

InceyWinceys Day Nursery

Effective Communication

At Incey Winceys Day Nursery and Preschool we are aware that effective communication is key in everything we do.

Phone Calls During the Day

Parents are given the nursery contact details as follows:

0208 518 8001

The options that follow are; 1 for the office, 2 for the baby room, 3 for the Ants room and 4 for the preschool.

If the preschool phone is unavailable please try on **0208 530 5858**.

Parents are welcome to phone the rooms directly with questions that can be dealt with by the key persons or room leader. This is particularly encouraged during the settling in period, to put the parent's mind at ease. However, it is explained to parents that excessive calling throughout the day to check how the child is, takes away time the key person would be spending with the key child and the other children. Therefore, they are discouraged from calling repeatedly unless it is an emergency.

The staff in the room will call the parent if they have an emergency, and if they cannot reach them on the contact numbers provided the emergency contacts will be called.

For parents calling the Office, they are aware that it is open from 9am-4:30pm Monday to Friday, and in the case of phoning to let staff know they are running late, the parent must telephone the room directly.

If the parent cannot get an answer on a certain number e.g. office, they are encouraged to call the room directly on one-off occasions.

Mobile Phones

There is a no mobile phone policy anywhere within the main nursery or preschool, and particularly when around the children. This is due to safeguarding the children in our care, but also to enable effective communication between the key person and the parent at the beginning and end of the day. The information shared at these points is often of importance and if the parent is on the phone, the communication is affected and often

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messages are not passed on and it is not constructive in building strong relationships.

We ask the parents to make sure that they are not on the phone at all in the building, but particularly when dropping off or collecting their child for this reason.

Dummies

To support the child's development, in particular their communication, we operate a no dummy during play policy. We are flexible with this during the settling in period, but throughout the nursery we only allow dummies to be used as a comfort during sleep times or times of ill health or discomfort.

In the preschool we do not allow dummies at all.

Blue Books

Throughout the nursery we provide a written account of each child's day in a blue book. It includes what the child has eaten, what times they slept (if at all) and their nappies or toileting updates. There is sometimes a short account of their day, however this is only if the key person has extra time to write this, as our main developmental notes are shown in your child's tapestry. (See Observation, Assessment and Planning Policy for more details). The blue book is then sent home for the parent to read and if they wish, write a reply or important messages. Every parent gets a verbal feedback at the end of the day, and any parent wishing to stay and talk in detail should arrive with adequate time before nursery closes at 6pm to allow staff to finish their shifts on time and complete their duties.

Development is discussed in detail three times a year, once a term, at Parents Evenings and each parent is booked an appointment time with the key person.

If the parent wishes to speak about their child or their development at any other time, we ask for a meeting to be arranged.

Staff Absences

As stated in the **Key Person Policy** each child has a secondary key person as well as a key person, to ensure there is another carer who knows the child well to care for them.

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Parents should be made aware of who their child's secondary key person is so that in the times of the key person's absence, the parent knows who to go to. Wherever possible this information is displayed.

Staff should give the parents as much notice of their holidays, annual leave as possible and should keep the nursery or preschool abreast when returning from sickness related absence, to allow the room leader and other staff in the room to create a contingency plan for the child's care. This includes maternity leave and paternity leave.

Staff Hand Overs

The transition between the staff on different shift patterns leaving is staggered, usually from 4:30pm-6:00pm and messages are passed on, either verbally or written in a staff hand over book.

This ensures messages get relayed as necessary between the early shift and the late shift.

Messages given to the secondary key person and another member of staff should be written and left for the key person it relates to.

Accident/Incident forms left by the key person for the parent must be signed on the day of the accident/incident.

Staff Conduct

Staff understand that only the English language is to be used within the nursery and that even if they speak the same language as a child with English as an additional language and they understand a child they should use English to converse. The mother tongue is to be encouraged to be used at home to allow for the natural learning of this language and avoid grammatical errors etc of an EAL speaking English. This applies to speaking to families and visitors and unless in an emergency or where no English is understood whatsoever, English is to be the main spoken and written language of the nursery. The staff speak English to allow for the communication to be understood by all, and visitors are encouraged to do the same if possible.

Staff should have a good understanding of spoken and written English and if necessary, should access English classes to help with this, however the nursery embraces everyone and understands different cultures, ethnicities, languages

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and religions bring a diverse experience and breadth of learning opportunities for all and therefore would not discriminate.