

Daffodils Outdoor Nursery

Staff Behaviour Policy- Professional Conduct

Aim

We aim to ensure that all members of staff conduct themselves in a professional manner and in line with policies and procedures of the setting. This will ensure that all those involved in the setting, staff, children, parents/carers and other professionals are treated consistently in a kind, friendly and respectful manner.

Method

In order to achieve this aim, we expect the following guidelines to be adhered to;

Staff to staff will:

- Listen to and follow instructions, asking for clarification if unsure.
- Show respect to all other staff, accepting that everyone is different and has a right to their own opinion.
- Ensure that conversations in front of children are centred around the children and of an appropriate nature.
- Communicate concerns with the managers initially, and colleagues to the best of their ability, either written or spoken, sharing information about children and families only when appropriate to do so.
- Ask colleagues for help when unsure of how to deal with a situation or correct details – much better to ask for help than struggle or give out incorrect details.
- Approach others to communicate, standing next to them to speak (walkie talkie system can be used for ease for day to day eunning).
- Inform others if they are leaving a room i.e. into kitchen, personal care, supporting children's personal care, conversations with parents/carers or other professionals, toilet visits etc
- Keep up to date with their own relevant paperwork.
- Only involve themselves in setting paperwork at the request of manager or deputy but have an awareness of newsletters and notes being given out to parents/carers.
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Staff to children will:

- Act as a good role model to children, families and other staff, showing good manners i.e. please/thank you.
- Wherever possible use positive language – give instructions to children referring to the behaviour that is required (use walking feet) and not the undesirable behaviour (don't run).

- Get down to the same level as the child to communicate with and comfort children.
- Ensure that children know that they are the priority and that they are important.
- Use a calm voice at all times and not raise your voice un-necessarily nor use inappropriate gestures such as finger pointing.
- Address children in a way that makes them feel safe and not threatened eg in a quiet, open space when possible with other staff visible and on hand to support if needed- never against walls/cornered etc

Staff to parents/carers will:

- Ensure that conversations relating to their child are held away from other parents/carers and in a sensitive manner.
- Speak to parents/carers in a quiet and respectful voice.
- Offer advice and support if appropriate and staff member has appropriate knowledge/experience of the subject matter.
- Sign post to other staff members or other professionals when required.
- Not be linked on social media sites to maintain the professional boundaries. If parents/carers were known to staff **before they gained employment** at the nursery and were already connected on social media, this will be allowed as long as professional boundaries are maintained at all times.
- Not be contactable by parents through any means other than the nursery contacts (eg there will be no exchange of personal telephone numbers/email addresses etc)
- Staff will not undertake any childcare duties away from the setting for families of children that attend the setting unless they are related by blood or were known to the staff member before registering. In this instance, the matter should be discussed with the nursery manager to ensure professional boundaries are maintained at all times.

Staff to other professionals will:

- Ensure that conversations relating to children are held away from the child and only appropriate information is given according to the boundaries of the data protection and the needs of the child.
- Ensure respect is shown at all times and conversation is of an appropriate nature.
- Communicate knowledge of the child based on observation and assessment to fully assist in any intervention that may be necessary.
- Listen carefully to any guidance given to support the needs of the child. Share relevant guidance with manager and deputy. Guidelines will be shared with other staff as appropriate. Action any recommendations given by professionals, at the earliest opportunity.

Staff to students and visitors will:

- Ensure visitors and students are aware of the relevant policies and procedures including: confidentiality, safeguarding, equality and diversity, mobile phone and camera use
- Show respect at all times
- Communicate clearly with instructions and expectations
- Support to the best of their ability with appropriate tasks
- Communicate knowledge of children as appropriate for the needs of the children to be met.
- Listen carefully to any concerns and refer student/visitor to manager/deputy as appropriate.

This policy was adopted on 22nd February 2018

Signed on behalf of Daffodils Outdoor Nursery Limited _____

Position _____

Review Date: February 2019