆ Guardians will be required to supply details of their preferred doctor, dentist, health fund and Medicare details.
- ◆ Guardians will be required to supply two contact numbers in case of an emergency or accident.
- ◆ Guardians are required to keep their children at home if it is known that their child is unwell.

- ◆ Guardians are required to pick their children up from TWOOSH if they become unwell while at TWOOSH.

Incident, injury or trauma to a child whilst in the service

- ◆ If a child, educator or visitor has an accident while at TWOOSH, an educator who holds a first aid certificate will attend to them immediately.
- ◆ Anyone injured will be kept under adult supervision until they recover, and an authorised person takes charge of them.
- ◆ In the case of a major incident, injury, illness or trauma at TWOOSH requiring more than basic first aid, these steps will be followed:
 1. The first aid staff member will assess the injury and decide whether the injured person needs to be attended to by a doctor or whether an ambulance should be called. The Responsible person and Director must be notified immediately, and the Management Committee will be advised within 24 hours.
 2. If the injury is serious, the first priority is to get immediate medical attention. Guardians or emergency contacts should be notified as soon as is practical. Any difficulty reaching emergency contacts should not delay the organisation of medical treatment.
 3. The Educator will attend to the injured person and apply first aid as required and as training allows.
 4. Educators will ensure that disposable gloves are used for any contact with blood or bodily fluids as per the infectious disease policy.
 5. Educators will stay with the child until suitable help arrives, or further treatment taken.
 6. Educators will comfort and reassure the child, and assure them that their guardians have been called.
 7. If an ambulance is required and the child is taken to hospital, an educator will accompany the child and take the child's enrolment form and incident form/notes with them. Any relevant Medical Plans or action plans should also be taken.
 8. Complete TWOOSH incident, injury, trauma and illness record and a serious incident report for the regulatory authority as soon as possible.
 9. The completed incident, Injury, Illness, and Trauma forms are kept electronically in the child's file. Any reports made to the regulatory authority will be copied and filed in a separate folder to be kept in the office.

The Responsible Person will:

- ◆ Notify Guardian or emergency contact person immediately regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g. hospital). Every effort must be made not to cause panic; only minimal details regarding the extent of the injuries should be given until they speak to medical professionals.
- ◆ Ensure that all blood or bodily fluids are cleaned up in a safe manner.
- ◆ Ensure that anyone who has come in contact with any blood or bodily fluids washes their hands and any other contaminated part of their body in warm soapy water.
- ◆ Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the child. Ensure Educator and child ratios are maintained.
- ◆ Accidents which result in serious incident, injury, illness and trauma (including death) to a child must be reported to the following (depending on the incident):
 - The ambulance service
 - The police
 - Family or emergency contact
 - Regulatory Authority
 - Children's guardian

How to decide if an injury, trauma or illness is a 'serious incident'?

An incident, injury, trauma or illness will be regarded by TWOOSH as a 'serious incident' if more than basic first aid was needed. If the advice of a medical practitioner was sought or the child attended hospital in connection with the incident, injury, trauma or illness, the child may also experience trauma as a result of reoccurring behaviours or trauma as a result of dietary needs being neglected, then the incident is considered 'serious' and the regulatory authority must be notified using form S101 within 24 hours after the incident, as well as the children's guardian.

Serious injury to a child or Educator whilst attending TWOOSH

- ◆ Educators should inform the guardians that the injury is serious and refer them to the medical facility (i.e. hospital) where the child has been taken for further information.'
- ◆ This information should be provided in a calm and sensitive manner.
- ◆ In the instance where a head injury has occurred, pain relieving medication will not be administered. Guardians will be made aware that pain relieving medication may mask other symptoms. Medical attention will be sought as necessary. Natural methods to reduce bumps and headaches will be used, for example, ice packs, and lying the child down.
- ◆ In the event of a serious incident, all other children should be removed away from the scene and if necessary, guardians contacted for early pick up of their children. The children should be reassured and notified only that a serious incident has occurred.
- ◆ The Director must also contact the NSW Regulatory Authority as soon as possible and within 24 hours to report the incident. TWPS and Network of Community Activities can be contacted to seek additional support, resources or advice.
- ◆ Educators within TWOOSH must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or Educator, the Educators will follow guidelines as set out below to minimise trauma to the remaining Educators and children in TWOOSH.

Death of a child or educator whilst attending TWOOSH

- ◆ TWOOSH will notify the guardian or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare that a person is deceased, therefore Educators should ensure the guardians are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child has been taken.
- ◆ This information should be provided in a calm and sensitive manner.
- ◆ The site of the incident should be preserved. Educators should take care not to clean, tidy, remove blood or fluids or otherwise interfere with the site, and prevent others doing so, until police have advised that this can be done.
- ◆ All other children should be removed away from the scene and if necessary, guardians contacted for early pick up of children. The children should be reassured and notified only that a serious incident has occurred.
- ◆ Director will make contact with TWPS to liaise with them regarding the school's response to the event.
- ◆ The Director must also contact the NSW Regulatory Authority as soon as possible and within 24 hours to report the incident. TWPS and Network of Community Activities should be contacted to seek additional support, resources or advice.

Reporting of Serious Incident, Injury and Trauma

- ◆ All serious incidents, injury, illness or trauma will be recorded within 24 hours of the event occurring. The child's family or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible.
- ◆ The Director is responsible for ensuring that, in the event of a serious incident, the regulatory authority is advised in writing using designated forms downloadable from the website (Notification of Serious incident form SI01) and that the Children's Guardian is notified. The Management Committee will also be notified within 24 hours along with the Principal.
- ◆ It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the Director must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.
- ◆ All incident, injury, trauma and illness records are filed and kept by TWOOSH until the child turns 25. If it is related to a death of a child, the record must be kept for 7 years. These records are kept in our long-term storage area & electronically.

Illness

- ◆ Guardians are advised upon enrolment and in regular reminders not to bring sick children to TWOOSH and to arrange prompt pick up of children who are unwell.
- ◆ If a child becomes ill at TWOOSH, all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is pick up by the guardian or emergency contact.
- ◆ A child or adult will be considered sick if they:
 - Sleep at unusual times, or is lethargic
 - Has a fever over **38°C**
 - Is crying constantly from discomfort
 - Vomits or has diarrhoea
 - Is in need of constant one-to-one care
 - Has symptoms of an infectious disease
 - Has had a reaction to an allergen.
 - Or states they are feeling unwell
- ◆ If a child becomes ill at TWOOSH, the guardians will be contacted to take the child home. Where the guardian is unavailable, emergency contacts will be called to ensure the child is picked up from TWOOSH promptly.
- ◆ The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's guardian or other authorised adult takes them home.
- ◆ For a child with fever (temperature of 38°C or higher), methods will be employed to bring the child's temperature down until the guardian arrives or help is sought. Such methods include removing excess clothing as required, giving clear fluids, and making the child comfortable until they go home.
- ◆ If a child's temperature is **38°C** or higher, Educators will contact guardians via phone to pick up their child from TWOOSH.
- ◆ A child cannot be administered Panadol/paracetamol or any other type of medication without a medical plan in place with a Medical Administration form completed to assist with managing the specific medical condition. Doctor's letters are required in this case. The Panadol/paracetamol or fever-relieving medicine must be supplied by the guardian in the original packaging with child's name and dosage recorded on the label. This medication can be kept along with the plan at TWOOSH (Regulation 92). guardians will still be called to pick up the child, and if their condition does not change, an ambulance may be called.
- ◆ If temperature hits 39°C and cannot be brought down without the use of a fever-relieving medication and their guardians cannot be contacted, the situation will be deemed serious and an ambulance will be called for the child.
 - If an Educator becomes ill or develops symptoms at TWOOSH they can return home if able or the Responsible person will organise their emergency contact to pick them up.

- The Responsible person will organise a suitable Educator replacement as soon as possible.

Infectious diseases

- ◆ It is the responsibility of the guardian to inform TWOOSH if their child is confirmed to have an infectious illness.
- ◆ Upon notification, TWOOSH is required to inform guardians of the confirmed case and include a fact sheet from NSW Health for families. This fact sheet describes symptoms, treatment and exclusion periods. This will be communicated to guardians via Xplor and Facebook, and also displayed in TWOOSH.
- ◆ Exclusion periods will apply to children diagnosed with any infectious diseases and TWOOSH will enforce this as necessary. If TWOOSH receives a notification of a confirmed case of vaccine-preventable disease and is aware of any child who is not immunised for that disease under the national immunisation program, we will inform the guardian and advise that they exclude their child from care, the period of time will be determined by the fact sheets or medical advice.
- ◆ Any advice given to TWOOSH by TWPS or NSW Health will be passed on to all guardians. TWOOSH procedures will be in line with those of TWPS and NSW Health, with the same exclusion policies to be carried out when necessary.
- ◆ TWOOSH is required to keep a log of all notifications, and if necessary, call the public health unit to report outbreaks. TWOOSH will follow advise given by the health unit at the given time.

Revisions

Date of next review: May 2021

Date	Reviewer	Approved by
26.03.18		TWOOSH Management Committee
18.02.19		TWOOSH Management Committee
24.02.20	CB, MK	TWOOSH Management Committee
07.05.2021	PG	TWOOSH Management Committee