

## Visitors Policy

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### Rationale:

The Learning Ladder recognises our responsibility towards ensuring the health and safety of everyone who comes directly or indirectly into contact with the centre or our activities.

This extends to not only our enrolled children, but also to staff, contractors, volunteers, students, relief teachers, and also to lawful visitors.

We are committed to ensuring that our tamariki are protected, safe and nurtured whilst in our care.

**Criteria:** GMA1, HS12, 17 & 33

### Procedure:

- All visitors must report to reception and sign the Visitor's electronic tablet on arrival and departure.
- Staff must check the identity of any visitors they do not recognise before allowing them into the Centre.
- When signing the visitor's electronic tablet, the visitor will be asked to read a code of conduct which highlights our expectations of them whilst they are within the centre and/or on the grounds.
- Visitors will also be made aware of the centre's fire procedure and exits should the alarm sound.
- Any visitor picking up a child, who is not on the approved list, MUST provide photo ID and the parent MUST have given written consent for that person to collect, with date and name of person picking up.
- All visitors will be required to wear their companies name badge, as per their company's uniform requirements.
- A member of staff will accompany visitors in the centre at all times whilst in the building; at no time will a visitor be left alone with a child.
- Parents and authorised responsible adults are able to drop and collect children without being accompanied.
- External Contractors will never be left alone with a child/ren within the centre.
- All external doors must be kept closed at all times and external gates closed.
- Parents, visitors and students are reminded not to allow entry to any person whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery.
- Visits will be booked, where possible, in advance so the Centre staff know when to expect them.
- Visitors must report all accidents or near miss incidents on The Learning Ladder premises / or when taking part in activities to a member of staff.
- Visitors must look after their own health and safety. Any acts which endanger or have the potential to endanger any person or our tamariki will be reported and reviewed by the Centre Owner and/or Centre Manager to eliminate, minimise or reduce risk within the Centre.
- Visitors must comply with The Learning Ladder procedures.
- The centre will under no circumstances tolerate any form of harassment from third parties including visitors towards others, including children, staff members and parents.

- The Learning Ladder reserves the right to issue a Trespass Notice to verbally or physically violent visitors.

#### **Parents**

- Parents/guardians and caregivers are encouraged to **make an appointment** to see their child/ren **at least 24 hours prior to the intended visit**, if it is intended to be longer than to drop off lunches and/or drop off or pick up their child/ren.
- Where a parent/guardian or caregiver arrives unannounced for a visit, they will be discouraged access their child/ren due to strict centre policies and regulations as a qualified teacher may not be able to be released to accompany them at all times as is required by law. There is also a daily routine at the centre which is disrupted for all our tamariki during unannounced visits.
- Where a parent has a Court Order in place around visitation, drop offs and/or pickups, The Learning Ladder requires a copy of such documentation. The Centre will strictly adhere to the Court Order, and no negotiation will be entered into. Any disputes or verbal/physical violence towards Centre management, staff, teachers and our children will be reported immediately to Oranga Tamariki, the Ministry of Education and Police.
- The Learning Ladder reserves the right to issue a Trespass Notice to verbally or physically violent parents.

#### **Students, Volunteers, Relief Teachers**

- Only authorised personnel will be allowed access to the Centre and will be police checked before they are able to interact with our children.
- The Learning Ladder encourages registered students with opportunities for training and development.
- The Centre ensures field experience provides students with an opportunity to apply theory to practice.
- All field experience is carried out in the best interests of the children in the Centre's care.
- Clear guidelines are set for student performance and evaluation.
- The Centre will always ensure that students, volunteers and visitors comply with Centre practices and policies.

#### **Process for Students, Volunteers, Relief Teachers**

- Prior to the commencement of placement, students or volunteers and relief teachers require a police clearance.
- The Centre Owner/Centre Manager/Team Leader's will ensure students are provided with an appropriate orientation process. The orientation will include:
  - Introduction to members of staff, other students, volunteers and visitors.
  - Ensuring the student, volunteer or visitor is aware of the Centre policies and procedures and where these can be found.
  - Providing the student, volunteer or visitor with a copy of the staff code of conduct (emphasising clothing requirements, i.e. sun protective clothing and hat).
  - Ensuring the student, volunteer or visitor wears their companies or placement name badge is worn at all times.
  - Ensuring the student provided the centre their AT (associate teacher) with their philosophy and reason for placement that includes a recent photo of themselves to post on the door of the room they will be working in.
  - Ensuring that each student has a letter on letterhead from their service provider, outlining their student placement requirements.
  - Explaining the daily sign in/out procedure for staff/students/volunteers.
  - Explaining allocated breaks from children.
  - Outlining procedures for staff (and student, volunteer or visitor) absence and illness

- The Centre Owner/Centre Manager/Registered Team Leader's will provide support to students, volunteers and visitors where needed.
- The Centre Owner/Centre Manager/Team Leader will provide clear guidelines and expectations of the student. In particular, the Centre Manager will discuss the Centre's Record Keeping and Confidentiality (Privacy Act) Policy with the student, volunteer or visitor.
- The Centre Owner/Centre Manager/Team Leader will provide the student, volunteer or visitor with appropriate information and procedures needed to actively participate as a carer in the room.
- Students, volunteers or visitors will never be left alone with children and must be supervised at all times.
- Staff should role model appropriate behaviour at all times.
- When required, supervising staff should provide students with both verbal and written feedback during and at the end of the placement.
- Students, volunteers and visitors in the Centre should ensure:
  - Hygiene practices are followed at all time
  - They are aware of children's special needs
  - They show initiative and an alertness to staff needs and the Centre's routines and procedures
  - They ask questions if unsure of a procedure or concerned with an issue.
  - The safety of children is paramount at all times
  - Appropriate language is used at all times
  - Equality between children is ensured. Favouritism should not be shown towards individual children.
  - No negativity towards children is shown
  - They talk politely and professionally with parents/guardians and suggest that the parent/guardian should talk to the child's team leader if they have any questions or issues.
  - Confidentiality is maintained at all times
  - They are never left alone with children
  - Only permanent staff members/teachers are permitted to answer the telephone.
  - They never administer medication to children
  - Under the instruction of their supervising staff member, students, volunteers or visitors may be required to assist children with feeding.
  - Students, volunteers or visitors are not to perform first aid to children
  - Students, volunteers, and visitors should be aware of the attendance rolls of children and the sign/in out procedures for children.
  - Visiting Students are not to change nappies.
- The Centre Owner/Centre Manager/ Team Leader will be responsible for supervising all deliveries and will escort all delivery staff whilst in the Centre.
- All staff members will deny access to any unauthorised person who is unable to provide identification.
- Staff have the right to ask any person visiting the Centre for ID at any time.
- Staff should verify appointments with the Centre Owner/Centre Manager /Team Leader before allowing unauthorised personnel access to the Centre.
- Salespersons must be escorted by the Centre Owner/Centre Manager/Team Leader at all times whilst in the Centre.
- Authorised (with badges) ECE licensing officials will be granted access to the Centre at any time, but must be escorted through the Centre by the Centre Owner and/or Centre Manager
- Government Officials (fire, police) will be granted access to the Centre at any time but must be escorted through the Centre by the Centre Director and/or Centre Manager

- Centre Director/Centre Manager/ /Team Leader will determine the reason for people volunteering in the Centre and ensure volunteers are covered under police checking policies.
- The Centre Owner and/or Centre Manager will determine the length of commitment for people volunteering their skills, knowledge and experience. They will ensure that all volunteers are aware of their roles and responsibilities.

### **Definitions and Responsibilities:**

The Centre Owner and Centre Manager, along with permanent staff members are responsible for ensuring the safety of our children/tamariki whilst in our care.

The Learning Ladder employees will take responsibility for centre children and or visitors in their care and will ensure that the requirements of this policy are adhered to at all times.

Activities must always be planned, in relation to health and safety, and risk assessments completed, and appropriate control measures put in place (see Risk Assessment Policy).

The Centre Owner has ultimate responsibility for ensuring that any visitors to The Learning Ladder, who are not police checked and are in the vicinity of our children, are accompanied at all times by either the Centre Owner/Centre Manager/Team Leader both within our centre premises or when involved in external activities.

Any special arrangement required by centre children/lawful visitors must be approved by the Centre Director **at least 24 hours before arrival** and suitable adjustments made, where possible to comply with the various Acts relative to the Early Childhood Education and Ministry of Education (ECE/MOE), Vulnerable Children Act and the Health and Safety at Work Act.

For the purposes of this policy, the following definitions apply:

**Parent/Guardian/Carer/Families** - this may include parents/carers dropping off/collecting child/ren, along with parent/carers involved in The Learning Ladder activities such as offsite excursions.

**Visitor** - this may include parents/carers spending time in the Centre as approved by the Centre Director or Centre Manager, parent/carers involved in The Learning Ladder activities and/or personnel visiting our Centre for business reasons.

**Contractor** – any person completing works on the building, testing of alarms and systems, building WOF, administration advice, who are paid by the Centre to complete work. Contractors must identify themselves as registered by providing identification on arrival. In general, and where possible, works on the building will be completed outside of centre operating hours.

**Student** – a person who is studying at a university or other place of higher education to gain qualifications in their chosen field. The Learning Ladder encourages students to gain practical knowledge of early childcare education. All students will be police checked before they can join the Centre.

**Relief Teacher** – a person not regularly employed by The Learning Ladder. They may be employed by the Centre on a casual basis, or through a registered employment agency/provider. Relief Teachers will be police checked before they can work in the Centre.