

The Enchanted Wood Day Nursery Ltd: Safety and Suitability of Premises, Environment and Equipment

Staff personal safety

Policy statement

We believe that the health and safety of all staff members is of paramount importance and that all staff have the right to work in a safe environment.

Procedures

General

- When staff members are in the building early in the morning, or late in the evening they ensure that all access doors to the building are locked.
- Where possible, at least the first two members of staff to arrive in the building arrive together, and the last two members of staff in the building leave together.
- Visitors are generally only allowed access with prior appointments and only admitted once their identity has been verified.
- Minimal petty cash is kept on the premises.
- When taking cash to the bank, members of staff are aware of personal safety.
- Members of staff make a note in the diary of meetings they are attending, who they are meeting and when they are expected back to the nursery.
- If there was an issue or concern the Management team would contact local police and ask for advice on safe practices.
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Dealing with agitated parents in the setting

- If a parent appears to be angry, mentally agitated or possibly hostile, two members of staff will lead the parent away from the children to a less open area but will not shut the door behind them.
- If the person is standing, staff members would remain standing.

- Members of staff will try to empathise and ensure that the language they use can be easily understood.
- Staff will speak in low, even tones, below the voice level of the parent.
- Members of staff will make it clear that they want to listen and seek solutions.
- If the person makes threats and continues to be angry, members of staff make it clear that they will be unable to discuss the issue until the person stops shouting or being abusive, while avoiding potentially inflammatory expressions such as 'calm down' or 'be reasonable'.
- If threats or abuse continues, members of staff will explain that the police will be called and emphasise the inappropriateness of such behaviour in front of children.
- After the event, details are recorded in the child's personal file together with any decisions made with the parents to rectify the situation and any correspondence regarding the incident.