



Incident, Injury, Trauma and Illness – Policy

SpringDale Neighbourhood Centre strives to keep everyone who visits, attends or works at SpringDale as safe as they possibly can be but incidents, injuries, trauma or illnesses may still occur.

When an incident, injury, trauma or illness occurs a set of procedures must be followed to ensure that the person or child is cared for quickly, fairly, with empathy and their privacy is protected.

A person with an injury will need first aid in the form of physical and mental support. If the injury is minor and easy to handle on site with a cold compress then this should be the treatment. If the injury is more severe, an emergency contact if known will be informed and support be sought.

People are to be looked after and their needs met during this potentially stressful situation. Counseling will be offered to children/people/staff after the incident if needed.

Confidentiality is respected at all times.