



VISITORS POLICY

Bright Start Day Nursery 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 Nursery Officer, (or the Deputy Officers) 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 Nursery Officer will consider the purpose of the visit, the impact of the visitors' presence and the relationship of any visitor to the children.

Bright Start Day Nursery 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.

All visitors must sign the Visitors' Book on arrival and departure and be accompanied by a member of staff at all times while in the building. Strictly the only exceptions are Bright Start Day Nursery staff, authorised parents/guardians who are dropping off or collecting their children and students on placement in Bright Start Day Nursery. The Nursery Officer will display a note of the expected visitors to the nursery each day. No visitor will be allowed to move freely around the setting unaccompanied unless that person is on the premises in a direct professional matter i.e. Care Inspectorate Inspector. At no point will visitors be allowed to lift or carry any child within the nursery, with the exception of their own child.

All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander. 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.

Regular visits by family and friends of staff will not be tolerated. It is acknowledged that there may be occasions where this is necessary. In this circumstance, where family or friends are dropping something off just to the front entrance they will not need to sign in. Under the extenuating circumstances that they needed to enter the nursery they would need to sign the visitor's book as normal policy procedures. There are very few instances where this would be permitted. Under no circumstances should a family member or friend pick up or interact physically with a child.

At present Bright Start Day Nursery does not keep any animals. It is acknowledged that interactions with animals is enriching for the children. However, if animals are planned to be brought to the Day Nursery, prior to their visit, they must be risk assessed to include checking training, nature, medical and experience with young children.

Update by R.M Rendell on
18.10.2023



PROCEDURE FOR WELCOMING VISITORS

All staff, parents/carers, children and visitors must only enter the nursery by way of the main entrance.

The entrance door must never be opened by another Parent/Carer, student or Visitor.

On answering the 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.
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 until the staff member has confirmed with the Management Team that the visitor can be allowed to enter the reception area.
3. Inform the visitor of our mobile phone policy – if they have a mobile phone with them they cannot bring it into the nursery and must therefore leave it in their car or in the reception area.
4. Visitors must then sign in at the reception area documenting their time of arrival.
5. Inform the Nursery Officer/Deputy Officer if not already done so and they will then deal with the visit.
6. The visitor must sign out at the end of the visit recording their time of departure.