

Staff Safety Policy

This setting believes that the health and safety of all staff is of paramount importance and that all staff have the right to work in a safe environment. We support safe working both on and off the premises, acknowledging the needs and diversity of children and their family.

Daily checks are completed to ensure the site is safe to open for staff and children. If anything arises that may compromise the safety of staff or children, this will be notified to the owner as a matter of urgency. The owner will liaise with the landlord if there is any danger or safety concerns within the premises. The site will remain closed and investigated until it is safe to reopen.

Daily internal and external risk assessment checks are completed each day.

General

All staff in the building early in the morning, or late in the evening, ensure doors and windows are locked. Ensure the back office door is always locked.

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.

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 will remain standing.
- Members of staff will try to empathise and ensure that the language they use can be easily understood and to use appropriate language at all times.
- 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.

Our general Safety Policy also applies to our staff.

This policy was adopted by Kingfisher Kindergarten Ltd

Date to be reviewed

Annually

Signed on behalf of the provider

La-Ryne van der Westhuizen

Role of signatory

Owner