



Open Door Policy

At Life Daycare we aim to involve parents as much as possible as we believe as the main carers they are of extreme importance to the child's well being and development. To do this we aim to develop an effective partnership with each family that uses the nursery. Within the nursery we promote positive relationships between parents/carers and practitioners.

'Parents and practitioners should work together in an atmosphere of mutual respect within which children can have security and confidence' as stated in the early years guidance.

Parents/carers are free to visit at any time that the child is in attendance.

Other times need to be arranged with management so that we can ensure all children's needs are met.

Parents can stay and join in with the activities when they drop off or return early to play with their child or simply stay for the whole session.

Security is obviously a very high priority to us so all parents who are staying or visiting must sign in the visitors book.

The open door policy allows parents:

- To see the child has made friends and settled;
- To see how the children learn through play and what the 'early years foundation stage' means to see what we do and why;
- Work closely with staff and build up the relationship.

Whilst parents are in the nursery on visits they are expected to follow these simple rules. Parents must not:

- Intervene on disputes between children;
- Be left alone with the children or used as part of the ratios;
- Have or been given access to information about other children including profiles or individual planning;
- Take photos during their time in nursery;
- Have access to the staff room, office and children's bathrooms (without being accompanied by a staff member).

All parents/carers must be briefed on any health and safety issues i.e. fire exits, wet floor signs and cleaning things. All parents/carers must be reminded about the importance of confidentiality and that anything you hear or see regarding other children must remain confidential and must not be discussed with any parents.

During the session we try to use the skills that all parents have from playing music with the children, developing computer skills or cooking; children love to do anything different and with different people so new ideas are greatly appreciated.

Abusive Parents

Here at Life Daycare we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising. In the unlikely event that a parent starts to act in an aggressive or abusive way at the

Direct the parent away from the children and into a private area such as the office;

- Ensure that a second member of staff be in attendance, where possible, whilst ensuring the safe supervision of the children;
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour;
- Contact the police if the behaviour does not diffuse;
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately;
- An incident form will be completed detailing the time, reason and action taken;
- With incidents like this staff may require support and reassurance following the experience, management will provide this and seek further support where necessary;
- Management will also signpost parents to further support if applicable.