



<b>Name:</b>	<b>Date written:</b>
<b>Parent/Carer Visitors and Volunteers Policy</b>	<b>20/9/23</b>
<b>Written by/Reviewed by:</b>	<b>Review Date:</b>
<b>Louise Lloyd-Evans/Emma Holmes</b>	<b>Sept 23</b>

### **Policy Statement**

This policy is in place to ensure that parent/carer visitor and volunteers, feel happy to come into nursery to play alongside the children, and to do so in a safe, appropriate manner according to our ethos and routines.

### **Aims and Purpose**

This policy illustrates the procedures and expectations in place to ensure parent/carer visitors or volunteers can engage with nursery life, if this is something they would like to do.

During the COVID19 pandemic, we noted parents not coming into nursery for drop off and pick up had a positive impact on the flow of play and general well-being of the children. In consultation with parents and staff it was decided to continue this practice after the restrictions of the pandemic had passed.

We have around 40 + children a day with two drop off times and two pick up times. Having four transition times can be difficult to manage but are in response to families needing flexibility. Before COVID19 these times were chaotic and disruptive, especially for the children whose nursery session had already began or not yet finished. There was pressure on the staff to chat to parents (taking them away from children) and to ensure the door was locked properly at all times, as we are situated on a busy road. There was also the added concern of not knowing exactly who was in the building, which, among other problems is a fire risk.

When the COVID restrictions were in place, we noticed the children were able to be in flow with their play uninterrupted. This encourages a deeper level of learning. It has a positive impact on their well-being too. Seeing parents coming and going throughout the day can be upsetting, especially to the babies.

That said, we feel very strongly about working in partnership with our families, they are the children's primary caregivers and their first educators. We continually see the positive impact of working in a triangle of care on the children's learning and development and the safeguarding implications on really knowing our families. We encourage parents to come in and play alongside the children. However, if the child has

only just settled or is having support for attachments, the visit will need to be arranged further down the line.

We love building our Young Friends Community!

### Applicability

Staff  
Parents

### Definition of Terms

n/a

### Overview

**Booking in a visit**  
**Behaviour management**  
**Personal care**  
**Time frame**  
**Photographic equipment/phones**  
**Communication and Language**  
**Fire Procedures**

### Procedures

#### **Booking in a visit**

If a parent would like to come into nursery to play alongside the children or carry out a specific activity, we ask that they contact Emma or Jes to organize a mutually beneficial time. Because our days are child-led, planned activities may or may not happen. Parents need to be aware that they may just be reading stories (if requested by the children), being a pirate or cleaning out a giant rabbit!

#### **Behaviour management**

During their time with us, parents may come across some challenging behaviours and situations which need support. We have, and uphold, a very effective behaviour management policy, which is clear, respectful, and understood by the children. Because of this, we ask for parent carers to not manage any tricky behaviour or situations, even from their own children. If a staff member has not already noticed, we ask parents to make them aware and take a step back. This will avoid confusion and ensure continuity of care.

#### **Personal care**

We are happy for visiting parents to handle the personal care of their own child, should the need arise. But the toilet area must be clear of other children. Equally, any of the staff team will also be happy to manage the individual child's personal care. This will need communicating at the time as we need to know who is in the changing and toilet areas.

#### **Time frame**

If parents would like to visit nursery during the day, we ask for it to be no longer than an hour.

### **Photographic equipment/phones**

All visitors must put their phones and/or photographic equipment in the designated lock box or in the office. No photographs are to be taken during the visit.

### **Communication and Language**

At Young Friends we encourage creative thinking with open ended questions. Our children are used to having reciprocal, explorative conversations. It would be great if parents could also model this. Language must be kept appropriate and respectful. It must be noted that these parent visiting times are not for monopolising key persons and having lengthy discussions about their child. These can be booked at any time, to be held away from the children.

### **Fire Procedures**

Visiting parents should act on the advice of the staff team, in the incidence of a fire. They must not take it on themselves to act as individuals. This could have very serious consequences.

If any of these procedures are not adhered to it will result in the cessation of any future visits and an investigation into the Parent Code of Conduct Policy.

## **External Links and Organisations**

n/a

## **Relevant Policies and Documents**

Parent Code of Conduct

Key Worker Policy

**Bank Staff, Work Experience, Volunteers and Interns Policy**

**Behaviour Management Policy**

**Communications Policy**

**Fire and Evacuation Policy**

## **Authorisation**

Signature:



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