



Bowes Pre-School & Holiday Club

1.8 Visitor Policy

Bowes Pre-school and Holiday Club welcomes visitors and we operate an open door policy.

Limitations may be placed on visitors to protect the safety of the children and staff, and to avoid unnecessary disruption. The setting Manager or Deputy Manager 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 Manager or Deputy Manager will consider the purpose of the visit, the impact of the visitor's presence and the relationship of any visitors to the children.

Bowes Pre-school and Holiday Club 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.

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

All visitors must sign the Visitors book on arrival and departure. If a visitor is in the setting for more than an hour, the Manager or Deputy must point out fire procedures.

A member of staff must accompany visitors in the setting at all times; at no time should a visitor be left alone with a child unless under specific circumstances, previously arranged with the Manager.

Security

- Staff must check the identity of any visitors they do not recognise before allowing them into the setting.
- The Pre-school Manager or Deputy will write in the diary, any expected visitors to the Pre-school 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 manner ie. Area SENCO, Educational Psychologist, etc
- All external doors must be kept chained at all times and the external gate will be locked. All internal doors and gates must be kept closed to ensure that 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 setting 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 and parents.

Procedure for welcoming visitors

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

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 Pre-school, all other visitors should be asked for proof of identity.
2. Unless the person is known to the setting (ie. Parents, usual contractors) or has a confirmed appointment, the visitor should be asked to wait at the door until the staff member has confirmed 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, it should be placed in the phone box in the main office.
4. Visitors must then sign in at the reception area, documenting their time of arrival, whom they are here to see and if they will have contact with the children
5. Ask the visitor to wait in the reception area, until Manager or Deputy is ready to see them – do not let them wander around the setting unaccompanied
6. Inform the Manager or Deputy, if not already done so and they will then deal with the visit
7. The visitor must sign out at the end of the visit, recording their departure time

This policy is fully supported by the Manager, Staff, Committee and parents/carers of Bowes Pre-School.

Signed:- (Chairperson)

Print Name: Date:

Signed:- (Manager)

Print Name: Date:

Review date: