



Merry Poppets Nursery

Visitors Policy inc. Code of Conduct for Visitors & Contractors

Aim

To safeguard all the children during nursery hours; our aim is to ensure Merry Poppets children can learn and enjoy experiences, in an environment where they are safe from harm.

Objectives

To have in place a clear protocol and procedure for the admittance of external visitors to the Nursery Settings which is understood by all staff, visitors and parents and conforms to child protection guidelines; preventing unsuitable people from working with children and young persons in the education service.

Where and to whom the policy applies

The nursery is deemed to have control and responsibility for its children anywhere within the nursery site, during normal nursery hours. The policy applies to:

- All staff
- All external visitors entering the nursery site during the nursery day and topic related visitors
- All parents
- All children
- Educational personnel (inspector, advisory teachers)
- Building and maintenance

External visitors to Merry Poppets

Staff are required to be familiar with the nursery's child protection policy to prevent unsuitable people from working with children.

This policy applies to all visitors invited to the nursery by a member of staff.

Protocol and procedures

Visitors invited to the Nursery

a) Before a visitor is invited to the nursery the manager should be informed, with a clear explanation as to the relevance and purpose of the visit and intended date and time for the visit. Permission must be granted by the manager before a visitor is asked to the nursery.

b) When inviting visitors to the nursery they should be asked to bring formal identification (photo id) with them at the time of their visit and be informed of the procedure for visitors as set out below:

- All visitors must report to reception first – do not enter the nursery via any other entrance
- At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification



- All visitors will be asked to sign the Visitors Record Book which is kept in reception at all times
 - All visitors will be required to wear an identification badge
 - Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site.
 - Visitors will be informed of our safeguarding policy regarding the use of mobile phones and other electronic devices whilst in the nursery.
- c) On departing the nursery, visitors should leave via reception and:
- Enter their departure time in the Visitors Record Book and return their Visitors Badge.

Unknown/Uninvited Visitors to the Nursery

- a) Any visitor to the nursery who is not wearing an identification badge should be challenged politely to enquire who they are and their business on the nursery site.
- b) They should then be escorted to reception to sign the visitor book and be issued with an identification badge. The procedures for invited visitors then applies.
- c) In the event that the visitor refuses to comply, they should be asked to leave and the manager should be informed promptly.
- d) The manager or deputy will consider the situation and decide if it is necessary to inform the police.
- e) If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the nursery grounds, police will be called for.

Code of Conduct for Visitors and Contractors

To ensure the children in our care are kept safe visitors who are wanting to view the nursery will be asked for:

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- Your name and address
- The name and age of your child
- Your date of birth
- A form of photo ID No persons without prior contact or arrangement with management will be able to enter the setting

At Merry Poppets Nursery Ltd we are committed to ensuring that all children are safeguarded whilst in our care.

You can help us to maintain our responsibilities in the following ways:

- Show identity badge/ID to staff and be patient whilst they check with the manager before letting you onto the premises.
- Sign in on the visitors log book.
- Please wear the visitor badge at all times whilst on the premises that is supplied to you on entry to the building
- Follow the instructions of the staff with regard to which areas of the nursery you are permitted to access.
- Please listen carefully to the brief overview of our vital nursery policies and procedures given by the person in charge; this will include fire procedure, first aid, confidentiality and safeguarding.
- Treat children with respect. Once in the nursery the children needs and interests take priority.
- Respect children's personal space and privacy (the children's bathroom is out of bounds).
- Ask for permission before joining in with children's play. Although some children love to involve an adult in their play it is not always appropriate for any number of reasons. Please ask a member of staff before you play with the children.
- Report to the manager any concerns you may have about staff conduct or children's wellbeing.
- We have a no mobile phone policy including other electronic devices including smart watches.
Refrain from bringing your mobile phone into the nursery where possible.
- Switch your mobile phone other electronic devices off e.g. (smart watch)

Please refrain from:

- Picking up, carrying around, shouting at or disciplining children; please inform staff of any situations you come across that require their attention.
- Making a child sit on your lap or give you a cuddle. They must be given the same respect as adults, as many children are wary of strangers so might be frightened by your attentions.
- Crowding around children as this can feel intimidating to them. Remember



that adults appear like giants to children so sit or kneel down to keep on their level when playing or talking with them.

- Using inappropriate language or displaying aggressive or threatening behaviour towards the staff, children or parents either in person, on the phone or in writing.
- Discussing sensitive issues within earshot of children or other adults.
- Visiting the nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Using your mobile, taking photos or videos of children (unless you are on site as the official photographer as arranged by the manager).
- Leaving tools, bags or other equipment unattended or within reach of children.

Visitors signature:

Management signature:

Date: