

**CODE OF CONDUCT FOR STAFF, VOLUNTEERS AND PARENTS POLICY**

Introduction

At the Life Nursery we value our parents and understand the importance of a good working relationship in order to support the learning and development of every child and to prepare children for learning and development.

Purpose

The purpose of this policy is to provide all parents, carers and visitors to our nursery about the expected conduct, in order that we can flourish, progress and achieve in an atmosphere of mutual understanding.

Roles and Responsibilities

Staff have the responsibility to observe procedures to ensure the health and safety of parents, carers, work colleagues and themselves at all times. Reporting all occurrences of violence, aggressive/threatening behaviour and serious verbal abuse and near misses to the Manager and then the Board of Directors.

The Manager has the responsibility to take appropriate action in the event of violent, aggressive or threatening behaviour happening in the nursery to ensure its reoccurrence is prevented as much as reasonably practical and notify the Board of Directors.

Parents, carers and visitors have the responsibility to conduct themselves appropriately in line with this policy behaving in a reasonable manner at all times.

Principles

All members of the nursery community have the right to expect that their nursery is a safe place in which they can work, develop and learn. There is no place for violence, threatening behaviour, verbal or physical abuse or intimidation or harassment in the nursery.

Expectations

The Life Nursery expects parents, carers and visitors to:-

* Respect the caring ethos of the Life Nursery
* Understand that both nursery staff and parents need to work in partnership for the benefit of their children
* Demonstrate that all members of the nursery community should be treated with respect and therefore set a good example in their own speech and behaviour
* Correct their own child’s behaviour appropriately whilst on the nursery premises, especially where it could lead to conflict, aggressive behaviour or unsafe behaviour

Unreasonable Behaviour

In order to provide a safe nursery environment the nursery will not tolerate parents, carers and visitors exhibiting the following:-

* Disruptive behaviour which interferes or threatens to interfere with the day to day running of the nursery or any other area of the nursery.
* Using loud and/or offensive language, swearing, cursing, using irrelevant or disrespectful language or displaying bad temper.
* Threatening to do harm to a member of the nursery staff, visitors, fellow parent/carer or child, regardless of whether or not the behaviour constitutes a criminal offence.
* The use of physical aggression towards another adult or child. This includes physical punishment or verbal abuse against your own child on nursery premises.
* Damaging or destroying nursery property or the property of another person.
* Abusive or threatening emails or text/voicemail/phone messages or other written communication to staff, visitors, fellow parents/carers or children.
* Offensive or derogatory comments regarding the nursery or any of the children, parents and staff at the nursery on Facebook or other social sites.
* Smoking and consumption of alcohol or drugs or being under the influence of alcohol or other drugs whilst on the nursery premises is not permitted.
* Dogs being brought onto the nursery premises is not permitted, apart from guide dogs.

Communication

Any concerns you may have about the nursery must be made through the appropriate channels by speaking to the Nursery Manager.

Procedures and Actions

Should any of the above behaviour occur, the Life Nursery may take possible action to deal with it. Where possible the nursery will resolve or diffuse violent/aggressive situations through discussion with the individual/s involved.

The Board of Directors may feel it necessary to issue a warning letter to the individual stating that repeats of such behaviour may lead to not being allowed on the nursery premises.

Where conflict cannot be resolved or diffused or there is the possibility of imminent physical harm towards an individual or nursery property, the nursery reserves the right to call the local police station to intervene or in cases of extreme emergency, by dialling 999 or to call the appropriate authorities.

Reviewed by Louise Gray, Nursery Manager and Fran Edwards, Deputy Manager – September 2020

Policy read and agreed by:

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