

Once Upon A Time Nursery
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Emergency Closure Policy

Every effort is made at Once Upon A Time to ensure that the Nursery remains open for every session. Unfortunately there are occasions such as:

- adverse weather conditions
- power failure
- water failure
- significant staff illness

making it unable to maintain the required adult/child ratios that may necessitate the closure of the Nursery. The decision to close the Nursery is never taken lightly and will be assessed carefully and the ultimate decision to close will be made by the Manager / Owner.

The following procedures will be followed wherever possible:

If a decision to close is made before the day of closure or before 7.30am on the day of closure all parents and carers will be emailed and sent a text message or phoned accordingly at the time of the decision.

If a decision to close is made on the day of closure after 7.30am, all parents and carers will be contacted by text, on the app or telephone accordingly.

When parents / carers have been contacted to come and collect their child early because adverse conditions have made it necessary to close the nursery sufficient staff will remain at nursery until all the children have been collected.

The decision for on-going closure will be assessed on a daily basis.

An up-to-date record of emergency contact details for each child and staff member will be kept in the Nursery and the Manager and Owner will have a copy of these at hand should they need to contact people out of operating hours.

Contingency Planning for Emergency Staff Cover

In the event of unforeseen staff shortages the Nursery will endeavour to cover absences by calling in part-time staff or employing supply staff. If we are subsequently still unable to secure sufficient cover the above procedures will be implemented.

We appreciate that closing the Nursery at short notice may cause inconvenience for parents and carers but we ask for your cooperation and understanding when we have to deal with circumstances out of our control. Please ensure that emergency contact details, email addresses and mobile phone numbers are current and that the Nursery is advised immediately of any changes.

Unless notified otherwise, parents and carers should always assume that the Nursery is open.