

Respect Policy

Policy Statement

We operate a Zero Tolerance Policy, whereby aggressive or violent behaviour, whether it be verbal or physical, towards our staff, other parents/carers, children or visitors to our pre-school will not be tolerated under any circumstances. This applies to personal (face-to-face), telephone, social media or email content

Everybody working or visiting Noah's Ark Day Nursery should be treated with respect and feel safe at all times.

We feel sure you will understand that proper behaviour is absolutely necessary in our setting and that non observance will not be accepted

Definitions of unacceptable behaviour include:

- Non Physical Abuse – The use of inappropriate words or behaviour causing distress and/or constituting harassment.
- Physical Abuse – The intentional application of force against the person of another without lawful justification resulting in physical injury or personal discomfort.

Procedures

- We will investigate all claims of aggressive or violent behaviour
- Should an incident take place at the pre-school, the aggressor will be asked to leave. If the aggressor refuses, the police will be called
- Any child in view or hearing distance of an incident will be safely removed by a member of staff
- Any adult at risk will be provided with an alternative safe area to move to
- No member of staff, parent or visitor should put themselves at risk at any time and should take themselves away from the situation
- Nobody should be on their own during such a situation and at least two members of staff should attend a situation if a risk of abuse is possible
- If after an investigation a member of staff is found guilty of aggressive or violent behaviour s/he will be disciplined in accordance with the staff disciplinary procedures
- If after an investigation, a non-employee is found guilty of aggressive or violent behaviour, we will put the appropriate enforcement in action. This could be a ban from the setting or court action.
- In the event of an employee becoming a victim of abuse or violence at work the company will ensure that appropriate support is given
- The procedures in this policy relate to adults within our setting.

This policy was adopted by

Noah's Ark Day Nursery

On

11/06/2017

Date to be reviewed

11/06/2018

Signed on behalf of the provider

Name of signatory

Angela Martin

Role of signatory (e.g. chair, director or owner)

Director/Manager