



Western
Learning
Federation



Tŷ Gwyn School

EMERGENCY INCIDENT RESPONSE POLICY



RATIFIED BY GOVERNORS

18th September 2024

DATE REVIEWED

18th September 2024

DATE FOR REVIEW

18th September 2026

DATE PUBLISHED

September 2024

Monitoring the policy

This policy will be reviewed bi-annually unless change of circumstances or legislation requires it to be amended earlier.

SIGNED



DATE

4/10/24

Chair of Governors

SIGNED



DATE

6/10/24

Executive Headteacher

SIGNED



DATE

02/10/24

Deputy Executive Headteacher

SIGNED



DATE

02-10-24

Head of School

The values and principles

The federation is underpinned by a set of values that define the culture of the three federated schools.

Our Principles

Honesty

Responsibility

Positivity

Trust

Empathy

Patience

Respect

Kindness

Our Values

- We celebrate our differences.
- We have a shared sense of belonging.
- We play, laugh, smile and celebrate success.
- We have a positive attitude.
- We learn from experiences to develop life and independent skills.
- We follow our dreams and aspirations.
- We care for our own and wider environment.
- We improve quality of life.

Definition

Values One's judgement of what is important in school life.

Principles Morally correct behaviour and attitudes.

Rights Respecting Schools

Every child has rights "without discrimination of any kind, irrespective of the child's or his or her parent's or legal guardian's race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status"

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Vincent Road, Cardiff, CF5 5AQ



@CardiffWestern @RiverbankSch @GwynSchool @WoodlandsHS 

www.westernlearningfederation.co.uk

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Emergency Response Plan (ERP)

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1.0 Introduction

Cardiff Council Resilience Unit have devised a template for a Basic Emergency Incident Response. It is proposed that this template be used as a guidance document and developed as a **reference document** for use by staff when responding to an incident.

- Outside the scope of the normal operation for the school.
or...
- Outside the normal school hours.

It is important to note that this document is a guidance document and **does not** cover all possible types of incidents and is therefore not exhaustive. **This document should be used in conjunction with “Protecting Schools – An integrated security approach – toolbox for Head Teachers” which has been developed by the Wales Extremism Counter Terrorism Unit (WECTU), a part of the Police.** An educational establishment, may wish to add sections from the WECTU document to this document as they wish.

The document can be found here: <https://www.schoolbeat.cymru/en/teachers/security-guide-for-schools/>

1.1 Aim

The aim is to produce an incident response plan for use during an incident, providing responding staff with a **framework to follow**.

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1.2 Objectives

The objectives of this document are to:-

- Create an awareness of the need for planned arrangements to be made.
- Establish a basic set of procedures for responding to incidents.
- Establish a comprehensive list of 'out of hours' contact details for organisation support, school staff, and contractors.
- Develop resilience within the school.

1.3 Scope of the Document

This incident response plan includes...

- **Contact details** regularly updated by the school for use in an emergency.
- The **initial action** required from the school for the identified incident.
- Reference to other **plans** to be used in conjunction with this document.


The incident response plan tries to cover all **reasonable threats and risks**, but however it is accepted that there will always be incidents that cannot be predicted. Therefore, it is important that basic procedures are there that can be **adapted** to deal with the unexpected.

1.4 Useful Definitions

The ensuing definitions have been included to assist staff in categorising the scale of response required.

1.4.1 Minor Incidents

A minor incident is an occurrence which requires special attention, but can still be dealt with inside the normal working remit of the school.

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1.4.2 Major Incidents

A major incident is an occurrence that requires special attention, not just from within the school, but also from external parties such as the Council and the emergency services.

1.4.3 Further Definitions

An Incident on/or affecting school premises is....

An incident which directly or indirectly affects either one or all of the following...

- a) The school.
- b) The staff.
- c) The pupils.

e.g., a deliberate act of violence, such as the use of a knife or firearm.

An Incident off the school premises is...

An incident which directly or indirectly affects either one or both of the following...

- a) The staff.
- b) The pupils.

e.g., transport related incidents.

In respect of educational trips and visits, guidance is available from the

- **EVOLVE** [EVOLVE - Visit Planning Tools \(edufocus.co.uk\)](http://edufocus.co.uk)
- **OEAP** [All documents | \(oeapng.info\)](http://oeapng.info)

Please be aware that when the emergency services deal with an incident, they follow a well-developed set of procedures and protocols to ensure that they work together to mitigate the effects of the incident.

Whilst it is essential that this document is used a reference resource, their instruction advice and guidance should be followed at all times.

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2.0 Brief Overview

School Details

Ty Gwyn School is federated with Riverbank and Woodlands School to form the Western Learning Federation. The School address is:

Ty Gwyn School
Vincent Road
Ely
CF5 5AQ

Tel: 02920 838560


tygwynsp@cardiff.gov.uk

Executive Headteacher – Wayne Murphy
Deputy Executive Headteacher – Rachel Faulkner
Head of School – Jamie Brotherton
Deputy Head – Tammy Lloyd
Estates Manager – Steve Copeland

The school is located opposite Trelai Park, at the end of Vincent Road, in between Riverbank and Woodlands School, close to Ely & Caerau Hwb and shops.

The establishment was founded in 2010;

- It consists of 3 buildings: Main building, Annexe and Modular block
- The establishment is accessed via a two entrances. The main point of access is through Vincent Road with a second entrance for the annexe located on Bishopston Road, CF5 5DY
- The gates are opened at 6.00am, school commences at 9.15am. School ends at 15.15 and gates are closed and locked at 18.30;
- The school caters for pupils aged 3 – 19.
- In addition to the Federation leaders and staff there are four senior members of staff, 35 teachers, 90 teaching assistants, 5 midday supervisors, 6 administrative staff, 4 catering staff, 4 estates team, 1 pool manager. The school also serves as a base for several health and therapy teams: nurses, physiotherapy, Speech and language therapy and occupational therapy
- The school caters for children with profound and multiple learning difficulties, significant learning difficulties and autism. Many pupils also have related needs, such as: delayed development of language, communication, medical or sensory needs or a diagnosis

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of autistic spectrum conditions;

- Breakfast club and school dinners are incorporated into the school hours;
- At present no out of hours activities take place.

Statement of Intent

This incident response plan will be referred to in the case of any incident which directly or indirectly affects the Educational Establishment, staff and pupils.

It will be revised annually for the purpose of review and updated to reflect any changes i.e. contact details, first aiders etc.

Plan Established: July 2019

Last Reviewed: November 2022

(Refer to the List of Amendments, Versions and Updates record sheet)

2.1 Plan Review Process

A statement of the establishment's intent to make reference to and review this document should be included.

This incident/emergency response plan will referred to in the case of any incident which directly or indirectly affects the Educational Establishment, staff, pupils, students. It will be revised annually for the purpose of review and updating or if there any changes i.e., contact details, first aiders etc.

(Refer to the list of **amendments, versions and updates record sheet** on page 2)

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2.2 Resources that can be used in an Emergency

This section provides you with the opportunity to detail the resources that maybe required during an emergency situation. Within the following information you will find suggested points that you can consider including in this section, please delete/insert/amend/add as necessary:

Telephones: located throughout the school the main telephone number is 02920838560

Electricity: Fuse boxes are located:
Block A – G032
Block B – G072
Block C – G094
Block D – G181
Annexe – G101, G107, G22
Modular – G03

Gas: The isolation points are located
Main - G094, G025
Annexe – G312
Modular – No Gas

Water: The isolation points are located
Main - G094
Annexe - G312
Modular - G04

Extinguishers: Throughout each school building
Main Building: Note that there is a sprinkler system in place
See **Fire Risk Assessment CAD Plan** for Location of Fire Extinguishers, the Fire Alarm Control Panel and Fire Safety Devices (e.g., Detectors, Automatic Door Release)

Emergency Exits: See **Fire Risk Assessment CAD Plan & School Evacuation Plan** for Location of Emergency Exits.

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Security Alarm: Main Building: G069, G019, G099, G165.
Annexe: G301, G206
Modular: G01

Panic Alarms: Termed Immediate Support – bespoke to school through internal telephone system. Each classroom.

First Aid: Nurses Room G106
Less serious incidents – Closest available empty room

A full first aid kit and ambu bag is kept in both Reception offices. A De-fibrulator is available in the main staff room. Each class has their own first aid box. Please refer to the 'List of First Aiders' section for a list of first aiders. Signage

Mobiles: See Section 2.7 'Contact Detail'.

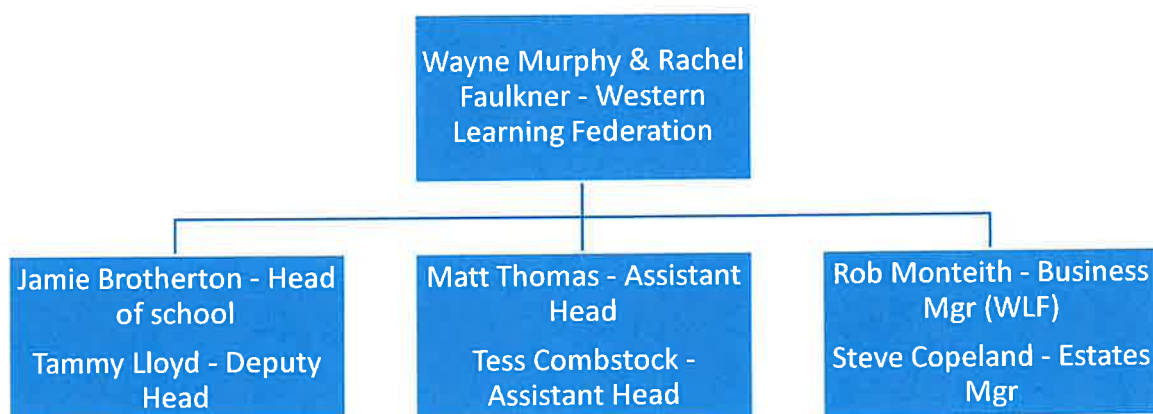
2.3 Organisation Structure Chart

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2.4 List of First Aiders

Name of First Aider	First Aider Location	Contact Method	Qualification Type
Sallyann Davies			Paediatric First Aid
Debbie Richardson,			Paediatric First Aid
Mark Davies			Paediatric First Aid
Leanne Davies			Paediatric First Aid De-fibrulator training
John Pearce			Paediatric First Aid De-fibrulator training
Hollie Parsons			Advanced First Aid Training De-fibrulator training
Kirsten Hurley			Advanced First Aid Training De-fibrulator training
Cath Rowlands			Advanced First Aid Training De-fibrulator training

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Jackie Dow			Advanced First Aid Training
Angeliki Tzagaraki			Advanced First Aid Training
Ben Edwards			De-fibrulator training
Liz Escorcio			De-fibrulator training
Emma Williams			De-fibrulator training
Rhian Daniels			De-fibrulator training
Kirsty McGuinness			De-fibrulator training

NOTES/COMMENTS:
Other staff with 1 day first aid training at work are identified on the school class list.


2.5 List of other trained staff

All contact staff are trained in Team Teach and are trained in the moving and handling of pupils where identified.
 Staff are trained in the administration of emergency medication for Epilepsy.
 Relevant staff are supported by relevant health professionals with individualised training.

2.6 Educational Establishment Response

In the event of an incident, the Headteacher/ Centre Manager or nominated person must be notified. That person will be **responsible for activating the Emergency Response Plan** based on the details available.

Once notified, the responding staff must commence an [Incident Log](#) (for a hard copy of the Incident Log Sheet please see Appendix 4), noting the time of the call, the

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details of the incident received to date. Staff will adopt procedures as necessary to deal with the incident.

Additional details received and any subsequent action taken must also be noted on the log sheet for future reference. It is essential that **accurate records are kept together with relevant dates and times**, to assist with any review and debrief after the event; and to ensure that the facts are not clouded at a later date.

Example of a log sheet and incident

Cardiff Council

Incident Log Sheet



Date:	03/02/2022
Page No/Of:	1/4
Responding Officer:	Mr J Bloggs (Headteacher – Any Educational Establishment)
Incident:	Email received about bomb planted within grounds of school.

Time:	To/From:	Detail:	Action:
08.00am	Email received from unknown person – email address xxxxxx@gmail.com	Email received stating that there is a bomb planted in the school cafeteria of the school and has been since yesterday evening. Email states bomb will explode at 09.30am during school assembly.	Call 999 to inform South Wales Police and seek advice and take action on advice given.

2.7 Educational Establishment Contact Details (including out of hours details)

This section provides you with the opportunity to detail home and mobile contact details of all your staff in the case of an emergency situation.

NOTE:

- Make reference to the members of staff who are Key Holders.
- Make reference to contacts in order of priority.

It is particularly important that this list is kept up-to-date.

Emergency Contact Information

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Contacts:	Home Telephone Number:	Mobile Phone Number:	Email:
Executive Head - Wayne Murphy:		07841 594678	
Deputy Executive Head – Rachel Faulkner:		07852 159547	
Head of School – Jamie Brotherton			
Deputy Head of School – Tammy Lloyd:		07880 360089	
Acting Chair of Governors – Bianca Rees		07853 853165	
Business Manager – Rob Montieth:		07983 543822	
Estate Manager – Steve Copeland:		07974 446775	

Contact details for all teachers, teaching assistants and support staff to include ancillary and administration are kept securely on SIMS, these can be accessed by the Head of School, senior leaders and key staff.

NB: This is not an exhaustive list. Please include any other individuals as required.

Key Holder Information

Name / Address:	Post Title:	Contact Detail(s):	Email:
Wayne Murphy:	Executive Head	07841 594678	
Rachel Faulkner:	Deputy Executive Head	07852 159547	
Jamie Brotherton	Head of School		
Rob Montieth	Business Manager	07983 543822	
Steve Copeland	Estates Manager	07974446775	
Marc Rees	Estates Assistant	07502495055	
Paul O'Neill	Estates Assistant	07548914729	

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NB: This is not an exhaustive list. Please include any other individuals as required.

Emergency Services

Police	999	101	Local PCSO:
Fire & Rescue	999	101	
Ambulance	999	101	
Other			

Utilities

Gas – Leak	0800 111 999
Electricity – Loss of Power	0800 678 3105
Welsh Water	0800 052 0130


Other

WG Education & Skills	0300 0604400
Foreign & Commonwealth Office	020 7008 1500 (24 hour)
Natural Resources Wales	Flood line: 0345 988 1188
Met Office	0870 900 0100 (24 hour)

Contractors

If assistance is required from external contractors during an incident, a list of contact details (out of hours included) should be included in this document. The information should be completed by the school or setting.

IMPORTANT NOTE: This list of contractors does not replace the 'Emergency Job' request via County Estates. In an emergency (e.g., roof leak, water leak, electrical supply issues/hazards) an Emergency Job can be raised by the school or setting. The Local Authority will attend to 'make safe'.

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See Emergency Job contact email and telephone number in Section 2.8 (below).

Contractor Service	Contractor	Contact Details	Address
MAT Fire Systems Ltd		Tel: 01934 86396	Unit 1 Havyatt Business Park Havyatt Road Wrighton Invoice Page 1 Bristol BS40 5PY

External contractors would need to be vetted to ensure their level of competence and safety standards – contact your allocated school H&S officer for further information.

2.8 LEA Contact Details (including out of hours details)


Please ensure that these contact details are included in your Emergency Response Plan. If you experience an emergency situation, please contact **the on-call Silver Officer** (Education and Lifelong Learning) who will liaise with you.

Team/Service	Contact number (in and out of hours)
Silver Officer (School Support) NOTE: The Silver Officer is an on-call member of the Local Authority who has had training to support the school during specific emergency scenarios. A main function of the Silver Officer is to liaise with all the different departments to orchestrate the correct advice and support in a timely manner.	Tel: 02920 872 998 (24 hours a day / 7 days a week)
School Organisation Planning (SOP) SOP Officer Martin Burrows Dean Griffiths	07813 182906 07971 733132
Education Management Team (EMT) - Link	Insert Contact Details for the Schools EMT Link:
One Front Door (Recording buildings jobs – i.e., reactive/ planned)	Countiestates@Cardiff.gov.uk 02920 873 870 https://countiestates.cardiff.gov.uk/Schools
Building Services	BuildingServicesTechnicalAdministration@cardiff.gov.uk

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D Desk (Emergency Jobs)	02920 238 333 (Out of Hours)
Pest Control	PestControl@cardiff.gov.uk
Alarm Receiving Centre (ARC) (i.e., alarm issue)	02920 381 850
Schools ICT Service Desk	https://cardiff.education/ictsupport 029 2233 0330
Senior Team: <ul style="list-style-type: none"> • Mike Tate (Assistant Director – Education) • Donna Jones (Assistant Director – County Estates) • Richard Portas (Programme Director – SOP) 	Michael.Tate@Cardiff.gov.uk / 02920 872 460 Donna.Jones4@Cardiff.gov.uk / 07507 864 158 Richard.Portas@Cardiff.gov.uk / 02920 788488
On Call Emergency Management / Resilience Unit	02920 827 234
Media and communication (Including social media advice)	07989 996 112 (24/7 number) 02920 872 639 Jeremy.Rhys@cardiff.gov.uk
Security advice and support, including personal safety	02920 234 297 Jeremy.Griffiths@cardiff.gov.uk
Legal Advice and support	20920 872 528 Mark.Roberts@cardiff.gov.uk
Advice and support (Head of Services to Schools)	02920 872 802 07971 389 474 N.Hardee@cardiff.gov.uk
HR enquiries HR People Services	02920 872 222 hrpeopleservices@cardiff.gov.uk
Care first (24 hour)	0800 174 319
Occupational Health Counselling Service	02920788301
Schools H&S SLA Manager & Radiation Protection Officer (RPO)	07773 258 049 Stuart.Thomas@Cardiff.gov.uk
Schools allocated H&S Officer	Rhian Jones Rhian.Jones8@cardiff.gov.uk

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3.0 Working Instructions

The set of procedures for staff to follow during an emergency is as follows:

3.1 Who is responsible in an Emergency Situation?

This **Emergency Response Plan** shall be activated should an emergency occur i.e., severe weather, violent assault, bomb threat, water, or gas leak etc.

It is the responsibility of the Head of School or the most senior person in charge at the school to take immediate responsibility of the incident and activate the plan with the assistance of the Executive Head of the Western Learning Federation. Every effort should be made to contact the Head of School if they are not on site.

Dependant on the severity of the incident the Emergency Services should be contacted to request their assistance.

See Section 3.2 Incident Management Team


The On-call **Silver Officer** shall also be contacted to relay the details of the incident (Please refer to Section 2.8 - LEA contact details).

The Silver Officer should also be updated with the series of events if a serious situation unfolds.

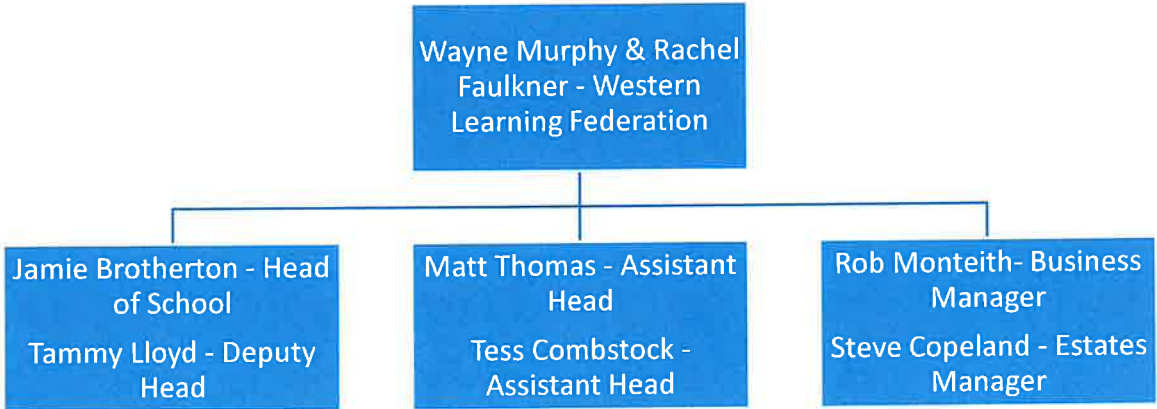
It will also be necessary to contact the Chair / Vice Chair of Governors to inform them of the situation.

You may wish to inform the **Silver Officer** to alert the **Resilience Unit** of the Council to the incident, so that they can assist in the management of the incident.

The **Incident Log** should be initiated as soon as the emergency situation occurs and should be continuously updated (See Appendix 4).

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3.2 Incident Management Team



3.3 Contacting Staff in an Emergency

During School Operating Hours


All relevant staff shall be informed of the situation either verbally or with the use of the internal telephone system.

Outside School Operating Hours

All members of staff shall be contacted and informed of the situation.

All members of staff shall be contacted and informed of the situation with the assistance of the 'Contact Detail' list.

The Head of School or nominated person shall direct staff to any specific duties.

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3.4 Contacting parents / carers in an Emergency

The expectation is that all schools will have a means of contacting parents and carers of pupils. It is therefore common sense to ensure that this process should be used in the event of a major incident to **alert parents and carers** as to what they should do in relation to the specific circumstances of any event that occurs.

Therefore, parent / carer contact lists should be kept up to date and be readily available.

Is My School Open?

The Local Authority / Education use the following website to communicate to the community regarding school closures: www.cardiff.gov.uk/ENG/resident/Schools-and-learning/Schools/Is-my-school-open/Pages/default.aspx

NOTE: A school/centre will also have their own communication methods to inform parents/carers of school closures and/or emergency situations.

3.5 Contacting the LEA in an Emergency

The on-call Silver Officer must be contacted.


(Please refer to the LEA contact details – Section 2.8)

When an emergency incident occurs, the **Silver Officer** Helpline will be used. The Silver Officer will provide support and advise on the next course of action and also **liaise with other departments as necessary.**

For further information please refer to the 'Responsibility for the Incident' section.

3.6 Dealing with the Media

Once the **Silver Officer** (Refer to the LEA contact details section) has been informed of the situation, they will decide if it is necessary to contact the Communications/Press Liaison Team who will deal with the Media directly.

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4.0 Different types of Emergencies

The next section of the response plan should **detail the type of emergencies that could occur and detail procedures to assist in managing them.**

These Emergency Plans or E-Plans can be printed/laminated and stored in the main office for future reference.

This section also includes an opportunity to add information that may be specific to your school or setting.

4.1 Major Accident where one or more person(s) is affected/ injured

- The Headteacher/Senior Leadership Team shall **assess the situation** to determine the next course of action to take.
- **Contact should be made with the Emergency Services** and relay the details of the injuries, location of the Educational Establishment etc.
- **Follow the Evacuation or In-vacuation Procedure** for all other pupils / young person's / staff / visitors etc., if necessary [See **Appendix 2**]
- **Notify First Aiders** to perform first aid treatment until the Emergency Services arrive
- The **on-call Silver Officer** should be informed of the incident.
- **Contact should be made with parents / carers** to inform them of the incident and its impact on their child(ren). [See Section 3.4 on method used to contact parents/carers]
- **Record & Report the Accident to Health & Safety using the Accident Report Form** (within 48 hours): SchoolsAccidentsHandS@cardiff.gov.uk
- **Use the Incident Log** (Appendix 4) to record any further details/ important information.

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4.2 What to do in the event of a Violent Incident


Please note that at no point shall any individual place themselves in any danger!

A **Violent Incident** consists of threatening or violent behaviour, which can include:

- Intimidation such as banging on a desk, shouting, swearing, spitting, or kicking furniture.
- Threatening behaviour such as verbal threats, gestures, obstructions etc.
- Possession of a weapon of any kind regardless if the individual threatens to use the object
- Showing aggression whilst under the influence of drugs or alcohol
- Assault from shouting, punching, poking, grasping clothing
- Unwanted physical contact
- Assault causing actual or grievous bodily harm
- Insulting behaviour
- Racial and sexual harassment
- Bullying or Harassment on the grounds of disability

Following a Violent Incident

- If required, ensure that the individual receives immediate **First Aid** treatment
- The **Emergency Services** should be contacted if the individual requires **hospital treatment** or **Police Intervention is required**.
- Ensure that all **staff and pupils are safe and secure**. The school may need to enact Lock Down procedure [**Appendix 2**].
- The individual subjected to a violent incident should **notify** the **Headteacher/SLT** of the incident OR if the individual cannot personally relay the information a member of staff should notify the Headteacher/SLT.
- Dependent on the severity of the incident usher the individual to a private area. The comfort, support, and assistance of a colleague maybe necessary.
- If the individual suffers shock or injury, they should consult their GP or attend A&E.

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- The Headteacher / SLT must signpost anyone who has been affected by the incident to **Care First** 0800 174 319
- The details of the incident must be recorded on the **Violence at Work (ALERT) Report Form** and returned to H&S:
SchoolsAccidentsHands@cardiff.gov.uk
- Use **Incident Log** (Appendix 4) to record the **Facts & Timeline of Events** and attach **Witness Statements**.


Action at the time of the incident if Police assistance is sought

- If it is deemed necessary for Police assistance, the following information should be relayed:
 - Identity of the caller
 - The location
 - Has anyone been injured
 - Description of events
 - Number of offenders; whether they are still present and, if they have left (note the direction of escape if known)
 - Brief description of the offenders and any vehicles used
 - Weapons or Firearms been seen or used
- Whilst waiting for the Police, ensure the following:
 - Preserve the scene as far as possible
 - Discourage witnesses from leaving the premises until they have spoken to the Police
 - Attempt to recall and record the descriptions of the offenders.

Action when the Police arrives

- When the Police arrive, ensure the following:
 - Assist the Police as necessary
 - Appropriate staff to provide witness statements
 - Make an inventory of any stolen items

If the Police have been called, the **Silver Officer should be updated with the latest information due to the escalating situation.**

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- The Silver Officer will inform H&S of the incident.

Ensure any employee that has been affected by the incident has the opportunity to **talk about the event** with the Headteacher / SLT. Anyone affected/injured must also be reminded that an **official compliant can be made to the police**.

Anyone affected by Violence at Work incidents must be encouraged to report these to the Headteacher/SLT to remove any stigma.

Keeping All School Staff Safe

Schools are reminded to reference the **Keeping All School Staff Safe** Guidance for further information. The guidance includes information relating to exclusion, warning letters and school security (including lone working, safe meetings with parents/carers and community).

4.3 What to do in the event of a Bomb Threat

Please note that at no point shall any individual place themselves in any danger

Every **threatening call or message is to be treated as a serious threat** until proved otherwise. All calls should be taken seriously.

- As soon as the nature of call becomes apparent, the individual receiving the call shall endeavour to **keep the caller talking**, by asking them to repeat message, **where the bomb is located** etc.
- Attempt to record information as the caller receives it and if time permits when the message ends fill in the '**Threatening Telephone Call Information**' questionnaire. A copy of the form can be located in **Appendix 5**
- Signal to another member of staff that a threatening call is being received who in turn should **alert the Headteacher/SLT**
- Once the caller has hung up **do not replace the receiver** and keep the line open

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- The **Police should be notified**. The school / centre should act upon instructions received by the police
- The evacuation of the premises maybe necessary dependant on the advice received
- Inform the on-call **Silver Officer** of the incident as their assistance may also be required.

4.4 What to do in the event of a Postal Bomb

Please note that at no point shall any individual place themselves in any danger

Letter and parcel bombs consist of envelopes and packages i.e. 'jiffy bags'. Any of the **following signs should warn you** that a letter or package might contain a bomb:

- **Grease marks** on the envelop or packaging
- **An unusual odour** i.e., marzipan, almonds, or machine oil
- **Visible wiring or foil** especially if the envelop or package is damaged
- **The weight** of the package is uneven
- **The contents may be rigid** in a flexible envelop
- The envelope or package may have been delivered from an **unusual source**
- The package may have **excessive wrapping**
- The envelope or package may contain **poor handling, spelling, typing** or may be wrongly addressed
- There may be **too many stamps** for the weight of the package

If you have any reason to suspect that a letter or package may contain a bomb, please follow these instructions:

- ✓ Put the envelop or package down
- ✓ Alert the Headteacher/ SLT
- ✓ If the suspect item is deemed to contain **chemical or biological materials** - Ensure **all windows are closed** in the building

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- ✓ If the suspect item is deemed to contain an **incendiary device** – Ensure windows should be left open
- ✓ If there has been a **suspected chemical incident**, ensure personnel leave the room immediately (if they are physically able).
- ✓ If staff who have been exposed display **symptoms of streaming eyes, coughs and/or irritated skin** - Medical advice should be sought immediately from the Emergency Services
- ✓ Instruct everyone to **evacuate the room** / area following a decision made by the Headteacher/SLT (**sound the Fire Alarm**)
- ✓ Use a roll call system similar to the fire evacuation procedure and ensure everyone is accounted for
- ✓ **Contact the police immediately.** (Refer to the contact details section).
- ✓ **Contact the on-call Silver Officer.** The Silver Officer will ensure all relevant departments within the LA are notified (including the Resilience Unit, if required).
- ✓ **Advice should be sought from the Police** regarding further action
- X **Do not** put the envelope or package into anything i.e., water
- X **Do not** cover the item
- X **Do not** move the item
- X **On no account should anyone return to the building** unless advised that it is safe to do so

Personnel who handle mail should be briefed with this information.

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4.5 Risk Assessment for closing the school due to Severe Weather

As with other closures the decision to close a school rest with the LEA, who should be contacted in the first instance by the school to advise. (Refer to the most recent circular and LEA contact details). This decision is to be taken by the Chair of Governors in the case of Voluntary Aided Schools.

However, an **immediate or serious emergency**, such as extreme weather conditions, may mean that the Executive Headteacher/Head of School will need to use professional judgement and contact the schools Governing Body to advise on any risks and, if necessary, will decide to close the school if they are unable to get hold of the LEA to advise. In these cases, the Executive Headteacher/Head of School should inform the LEA immediately and where necessary for VA schools the chair of the Governing Body and subsequently, submit a written report to outline the circumstances.

In cases of severe weather the following needs to be taken into consideration:

- **The school should not close until every child has been collected by a responsible adult.** No child would be allowed to wander home on their own in extreme weather conditions
- Parents/carers should be advised, in severe conditions, to **check the Schools and Council website to find up-to-date information for their schools.** Also to ensure that their emergency contact details with the school are up to date, as this is the preferred method of communication in an emergency.

In the case of bad weather usual transport may not be available. If school buses are unable to run, the school must inform the **Silver Officer** who will liaise with Central Transport Services. Schools are responsible for ensuring that Bus contractors are aware that they must take the children home if the school is closed on arrival.

Severe weather warnings are received by the Resilience Unit, out of hours via the Met Office. The Duty Emergency Management Officer will notify service areas and schools.

Please note that all the above points are guidance notes and are to be used in context with the individual knowledge held by Schools of both their children and parents.

Further suggestions are:

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- If advance warning of weather is known, make staff aware and gather information on which staff may not be able to attend school due to travel difficulties. This will determine the number of staff likely to be able to attend school and therefore whether the school can remain open dependent on children supervision ratios. Inform Education of any foreseeable concerns [EMT Link – see Contact Details section).
- Ask staff if they can leave home earlier to get to work or make alternative travel arrangements where possible.
- Staff that can walk in could be asked to arrive earlier to help with arrangements at the school.
- Determine how both staff and parents will be notified of a closure e.g., SMS system, phone chain cascade, website or Phone Apps (or combination of.)
- Publicise details of closure, and subsequent days' plans on front page of school website
- Ensure the schools **Adverse Weather (Snow/Ice) Risk Assessments** are reviewed and key staff have received work instructions, information, and training (e.g., Estates Staff Manual Handling to clear direct pathways into the building).

4.6 What do in the event of an Emergency Situation on an Educational Visit

Should an emergency situation arise on an educational visit the group leader (with assistance from another senior teacher / person if necessary) should maintain and resume control of the group. The information should be followed below:

- Establish the **nature of the emergency**
- **Supply First Aid** treatment to any injured individuals
- **Ensure the group is safe** – move to another location if required

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- **Contact the Emergency Services**, if necessary
- A designated person shall escort and accompany a pupil / young person if they require hospital treatment
- Notify the Police if necessary
- Inform the Headteacher/ SLT [Designated Emergency Contact/EVC] of the incident; include the nature, date, time, location of incident, names and details of the individuals' injuries, action taken so far and further necessities
- Ensure the group is informed of the situation and updated (where required)
- The school shall **inform the Silver Officer**
- **Keep a record of the events** for future reference [Incident Log]
- If necessary, liaise with the Headteacher/ SLT and make arrangements for the return of individuals to the educational establishment i.e., contact the transportation contractor and arrange further transportation
- The school shall contact the parents / carers of the individuals involved in the incident.

4.7 What to do in the event of a Gas Leak

The most senior person in charge shall contact the Gas Emergency helpline via the 24 hour call centre on 0800 111 999 and relay relevant information, this is to include: details of the suspected leak, location of the leak and that the area has been evacuated.

Please note that at no point shall any individual place themselves in any danger.

- **Isolate Gas Supply** [See PLAN/MAP of Utility Isolation Points – advised to place this plan/map in the main office / insert a copy in the ERP file]
- **Extinguish** all naked flames (i.e. ovens, grills, hot plates etc)

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Emergency Response Plan (ERP)

- **Do not** switch any electrical equipment ON or OFF (including lights)
- **Do not** use any telephones in the area
- **Open doors and windows** which will provide fresh air in the affected area
- **Do not** open doors into non-affected areas (unless evacuation route)
- **Evacuate** the immediate area by word of mouth. **Do not use the Fire Alarm**
- **Inform the Headteacher/SLT** of the situation
- The Headteacher/ SLT shall contact Wales and West Utilities (WWU) via the 24-hour call centre on 0800 111 999 and relay relevant information, this is to include: details of the suspected leak, location of the leak and that the area has been evacuated. WWU will attend as soon as possible.
- The Headteacher/SLT shall **inform the Silver Officer** of the incident
- **Individuals shall be prevented from returning to the affected area** or building until the area has been rendered safe

4.8 What do in the event of a Loss of Electrical Power

Please note that at no point shall any individual place themselves in any danger.

- As soon as it becomes apparent that a power cut has occurred the Headteacher/SLT should be notified.
- The Headteacher/SLT shall attempt to ascertain the cause (i.e., whether it is a localised problem affecting the building)
- The Headteacher/SLT shall contact the **Silver Officer** to enquire if there is a fault in the area. If the Silver Officer cannot clarify a fault in the area the

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LOSS OF POWER HELPLINE should be contacted (**0800 678 3105**) to enquire if there is a fault or to report the problem if the electricity connection cannot be restored

- Should a power cut occur in the daylight the building can continue to be occupied. Areas of the building with no windows or borrowed light may need to be avoided.
- **Should a power cut occur in the evening/night the affected areas of the building should be evacuated and escorted to a safe area with sufficient lighting** – contact the Silver Officer if security is required following loss of electricity. [**Fire Evacuation Roll Call System** to be used to ensure occupants have evacuated safely]
- All electrical equipment known to be working at the time of the power failure should be switched off (if safe to do so).
- **Check the Lifts:** The Headteacher / SLT (or delegate) shall check the lifts to determine if any individual is trapped and inform the Headteacher/SLT. A delegate could stay with the individual/s and provide reassurance. It may be necessary to telephone the Emergency Services to free the individual/s.

4.9 What do in the event of individuals Trapped in a Lift


Please note that at no point shall any individual place themselves in any danger

Call D-Desk 02920 788388 & if required Emergency Services on 101 or 999

Do not use the lifts if there is a Fire or during Bomb Threats

Trapped passengers should not attempt to get out of the lift on their own

- **If a lift alarm is fitted and sounded** (but not directly connected to reception), any passing individual that can hear the alarm shall notify the Headteacher/SLT and reassure trapped individuals help has been summoned


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- **Anyone trapped in the lift** shall use the lift telephone or lift alarm, (where fitted), to raise the alarm. The trapped person should be reassured, to remain calm, (as much as possible), rest by sitting on the floor of the lift and be reassured that help will be on the way.
- A delegate could stay with the individual/s and provide reassurance.
- The Headteacher/SLT must contact the emergency call out number of the lift engineer. Contact the Silver Officer if there any problems with contacting the lift engineer etc. **If, however, there is a real emergency the Fire Service should be contacted**

4.10 What to do in the event of Loss of Water

Please note that at no point shall any individual place themselves in any danger

- In normal hours, any individual who identifies a loss of water in the building should immediately contact the Headteacher/SLT and provide details of the location and nature of the problem
- The Headteacher/SLT shall attempt to ascertain the cause and take remedial action if possible
- **If it is a local problem (within curtilage of site)** the Headteacher/SLT shall contact the **Silver Officer or Building Services** (raise an Emergency Works Request).
- **If the problem is located outside the curtilage of the site,** the Headteacher/SLT shall contact WELSH WATER (0800 052 0130) to enquire if there is a fault in the area or to report the problem if the water connection cannot be restored.
- If the reconnection of water cannot be restored the Headteacher/SLT shall contact the **Silver Officer** to gain advice as to whether the school / centre shall be closed. This will involve looking at alternative handwashing/toileting arrangements and the impact on lunch provision, length of time left in school etc.

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4.11 What do in the event of Flooding

Please note that at no point shall any individual place themselves in any danger

- In normal hours, any individual who identifies water ingress shall contact the Headteacher/SLT and provide details of the location and nature of the problem. The most likely source of water ingress will be surface water flooding at doorways, obstruction of rainwater outlet on roofs etc.
- **At no point** shall any person place themselves in any danger by touching electrical equipment, sockets or light switches which are affected by the water.
- **Electrical equipment shall be isolated where possible.** [See PLAN/MAP of Utility Isolation Points – advised to place this plan/map in the main office / insert a copy in the ERP file]
- Ensure building occupants (pupils, staff, visitors) are safe and will not be affected by the flooding/electrical isolation. [See *Loss of Power / Loss of Water scenarios above*].
- The Headteacher/SLT shall contact the **Silver Officer** or Building Services [Emergency Works Request] for advice.

4.12 What do in the event of a Water Leak (any)

Please note that at no point shall any individual place themselves in any danger

- In normal hours, any individual who identifies any water ingress shall contact the Headteacher/SLT and provide details of the location and nature of the problem. Sources of a water leak / ingress include:
 - Mains water pipework leaking / flooding an area of the school
 - Foul water pipework leaking / flooding an area of the school
 - Rainwater ingress (e.g., roof leaks)
 - Groundwater/Surface water flooding

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- **At no point** shall any person place themselves in any danger by touching electrical equipment, sockets or light switches which are affected by the water.
- **Cordon off the area** (as best as possible). This may be a verbal instruction to other staff in the area, followed by cones/barriers (where necessary and time allows).
- **Electrical equipment shall be isolated where possible.** [See PLAN/MAP of Utility Isolation Points – advised to place this plan/map in the main office / insert a copy in the ERP file- detail location of Water Isolation Points etc.]
- **Treat all water ingress as foul water / contaminated** (unless it is confirmed as mains water). Foul water can enter a building via broken foul water pipes, blocked foul water pipes ('backing up') or via internal/external drains. Maintain distance from the foul water leak/flooding until it is repaired/ decontaminated.
- If the area must be accessed (e.g., escape route), ensure the electrical supply has been isolated and do not touch anything in the area. Do not stay in the area longer than is necessary to escape and wash hands as soon as possible.
- Ensure building occupants (pupils, staff, visitors) are safe and will not be affected by the water/electrical isolation. [See Loss of Power / Loss of Water scenarios above].
- The Headteacher/SLT shall contact the **Silver Officer** or Building Services [Emergency Works Request / 'D-Job'] for emergency action.

4.13 What do in the event of a Fire [See Appendix 2 for school specific Evacuation Procedure]

Please note that at no point shall any individual place themselves in any danger

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Emergency Response Plan (ERP)


- **Immediately upon discovering a fire, the nearest Fire Alarm point shall be activated.** Dial 999 to call the fire brigade. Evacuation shall commence without delay
- **Everyone on the premises without a prescribed role in the evacuation procedure shall evacuate via their most appropriate route.** Those who are '**Out of Office**' at the time of the evacuation must not return to their office. All staff should make their way to the **Assembly Point** and report to a senior member of staff.
- **Upon hearing the Fire Alarm, staff with prescribed roles (e.g., 'Fire Wardens')** will carry out their prescribed duties. The Receptionist or person acting as Receptionist will hand the Visitors' Book to the 'Fire Warden' covering the reception area to ensure that all visitors are accounted for. The officer receiving the visitor(s) shall be responsible for their safe evacuation and for ensuring that the visitors' book is completed in respect of all visitors.
- In the event of a 'Fire Warden' not being on duty, the senior member of staff present will assume the responsibilities of the 'Fire Warden' in that area and act accordingly.
- Upon completion of the evacuation, the 'Fire Warden', or the person(s) acting in that role shall take the **Roll Call and report any absences** to person in charge as appropriate (E.g., Head teacher / SLT).
- No person shall leave their assembly point or return to the building unless clearance is given to return by a senior manager.

4.14 What to do in the event of a Communicable Disease Outbreak

- If it is suspected that there is an outbreak of any type of infection the Headteacher/SLT should contact:

Shared Regulatory Services (SRS) Local Authority Communicable Disease [CD] Team:

Angela Clack – 029 20 873842

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Allyson Jones – 029 20 873823

communicabledisease@cardiff.gov.uk

- The SRS/CD Team will provide advice and control measures and determine whether they are required at the site (e.g., exclusion to prevent transmission etc.)
- **Members of staff shall be informed** of the situation and have received Communicable Diseases – Awareness Training.
- Contact the schools **EMT (Education Management Team) Link** - to inform them of the advice provided by the SRS/CD unit as this may affect the operation of the school/centre. [The Silver Officer may also be contacted, where required].
- **Action – Notify the schools cleaners immediately and request ‘Enhanced Cleaning’.** Enhanced cleaning will include suitable cleaning materials and schools should also request carpet cleaning, especially in foundation phase classrooms.
- If necessary, EMT Link or Silver Officer will contact the Councils’ Media team who will ensure that relevant stakeholders are notified.
- The Educational establishment should keep a record of actions (log) throughout the outbreak

5.0 Appendices

Appendix 1 – Telephone Extension Lines

Telephone Extension Lines

To transfer a call from the main switchboard

To transfer to a different extension, press **hold**. When the selected extension answers the call replace the receiver to transfer the call.

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Emergency Response Plan (ERP)

Extension numbers

School Extension Numbers

Federation Staff

Wayne Murphy WLC Executive Head	38566
Rachel Faulkner Deputy WLC Head	38646
Pam Cotter PA to Wayne Murphy	38573
Rob Monteith Business Manager	38619
Ian Roberts	38648

Main Number

	38560
Jamie Brotherton - Head of Ty Gwyn	38568
Tammy Lloyd - Deputy Head	38569
Matt Thomas - Assistant Head	38618
Tessa Combstock - Assistant Head	38567
ASO Kate Donoghue	38562
Admin Vicky Griffiths	38563
Admin Deb Hooper	38561
Admin Julie Yiacoumi	38639
Admin Stacey Owen	38599
Admin Leslieann Kelly	38564
Admin Annex Reception	38638
Admin Annex Reception	38637

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Emergency Response Plan (ERP)

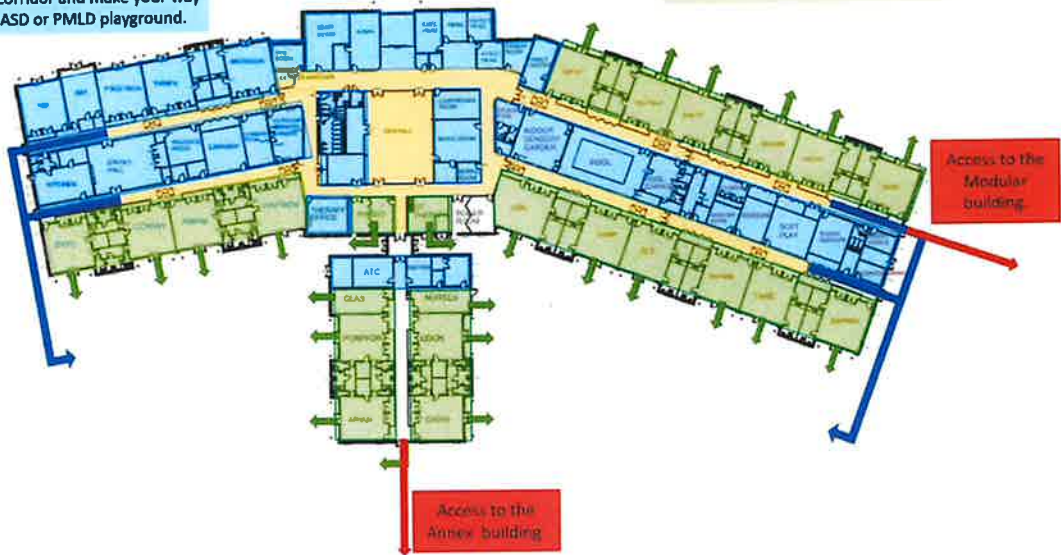
Appendix 2.1 – Fire Drill Procedure

Fire Drill Procedure

In the event of a fire alarm activation, make your way to the main hall and await further instruction.
If the hall is on fire, your route is on fire or you see smoke, evacuate via the fire exit at the end of your corridor and make your way to the nearest ASD or PMLD playground.

Ty Gwyn – Main building

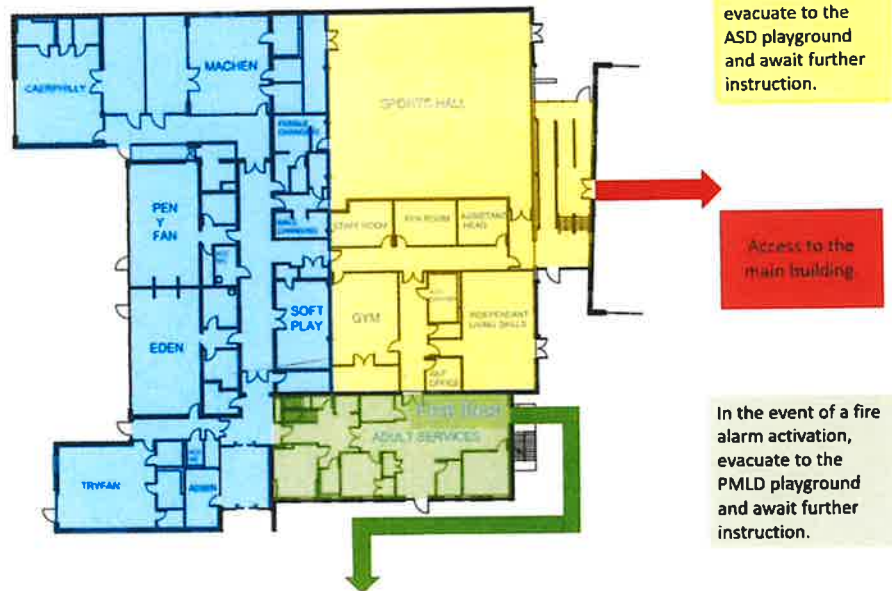
In the event of a fire alarm activation, stay in your room and await further instruction.
If your classroom is on fire or you see smoke, evacuate to your outside area.



In the event of a fire alarm activation, evacuate to the Annex playground and await further instruction.

Ty Gwyn – Annex

In the event of a fire alarm activation, evacuate to the ASD playground and await further instruction.



In the event of a fire alarm activation, evacuate to the PMLD playground and await further instruction.

School:

INSERT EDUCATIONAL ESTABLISHMENT N

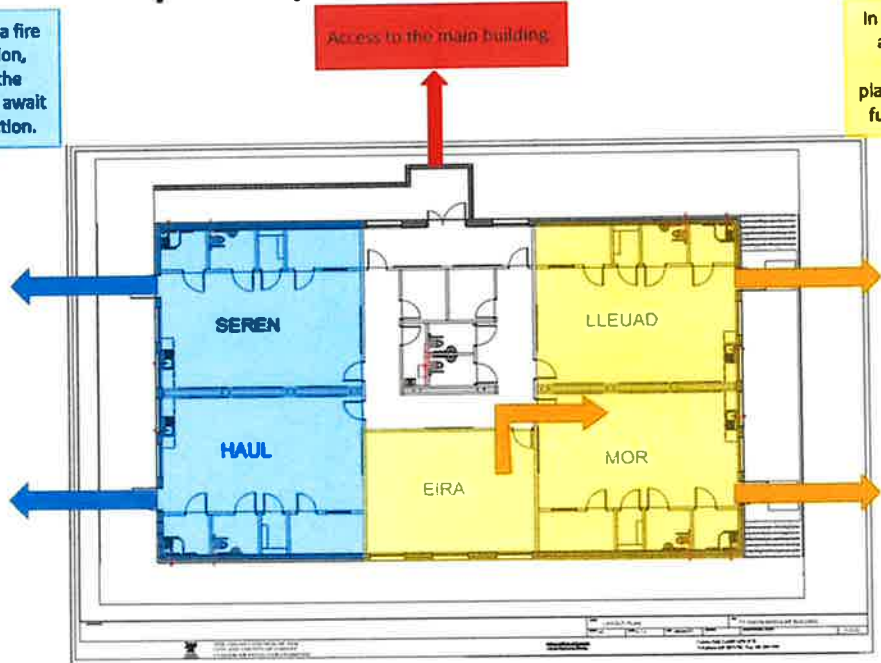


Emergency Response Plan (ERP)

Ty Gwyn – Modular build

In the event of a fire alarm activation, evacuate to the playground and await further instruction.

In the event of a fire alarm activation, evacuate to the playground and await further instruction.



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Emergency Response Plan (ERP)

Appendix 2.2 – PLAN / MAP of Emergency Isolation Points / Important Information

Utilities Isolation Points.

It's important to know the location of the master electrical isolation points, the gas isolation point and the water stopcock, within the schools buildings or specific departments. Ensure the locations of these isolation points are known and listed, in case these services need to be shut-off in an emergency.

Main Electric Isolation Point	Ty Gwyn Main School- Boiler Room Ty Gwyn Annexe- Adult Services
Other Electrical Isolation Point	Ty Gwyn Modular Building- Comms Room
Main Gas Isolation Point	Ty Gwyn Main School- Trelai Primary School Grounds
Other Gas Isolation	Ty Gwyn Annexe- Boiler Room
Water Stopcock Location	Ty Gwyn Main School- Boiler Room
Other Water Isolation	Ty Gwyn Main Annexe- Boiler Room

Report any damaged electrical, gas or water system faults promptly.

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Emergency Response Plan (ERP)

Appendix 2.3 – Lock Down (In-vacuation) Procedure

Ty Gwyn School

Lock Down Policy and Procedures

Rationale:

On very rare occasions it may be necessary to seal off or 'lockdown' the school so that it is not able to be entered from the outside. A lockdown may be implemented when there is a serious security risk due to, for example, near-by chemical spillage, proximity of dangerous dogs, serious weather conditions or attempted access by unauthorised persons intent in causing harm/damage.

Notification of Lockdown:

Staff will be notified lockdown procedures are to immediately take place by the Head of School/Deputy Head or a member of the Senior Leadership team.

Procedures:

1. These signals will activate a process of children being ushered into the school building if on the grounds as quickly as possible and the locking of the school's offices, connecting doors and all outside doors/ shutters where it is possible to remain safe.
2. At the given signal the children remain in the room they are in and the staff will ensure the windows and doors are secured where possible and children are positioned away from possible sightlines from external windows/doors. Lights, Smart boards and computer monitors to be turned off.
3. Children or staff not in class for any reason will proceed to the nearest occupied classroom and remain with that class and class teacher e.g. children using toilets when the alarm is raised
6. A register should be taken and, if practicable, staff should notify the administrating staff that they have entered lockdown and the names of those children not accounted for.

NO ONE SHOULD MOVE ABOUT THE SCHOOL

7. Staff to support children in keeping calm and quiet.
8. Staff to remain in lockdown positions until informed by key staff e.g. Head Teacher or a member of the Senior Management Team, Chair of Governors or Office Staff in person that there is an all clear.

Staff Roles:

1. Administration staff ensures that their office(s) are locked and appropriate emergency service/LEA bronze officer called.
2. Head or office staff member locks the school's front doors and entrances.
3. Estates Manger to close main school gates if safe to do so.

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Emergency Response Plan (ERP)

4. Individual teachers close classroom door(s) and windows.

Communication with parents:

- If necessary and when possible parents will be notified as soon as it is practical to do so via the school's established communication network
- Depending on the type and severity of the incident, parents may be asked NOT to collect their children from school as it may put them and their child at risk.
- Pupils will not be released to parents during a lockdown.
- Parents will be asked not to call school as this may tie up emergency lines.
- If the end of the day is extended due to the lockdown, parents will be notified and will receive information about the time and place pupils can be picked up from office staff or emergency services.
- A letter to parents will be sent home at the earliest opportunity following any serious incident to inform parents of context of lockdown and to encourage parents to reinforce with their children the importance of following procedures in these very rare circumstances.

Lockdown drills:


Lock down practices will take place a minimum of once a year to ensure everyone knows exactly what to do in such a situation. Monitoring of practices will take place and debriefed to staff so improvements can be made.

Review:

This policy and procedures will be reviewed annually

Created by

SignedSigned

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<i>Emergency Response Plan (ERP)</i>		

Appendix 4 – Incident Log Sheet

Incident Log Sheet

Why complete log sheets?

All officers of the Authority who are involved in an incident must complete their own Incident Log Sheet(s). This will assist both the Authority and the officer concerned in case of a public inquiry and/or an internal debrief to show exactly what occurred, when and what actions were taken.

In addition to this, where costs are incurred, the log sheet and associated official orders could be used to reimburse the authority from a third party.

Completing Log Sheets

1. Print off the major incident log sheet (below) and photocopy it several times.
2. Fill in the top of each page as you commence it.
3. Fill in the relevant sections of the sheet as and when required, include all actions taken. When a column is filled, move on to the next sheet.
4. Logging the time actions are taken on the log sheet is very important. If you are in a room with several other people responding to an incident, use the same clock to provide the timings.
5. Under no circumstances should any personal comments be written on any log sheet.
6. If contemporaneous notes are made before filling in the log sheet, these should be kept with the log sheet.
7. Once the incident has been resolved or when administrative support is available, photocopies of the log sheets should be made. One copy to be held by the officer who filled in the log sheet, the other to be maintained as a record for the authority by the service area that responded.

(Please find a copy of the log sheet below for use in an incident)

School:

INSERT EDUCATIONAL ESTABLISHMENT N

Emergency Response Plan (ERP)



Date:			
Page No/Of:			
Responding Officer:			
Incident:			
Time:	To/From:	Detail:	Action:

School:

INSERT EDUCATIONAL ESTABLISHMENT N

Emergency Response Plan (ERP)



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School:

INSERT EDUCATIONAL ESTABLISHMENT N



Emergency Response Plan (ERP)

Appendix 5 – Actions to be taken on receipt of a bomb threat

Actions to be taken on receipt of a bomb threat

- 1 Remain calm and talk to the caller
- 2 Note the caller's number if displayed on your phone
- 3 If the threat has been sent via email or social media see appropriate section below
- 4 If you are able to, record the call
- 5 Write down the exact wording of the threat:

WHEN WHERE
WHAT HOW
WHO WHY
TIME

ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE:

1. Where exactly is the bomb right now?
 2. When is it going to explode?
 3. What does it look like?
 4. What does the bomb contain?
 5. How will it be detonated?
 6. Did you place the bomb?
If not you, who did?
 7. What is your name?
 8. What is your address?
 9. What is your telephone number?
 10. Do you represent a group or are
you acting alone?
 11. Why have you placed the bomb?
- Record time call completed:

School:

INSERT EDUCATIONAL ESTABLISHMENT N



Emergency Response Plan (ERP)

INFORM BUILDING SECURITY/ COORDINATING MANAGER

Name and telephone number of person informed:

DIAL 999 AND INFORM POLICE

Time informed:

This part should be completed once the caller has hung up and police/ building security/ coordinating manager have all been informed

Date and time of call:

Duration of call:

The telephone number that received the call:

ABOUT THE CALLER: Male Female Age? Nationality

THREAT LANGUAGE: Well-spoken Irrational Taped
 Foul Incoherent

CALLER'S VOICE: Calm Crying Clearing throat
 Angry Nasal Slurred
 Excited Stutter Disguised
 Slow Lisp *Accent
 Rapid Deep Familiar
 Laughter Hoarse
 Other (please specify)

What Accent?

If the voice sounded familiar, who did it sound like?

BACKGROUND SOUNDS:

Street noises House noises Animal noises Crockery
 Clear Voice Static PA system
 Booth Factory machinery Office machinery Music
 Other (please specify)

School:

INSERT EDUCATIONAL ESTABLISHMENT N



Emergency Response Plan (ERP)

REMARKS:

ADDITIONAL NOTES:

Signature:

Print Name:

Date:

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT SENT VIA EMAIL OR SOCIAL MEDIA

- 1 DO NOT reply to, forward or delete the message
- 2 If sent via email note the address
- 3 If sent via social media what application has been used and what is the username/ID?
- 4 Dial **999** and follow police guidance
- 5 Preserve all web log files for your organisations to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after)


Signature:

Print Name:

Date:

SAVE AND PRINT - HAND COPY TO POLICE AND SECURITY/ COORDINATING MANAGER

Retention Period: 7 years
MIP 925/10

School:	<i>INSERT EDUCATIONAL ESTABLISHMENT N</i>	 CARDIFF CAERDYDD
<i>Emergency Response Plan (ERP)</i>		

Appendix 6 - Miscellaneous

Miscellaneous...

This section provides you with the opportunity to insert any other information in this section that is applicable to the needs of your establishment.