

PLAYSPACE POLICIES & PROCEDURES

INCIDENTS IN THE PLAYSPACE



INCIDENT REPORTING

What Qualifies as an 'Incident'?

- Any injury causing broken skin, bruising, lumps, or biting
- Fighting or aggressive behavior leading to a child's removal.
- Any inappropriate or concerning interactions (between PALs, children, staff, or parents).
- Any inappropriate or concerning behavior between children.
- *When in doubt, give us a shout!*

How to Report an Incident:

- Inform on-site shelter staff immediately.
- Email your Horizons Playspace Specialist and Shelter Liaison **within 24 hours.**
 - Complete an Incident Report Form by scanning the QR code below or accessing it on the PAL Resource Page under the Playspace Policies tab:
 - www.horizonschildren.org/pal-resources



**SCAN HERE TO COMPLETE
AN INCIDENT REPORT FORM**



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PREVENTING INCIDENTS

Falls, bumps, and scrapes are a natural part of childhood, but we can take steps to minimize them in the Playspace.

- At the start of each shift, check for choking hazards, trash, and broken toys or equipment.
 - Use the choke tube in your cleaning kit to test small items (see page 3 for instructions).
 - Discard any unsafe items.
- **Report hazards** to shelter and Horizons staff for necessary changes.

RESPONDING TO AN INCIDENT

- **Comfort the injured child** through reassurance (e.g., “You bumped your head. That was scary, but I’m here with you.”).
- **Assess if medical care is needed.** If so, call the front desk for staff support.
 - Note: PALs are not responsible for medical/first aid care.
- **If no immediate care is needed,** continue the shift but inform shelter staff before leaving so they can notify the parents.
 - Ask staff for translation assistance if needed.
- **Support other children** by acknowledging their concerns and preventing crowding so the injured child receives one-on-one attention.

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TESTING FOR CHOKING HAZARDS



HOW TO USE A CHOKE TESTER

If the object fits entirely in the cylinder, it is a
CHOKING HAZARD.



Please dispose of any potential choking hazards immediately.