

TRUST POLICY

Nursery Handbook – Code of Conduct for Parents, Carers and Families Policy



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1. Introduction

Successful relationships between parents and educators can have long-lasting and beneficial effects on children's learning and well-being.

birthto5matters.org.uk/wp-content/uploads/2021/03/Parents-as-Partners.pdf

2. Policy Statement

University Hospitals Sussex nurseries recognise that early education and child wellbeing is a partnership between Parents, Carers, and extended families and on occasions other professionals.

Our nurseries actively encourage families to visit and spend time with their children and staff in the nurseries.

We are committed to ensure that all the children are safeguarded whilst in our care and expect families to maintain our responsibilities.

The purpose of this document is to provide a reminder to all Parents, Carers and Families to our nurseries about the expected conduct.

We hope that our settings will continue to flourish, progress and achieve in an environment of mutual understanding and respect.

3. Parent / Carer / Families to:

- Share information with staff about the development, health and well-being of their child.
- Adhere to Arrival and Collection times of the child's session and of the nursery operational hours.
- To complete all legal required documentation regarding the child's Health and Well-being, Birth Certificate/Passport information, details of the child's residency and financial information.
- To sign their child in and out of the premises and inform staff.
- Ensure the child is collected on time and inform the nursery if you are going to be unavoidably late. Ensure the daily contact details are current and if another person is collecting then the nursery is aware, and a password system is in place.
- To contact the Nursery as soon as possible if the child is going to be absent from nursery and provide details surrounding their absence.
- To adhere to all security procedures the nursery has in place for example the front door remains locked.

- To be polite and respectful to all staff members, children and other families.
- Provide feedback to nursery staff, giving suggestions or ideas to help support the child's development and emotional needs.
- Direct any concerns, worries or complaints to the child's Key Person, Nursery Manager or Childcare Services Manager.
- Ensure as reasonable as possible the child is 'well' when attending nursery and be respectful of a decision regarding exclusion of a child due to illness.
- Ensure you can safely transport your child to and from nursery using age-appropriate car seat.
- The 'person' collecting the child is fit and able to do so and not under the influence of medication, alcohol or other substances which will impair their judgement.
- To inform the Key Person, Room Leader, Deputy or Nursery Manager, of any changes to a child's routine, 'home-life' or health which could impact on their development, well-being or emotional needs in nursery.
- To inform the Nursery Manager, Deputy Manager or Childcare Services Manager should a 'Safeguarding' concern be raised either against a family member or friend directly associated with the child.
- To ensure all Nursery Fee Payments are made within the 30 days payment period.

4. Parent / Carer / Families are requested NOT to:

- Shout, smack or use physical punishment to your child or other children whilst on the premises
- Use inappropriate language, demonstrate aggressive or threatening behaviours towards staff, families, visitors or children either in person, on the telephone or in writing
- To collect your child[ren] from nursery consumed with alcohol, medication or other substances that have affected your judgement or response
- To discuss sensitive issues in the presence of your child, other children or staff members
- Take photographs or videos of other children other than their own without prior agreement by the nursery management team
- Use a mobile telephone in areas both indoors and outside which are accessible to the children

- Breach confidentiality of matters within the nursery. Make offensive comments or malicious acts that bring the nurseries into disrepute.
- Refrain from providing information that is detrimental to a child's health and wellbeing.
- Default on nursery fee payments.

5. Breach of the Code of Parent / Carer / Families Policy

- Any breach of the code of conduct will be treated promptly and taken seriously. The Nursery management team will endeavour to determine the appropriate course of action which may include but is not limited to any of the following procedures:
- A first and final meeting or letter being used to inform the relevant person of the outcome of the investigation and that another breach will not be tolerated.
- The prevention of the relevant person from attending the setting, even for arrival and collection.
- The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel that this is the only possible course of action.
- The Nursery Manager or Childcare Service Manager to contact the Local Authority Safeguarding Team should the child be deemed at 'risk'.
- Legal intervention maybe sort if a gross misconduct of behaviour falls within the threshold of Physical or Verbal assault, serious breach of health and safety rules or acts in a manner which is dangerous to others. Theft or violence to others. Any form of discrimination which is unlawful and/or conflicts with UH Sussex NHS FT policies.

**Please note if at any time nursery staff are presented with a difficult or volatile situation and feel that an individual is at immediate risk of harm then the UH Sussex Security Team and /or the Police will be contacted and their assistance requested to attend with the situation.*