

# **VISITORS POLICY**

## Statement

Portreath Pre-School welcomes visitors and operates an open-door policy. Limitations may be placed on visitors to protect the safety of children and staff and to avoid unnecessary disruption. The pre-school Play Leader, Jannah Stephens, (or the Deputy Play Leader, Hannah Langley-Walker) has the authority to determine which visits are to be permitted as well as the discretion to set any appropriate conditions on the nature of and extent of such visits. In exercising their discretion, the pre-school Play Leader or Deputy will consider the purpose of the visit, the impact of the visitors’ presence and the relationship of any visitor to the children.

Portreath Pre-School reserves the right to refuse entry to any person, which we may have reasonable doubt of their identity or visiting capacity, until that person’s identity can be confirmed, for example by means of a phone call to a professional body or company.

In instances where parents are separated both custodial and non-custodial parents have rights to visit the nursery unless a court order exists restricting such contact.

During the pre-school’s opening hours (9 am – 3 pm) all visitors must sign the Visitors’ folder on arrival and departure (located in the grey box on the desk area).

All visitors will be introduced to the members of staff who are present at the time of the visit.

A member of staff will accompany visitors in the pre-school; at no time should a visitor be left alone with a child (unless it is their own child).

**Security**

* Staff must check the identity of any visitors they do not recognise before allowing them entry into the pre-school.
* Visitors to the pre-school during (9am – 3 pm) must be recorded in the Visitors’ folder.
* No visitor will be allowed to move freely around the setting unaccompanied unless that person is accessing the outside area whilst the children are inside in the building, e.g. Portreath Improvements building maintenance.
* All external doors are kept locked whilst the children are inside the building. During ‘free flow’ time the middle hall doors will be open to allow the children access to the outside area. A member of staff will always be present in the outside area whilst the middle doors are open.
* The gate which allows entry to the preschool premises will be locked on both the inside and the outside before any children are allowed to enter the outside area. A bell is placed on the gate for visitors to ring should there be nobody present in the playground. A member of staff will come to the gate when they hear the bell rung. At times when the bell is not working or missing, then the visitor can ring the pre-school phone referring to the card with the settings telephone numbers on which is attached to the gate.
* Parents, visitors and students are reminded not to allow entry to any person, whether they know this person or not. Staff within the pre-school should be the only people allowing external visitors and parents entry to the pre-school.
* The pre-school will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members, parents and students.

2. **PROCEDURE FOR WELCOMING VISITORS**

Visitor entry to the pre-school must only be permitted by a member of staff. Visitors may be welcomed to enter at either the gate, the main front door (at the top of the ramp area), or the middle doors. On answering the gate/door staff must:-

1. Open the door and greet the visitor – ask the visitor to supply their name/and business and the reason for the visit/who they wish to see. Unless it is a parent enquiring about the nursery, all other visitors should be asked for proof of identity if they are not known to the pre-school. If the visitor is welcomed at the gate then proof of identity must be seen before the gate is opened. Most visitors are expected at the pre-school as they will have made an appointment previously. If an unexpected visitor arrives please see guidance in point 2.

2. Unless the person is known to the nursery (i.e. usual contractors) or has a confirmed appointment, the visitor should be asked to wait at the door/gate until the staff member has confirmed with the Management Team that the visitor can be allowed to enter the pre-school. The door will be locked again whilst the member of staff seeks either the Play Leader or Deputy. If outside and at the gate the member of staff will ring the doorbell to signify that they need either the Play leader or Deputy to check identity and permit entry.

3. Inform the visitor of our mobile phone policy – if they have a mobile phone with them, they must be willing to place it in the phone box on the window sill or leave it in their car.

4. Visitors must then sign the visitors folder documenting their time of arrival. They will be introduced to the members of staff (and children if necessary).

5. The visitor must sign out at the end of the visit recording their time of departure.

**Management of parents during Play & Stay sessions**

Portreath Pre-school places a strong emphasis on the gradual settling in of children to our setting. Play & Stay sessions are part of this process and provide a fantastic way of enabling the child to become familiar with their key person and the pre-school environment.

Parents arriving with children for Play & Stay sessions will be expected. The parent must sign the Visitor’s folder on arrival. A member of staff may write in the time the parent left/arrived back if the parent leaves quietly to aid the child’s settling.

Parents will be asked to place their mobile phone in the phone box during their time in the pre-school premises.

Parents will not always be accompanied during these sessions BUT staff will observe where the parent is at all times and intervene/accompany them if it is felt necessary, e.g. due to the behaviour/play that is occurring where the parent is sat, the interaction that is occurring between the parent and other children, if they go into the lobby area, or will be sat in view of the bathroom/ nappy changing area.

Staff are reminded to be welcoming and professional with parents during these sessions, introduce themselves and make a point of making contact with the parent(s) to make them feel welcomed into the setting.

This policy was adopted by the pre-school on: 18th March 2019

Last date to reviewed and amended: May 2024