

CODE OF CONDUCT FOR PARENTS AND CARERS

Liberty Kids 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:

Please do:

- Share information with staff on your child's development, health and wellbeing.
- Let us know if someone else is collecting your child and give them a password.
- Collect your child on time - if you are going to be unavoidably late then please contact the nursery to let them know.
- Ensure you can safely transport your child to and from the nursery using age-appropriate car seat restraints.
- Feedback any suggestions and ideas to the nursery staff.
- Direct any worries, concerns or complaints to the Nursery Manager, arranging a meeting if required.

Please refrain from:

- Shouting at, smacking or physically punishing your child(ren) or any other children whilst in the nursery.
- Using inappropriate language or displaying aggressive or threatening behaviour towards the staff, children or other parents/carers either in person, on the phone or in writing.
- Collecting your child(ren) from nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Discussing sensitive issues within earshot of your child or other children or other adults.
- Taking photos or videos of children other than your own.

CODE OF CONDUCT FOR VISITORS AND CONTRACTORS

Liberty Kids 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:

Please do:

- Show your identity badge to staff and be patient whilst they check with the manager before letting you onto the premises.
- Ensure you sign in and out using our Visitor Log located in the front vestibule area.
- Follow the instructions of the staff with regard to which areas of the nursery you are permitted to access.
- Treat children with respect. Once in the nursery rooms/garden the children needs and interests take priority.
- Respect children's personal space and privacy; particularly in the toilet areas.
- 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.

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 – it's their decision if they want to be touched and many 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.
- 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.