



INTRUDER POLICY

STATEMENT OF INTENT

NLS believes that the safety of the children and staff in our club is of paramount importance. We make every effort to keep our club secure from intruders.

AIM

The aim of this policy is to inform staff and parents/carers of the procedures to take in the event of an intruder being identified on the premises. All staff must be aware that it is their priority to maintain the safety of any children in their care as well as their own safety and to protect the club's environment and equipment.

METHODS

An intruder is an individual in the club who has not followed established visitor procedures and may or may not be a safety hazard to the club. This policy provides a means of dealing with either situation.

Any member of staff who observes an individual in the club who appears suspicious or out-of place should approach the individual (if safe to do so), ask their name and purpose in the club or contact the supervisor/manager for assistance.

The person approaching the suspicious individual must determine if the person poses a safety hazard or just needs to be made aware of the procedures in place for visiting the club.

While determining the status of a visitor, every effort must be made to ensure children in our care are safe, feeling secure where possible, continuing to be engaged in their current activities. If need be, children must be given reassurances as to their own and other safety and well being.

A) Procedure: Visitor with legitimate business

1. Identify the person and determine their purpose or need for being at club.
2. Escort the person to the office or Supervisor/ Manager and have them check in as a visitor.
3. Ensure they are aware of the procedures in place for visiting the club/ school in the future.
4. Wait until a member of the management team can come to you, if safety issues do not permit you to leave the post.
5. Review security to determine how the intruder gained entry.

B) Procedure: Intruder who may pose a safety hazard

1. Politely greet intruder, identify yourself and ask purpose of the visit.
2. Ask a colleague to observe your approach to the intruder.
3. Explain that all visitors must report to the office or supervisor and escort the person to the office.
4. Depending on the circumstances and the demeanour of the intruder the supervisor/manager will make every to call the police to report the incident. If the intruder appears agitated, irrational or refuses to leave the building in a peaceful manner, endeavour to calm the person by talking in a low calming reassuring voice whilst trying to gain the attention of a colleague to call the police.
5. If the police are called and the individual leaves or attempts to leave prior to the police arriving, do not attempt to physically detain or restrain the person. Contact the police to inform the responding officers that the individual has left the building, the direction and means of transport.
6. If the individual stays until the police arrive, inform the officers what has happened that led to the individual being with you so they can establish probable cause for arrest for trespassing. Also verbally ask the subject not to return to the nursery whilst still in presence of the police.
7. Review security immediately.
8. Log incident and actions as soon as possible.



C) Procedure: Intruder who is armed or otherwise poses a safety hazard

1. Alert all staff members.
2. Contact the police as soon as possible to report the incident.
 - Give operator all the information regarding location of the intruder, a physical and clothing description and the weapon(s) involved.
 - Advise the operator what you are doing to ensure the safety of the children and other staff members.
 - Remain on the line until the operator advises you to hang up.
 - Monitor the location of the intruder until the police arrive.
3. When confronting an intruder, take a colleague with you. Ask a third staff member who is not involved to contact the manager/supervisor. Determine who will initiate contact with the intruder and who will be the back-up person. Both staff members should break off contact and leave when it is safe to do so. Attempt to direct the intruder away from occupied areas. Use casual conversation and body language to calmly direct the situation. If the intruder shows a weapon, assure him/her that it is not necessary for him/her to consider using the weapon.
 - Back away slowly and leave the area.
 - Both of your hands should be up with your palms facing the intruder.
4. Remain calm; do not attempt to disarm the person.
5. Once the police arrive provide them with the following information:
 - Location of the intruder
 - Description of the intruder
 - Any known weapons
 - Any statements made by the intruder
6. Be prepared to keep media, parents and other community members out of the club. The police will secure the building.
7. All other staff members and official visitors should remain in their designated area/ room with the children unless otherwise directed by the police, reassuring and engaging the children.

In any event there will be a thorough investigation of the incident, and a report will be made by all the staff involved.