



Effective From	AY 2024/25 (Fall term)
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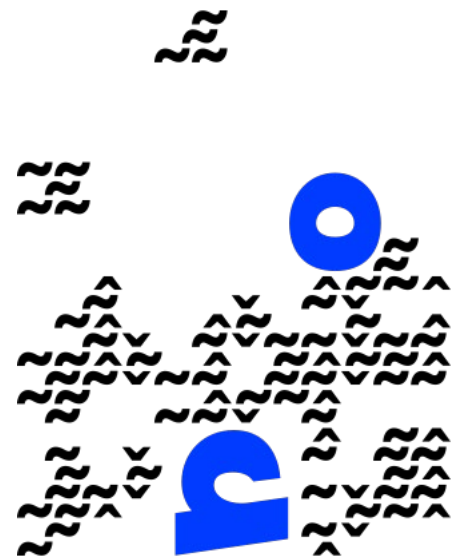
EARLY EDUCATION INSTITUTION **POLICY**

on

INCIDENT MANAGEMENT

Purpose

This policy establishes a framework of explicit and uniform guidelines to effectively manage incidents within Early Education Institutions (EEl). It serves as a reference point for understanding and addressing various incidents that may arise, such as emergencies, health concerns, or behavioral issues. By providing clear expectations, it promotes transparency and accountability among all parties, fostering a culture of proactive incident management and prevention. This policy acts as a crucial tool in promoting the wellbeing and overall welfare of children in EEl, as it establishes a structured approach to handling incidents and reinforces the commitment to their safety and development.



Definitions

Child	A person under the age of 4 years, as per Federal Decree Law No. (51) of 2022 Regulating Nurseries.
Child Protection Coordinator (CPC)	An appointed staff member at the EEI who is professionally trained and equipped with skills to act upon child protection concerns that arise within their EEI. The CPC is the key contact for staff and relevant authorities where a concern is identified within the EEI. They should also be the point of contact for the EEI to respond to emergencies, report to the CPU and other authorities involved, liaise with parents, and provide ongoing support to the child.
Corrective Action	The action(s) or step(s) taken to address an incident that has occurred and to prevent similar incidents from happening in the future.
Duty of Care	The legal obligation of the EEI and its staff to take reasonable steps to ensure the safety and wellbeing of the children in their care. This includes taking appropriate precautions to prevent accidents and injuries, ensuring that the environment is safe and suitable for children, and responding promptly to any incidents that occur. Duty of care at the EEI also includes providing appropriate supervision, support, and care for the children, and ensuring that the children's physical, emotional, and developmental needs are met.
Early Education Institutions (EEIs)	All ADEK-licensed institutions that offer early years service (e.g., nurseries).
Emergency	A sudden or lengthy incident or sequence of events that causes severe impact, such as significant disruption to the EEI's routine, loss of a sense of control, or threat to the safety of children and staff. It may involve significant levels of danger, intervention by law enforcement or emergency services, and experiences that are outside the normal range of expectations for the EEI.
Incident(s)	An event or chain of events which has caused or could have caused fatality, injury, illness and/or damage (loss) to assets, entity reputation or third parties.
Incident Directly Affecting (the) Child(ren)	An incident in which the child's physical or psychological wellbeing is affected directly by the event. Such incidents include physical injury, medical condition(s), and cases of maltreatment.
Management	The staff responsible for overseeing the EEI-based staff and daily operations, such as the EE Director, their deputy, as well as any other member of staff to whom they have delegated specific authorities.
Negligence	Failure of the EEI or its staff to take necessary actions to preserve the child's life, as well as their physical, mental, and moral integrity from risks and to protect their various rights.

Occupational Health and Safety (OHS) Standards	A set of procedures, rules, and regulations, established within a legislative framework, that incorporates specific technical standards to be followed by implementing organizations. Its goal is to mitigate risks, minimize liabilities, and ensure the safety of children and staff in the EEI environment through their implementation.
Parent	The person legally liable for a child or entrusted with their care, defined as the custodian of the child as per Federal Law No. (3) of 2016 on Child Rights (Wadeema).
Reportable Incidents	Incidents that the relevant occupational safety and health standards (OHS) regulator mandates reporting as per applicable legislation.



Policy

All EEIs shall develop and implement an Incident Management Policy, which at a minimum addresses:

1. Types of incidents covered
2. Reporting procedures
3. Investigation and corrective action
4. Notifying parents of incidents
5. Notifying relevant authorities of incidents
6. Training, awareness, and staff preparedness

All incident management practices listed in the EEI's Policy shall be aligned with the following occupational health and safety (OHS) standards:

- *UAE Occupational Health and Safety Management System (OHSMS) National Standard (AE/SCNS/NCEMA 6000:2016) (NCEMA, 2016).*
- *Abu Dhabi Occupational Safety and Health System Framework (OSHAD-SF) (ADPHC, n.d.).*

1. General Principles

1.1 Duty of Care

EEIs shall demonstrate their commitment to upholding their duty of care to children by outlining all procedures and mechanisms to be followed when dealing with incidents in their Incident Management Policy, which shall also include their responsibility of notifying parents about any incidents involving their children and relevant authorities (if need be and in line with the provisions in this policy).

1.2 Types of Incidents

EEIs shall classify incidents correctly in line with the definitions in the OSHAD-SF.

2. Managing Incidents

2.1 Staff Preparedness and Training

EEIs shall ensure that staff are prepared to act in case an incident occurs. At a minimum, EEIs shall:

- a) Train staff on their Incident Management Policy regularly (at least once a year). The training typically includes aspects of the policy related to incident identification and classification, forms/documentation to be filled, actions to be taken under different scenarios, and reporting to parents and other stakeholders about such incidents.

- b) Ensure that all staff on duty – onsite and offsite (e.g., outings or other events outside the EEI) – are trained in providing first aid response for children in line with the [ADEK EEI Staffing Policy](#) and [ADEK EEI Medication Administration Policy](#).
- c) Ensure that staff report any incident immediately to the EE Director or on-duty supervisor for assessment and classification, regardless of the type of incident, and follow any procedures as listed in all relevant ADEK EEI Policies.

2.2 Documenting Incidents

In line with OSHAD-SF requirements, EEIs shall document all incidents truthfully and accurately and keep them on record in a safe and secure onsite place for as long as the child is under their care, as these reports can be considered evidence in any external investigation.

2.3 Investigation and Corrective Action

EEIs shall have in place a procedure, aligned with the requirements of the ADPHC, that ensures a thorough and objective incident investigation, as well as the implementation of necessary corrective action to prevent a similar incident from recurring in the future.

3. Notification of Incidents

3.1 Notifying Parents

EEIs shall notify parents of any incidents that directly affect their children immediately after they take place, unless doing so puts the child at (further) risk, in which case it is recommended to seek advice from the relevant authority before communicating with parents. While doing so, EEI staff and management shall ensure that:

- The messages delivered are clear and concise.
- The messages are delivered sensitively.
- Reassurance is provided that a full investigation is going to be conducted to identify the root cause of the incident.
- The findings of the investigation relating to their own child will be shared with them.

To ensure transparency and open communication, EEIs shall also inform parents of incidents affecting other children enrolled at the EEI of the following minimum categories and types of incidents, along with the corrective action taken:

- a) Incidents involving physical injury or a medical condition for which the root cause was traced to negligence on the part of the EEI or its staff. Examples of this include:
 - A serious injury to children or staff caused by a tripping hazard.
 - Heatstroke in children due to supervisory negligence.
- b) Incidents that require the intervention of relevant authorities (e.g., a robbery or destruction of property requiring police intervention).

- c) Incidents that result in the disruption of EEI services (e.g., burst pipes or urgent maintenance work).
- d) Any other incident, as determined by the relevant OSHAD-SF standards applicable.

3.2 Notifying Relevant Authorities

At a minimum, EEIs shall notify ADEK of “reportable incidents” in line with applicable OSHAD-SF requirements. Some examples of reportable incidents that can take place on-site or during outings include:

- a) Incidents involving significant levels of danger or threat to EEI staff, children, and/or EEI property. These may or may not have required intervention by law enforcement or emergency services.
- b) Incidents involving physical injury or a medical condition the root cause of which is traced to negligence on the part of the EEI or its staff. Examples of this include:
 - A serious injury to children or staff caused by a tripping hazard.
 - Heatstroke affects children due to supervisory negligence.
- c) Incidents that require the intervention of relevant authorities (e.g., an overnight robbery or destruction of property requiring police intervention).
- d) Incidents that result in the disruption of EEI services (e.g., burst pipes or urgent maintenance work).
- e) Suspected cases of maltreatment as per the [ADEK EEI Child Protection and Safeguarding Policy](#).

In line with the applicable laws and regulations, EEIs shall also inform relevant authorities of other incidents that occurred at their premises as soon as they become aware of them (e.g., a small electrical fire on site that was extinguished without the support of emergency services may require the EEI to notify the Abu Dhabi Civil Defense Authority (CDA), the Abu Dhabi Public Health Centre (ADPHC), and ADEK, depending on the provisions of the pertinent laws).

3.3 Violations

Failing to report incidents in line with this policy and the laws and regulations listed above will result in penalties, fines, and/or closure of the EEI depending on the severity of the violation and existing legal provisions. Such violations may include:

- a) Not notifying children’s parents of incidents immediately after occurring or at all, unless advised by the relevant authorities.
- b) Not notifying the relevant authorities of incidents in time or at all, in line with requirements set by the ADPHC in the OSHAD-SF.

- c) Withholding information from the EEI's incident report or notification of incident report, misreporting incidents, or submitting inaccurate or fabricated incident reports.
- d) Noncompliance with internal or external investigation findings and closing of the corrective action within the agreed time frame.

4. Compliance

- 4.1** This policy shall be effective as of the start of the Academic Year 2024/25 (Fall term). EEIs are expected to be fully compliant with this policy by the start of the Academic Year 2025/26 (Fall term).
- 4.2** Failure to comply with this policy shall be subject to legal accountability and the penalties stipulated in accordance with the ADEK's regulations, policies, and requirements, notwithstanding any other penalties imposed by Federal Decree Law No. (31) of 2021 Promulgating the Crimes and Penalties Law and its amendments or any other relevant law. ADEK reserves the right to intervene if the EEI is found to be in violation of its obligations.

References

- Abu Dhabi Public Health Center (ADPHC). (n.d.). Abu Dhabi Occupational Safety and Health System Framework (OSHAD-SF).
- Federal Law No. (3) of 2016 on Child Rights (Wadeema)
- Federal Decree Law No. (31) of 2021 Promulgating the Crimes and Penalties Law and its amendments
- The National Emergency Crisis and Disaster Management Authority (NCEMA). (2016). *UAE Occupational Health and Safety Management System (OHSMS) National Standard (AE/SCNS/NCEMA 6000:2016)*.

Publication

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Department of Education and Knowledge, Abu Dhabi (ADEK)

This policy applies to Early Educational Institutions (EEI) in Abu Dhabi.