



Childrens Project Guidance- Managing Incidents + Crisis Situations

This document is a guide for Project Leaders on how to best approach potential incidents that occur during sessions. These can be discussed with the Volunteering and Community Coordinator for further clarity.

In the event of:

1. A Fire/Fire Alarm

Send one Project Leader to Security on Ffriddoedd site to sign out a fob for Ffriddoedd Common Room.

Other Project Leaders and volunteers to make their way to the muster station (Ffriddoedd Common Room) with children.

2. Meltdowns

Consider implementing the following to **reduce the likelihood of conflict or a meltdown occurring**:

- Understand children's triggers:

Include questions on this in the sign-up document sent to parents.

Assign a Parent/Guardian Liaison Role to a specific Project Leader, who could be responsible for speaking with parents/guardians about this for further clarification and understanding.

Share learnings with fellow Project Leaders.

Remove stressors by removing distracting elements e.g. toys that are favorable by certain children, use sensory room for children sensitive to loud noises.

In the event a meltdown does occur-

Remain calm and ask them if they're OK, but bear in mind they'll need more time to respond than you might expect. Being patient and gentle will allow the situation to be resolved quicker. It can take a while to recover from sensory overload.

Make space and try to reduce information overload as best you can - try to create a quiet, safe space. You could take the child to the Sensory Room and adjust the lighting. Ask volunteers or other Project Leaders to help you with this and create some space for the child away from others.

Praise attempts to self-regulate.

Complete the following, depending on the severity:

Manageable crisis/meltdown: Project Leaders to manage.

Harm to volunteers and/or children: Project Leader to call 999 and inform University Security immediately (01248 382795). Phone the parents or guardian of the child/children. Due to seriousness, report immediately via email to Volunteering and Community Coordinator. Refer to section 3 for injuries incurred.

After a meltdown has occurred-

Chat to parents or guardian of the child when session finishes to inform them of the meltdown. It may be helpful to discuss together what might have caused the meltdown and how you can best support to help minimize triggers in the next session. They may have some useful insight from how they manage a similar situation with their child.

Debrief with volunteer/Project Leader team to increase awareness of triggers and discuss strategies to reduce in future sessions.

Complete Incident Report From - [Incident Report Form](#). The Volunteering and Community Coordinator will be in touch to offer support, guidance and to understand more about the situation.

For further guidance on how to anticipate and identify the causes of meltdown refer to this page on the National Autistic Societies website:

<https://www.autism.org.uk/advice-and-guidance/topics/behaviour/meltdowns/all-audiences>.

3. An Injury

Diagnose the injury and follow process outlines below:

Serious -

First aider to stay with child and perform relevant first aid.

Project Leader to call 999 and inform University Security immediately (01248 382795).

Phone the parents or guardian of the injured child.

Due to seriousness, report immediately via email to Volunteering and Community Coordinator.

Complete Incident Report From - [Incident Report Form](#)

Near Miss / Minor Injury

First aider to stay with child and perform relevant first aid.

Inform parents of incident when they collect their child.

Complete Incident Report From - [Incident Report Form](#)

Injury to Another -

First aider to stay with child and perform relevant first aid.

Follow the above process depending on severity of injury.

Inform parents or guardian of the child that caused injury of the incident when session finishes. If serious and children involved won't settle call parents immediately.

Complete incident report from - [Incident Report Form](#)

Volunteer Injured -

First aider to stay with volunteer and perform relevant first aid.

Follow the above process depending on severity of injury.

Complete incident report from - [Incident Report Form](#)

The Opportunities Team reviews the Incident Report Form on a weekly basis. Therefore, all incidents will be reviewed in good time and further action taken to support where appropriate and necessary.

4. Conflict Between Children

Do utmost to keep children separated for the remainder of the session.

Inform parents or guardian of conflict- they may have some useful guidance and advice on how to support children next session and help minimise conflict.

Report initial conflict via email to Volunteering and Community Coordinator.

Complete incident report from - [Incident Report Form](#)

Monitor conflict across sessions. If conflict escalates, ensure you complete an additional Incident Report Form to highlight this.

Suspending Children

The decision to suspend a child from a kid's project depends on the specific case. It is difficult for us to provide exact guidelines for doing so as it will depend on a variety of factors e.g. the severity of the incident(s), level of harm to any children/volunteers involved, how manageable an incident/behavioral challenges are, solutions put in place, effectiveness of solutions/progress made etc.

We encourage Project Leaders to work with parents and guardians to gain a deeper understanding of children's triggers, individuals behavioral challenges and solutions to support children in sessions and reduce the incidence of challenges/meltdowns/conflict.

We have a duty of care to ensure the welfare of our Project Leaders, volunteers and other children at sessions and will always consider their safety when making decisions on how to move forward with cases.

Ultimately, once an incident has been reported through the Incident Report Form, it is no longer Project Leaders or volunteers' responsibility to manage or investigate the situation further. The Volunteering and Community Coordinator will be in touch to offer support, to understand more about the situation or incident and to inform you of any updates on necessary actions/next steps.

The staff team will make the final decision to suspend a child and is always available to support difficult conversations with parents and guardians around this. However, we always value hearing your input and thoughts around this so please ensure you communicate these and we will take them into account when making decisions.