



St Helens College



University Centre
St Helens

Nursery Childcare Policy - Communication

Relating to: Nursery

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METROMAYOR
LIVERPOOL CITY REGION



Policy Statement

St Helens College Nursery strives to develop active and effective methods of communication between Early Years Practitioners, parents, children, students, and other professionals.

Forms of Communication

- Verbal
- Non - verbal – body language, facial expressions, gestures, eye contact.
- Written – recording
- Listening
- Class dojo/face book group
- Emails

Communicating with Children

Staff consider all forms of communication when interacting and engaging with children based on a child's age and stage of development. These include smiling, words of encouragement and praise, listening, appropriate physical contact such as touching, holding, and cuddling.

Staff should physically get down to a child's level when talking to them and encourage eye contact where appropriate.

Staff should always take children's feelings into consideration and allow opportunities for them to be able to talk about and express how they feel. This allows children to understand that it is acceptable to feel or look sad, unhappy, or angry as well cheerful and lively.

Communication and language development is encouraged by staff asking open ended questions and allowing time for children to respond.

Staff should be approachable, able to listen and welcome child-initiated conversation.

Staff should not be reliant on verbal forms of communication only. This is particularly relevant to babies, children with additional needs and those with English as an additional language.

Communication with Parents/Carers

Staff recognise that parents are a child's main educator and that sharing information regarding their child is highly important. Parents are encouraged to share any specific information to their child when arriving and leaving nursery, and to discuss key events regarding any incidents/accidents that may have occurred during the day.

Parents are made aware and given written confirmation of who their child's key person will be during the child's settling period. It will be explained that parents may not always liaise with the child's key worker but will always receive feedback from a member of the team, staff all work closely together so are always able to pass on information regarding children within their room. Staff should always be aware of how they pass on information to parents and should always try and end the conversation on a positive note. Staff should consider where they are going to pass on information to parents, with any sensitive issues being passed on in an area that is private or away from the child and other parents.

Adult Communication

Staff should maintain effective and professional levels of communication amongst each other. Personal events or moods should not influence the professional management of the day.

Staff should communicate with everyone politely and courteously always taking into consideration that they are role models for children.

It is acceptable for some adult conversation to take place within the play areas, but lengthy or inappropriate conversations must not take place over the heads of children.

Staff must not discuss individual children in front of other children or where they are able to hear what is being said.

Staff should ensure they regularly pass on any relevant information promptly and in an appropriate manner.

When liaising with other professionals outside of the setting staff should always maintain professionalism and be aware that information being discussed may be of a sensitive nature.

Staff meetings take place as and when possible or necessary. All staff work closely together, and the Nursery has an 'open door' policy for both parents and staff. This enables information to be passed on successfully on a day-to-day basis.

Forms of Communication with Parents

Verbal

Daily discussions on children's arrival and departure from and to Nursery.

Daily Diaries

These contain information regarding the child's activities throughout the day including what the child has eaten, how they have slept, nappy changes, activities they have taken part in and any other relevant information. Staff take the time to talk through the information documented on the daily diary where possible.

Class Dojo

This is a secure application for android phones. Parents are encouraged to sign up with a unique and secure pass code enabling them to receive information and photographs of their child's day in Nursery. Parents can also use this tool as a form of communication to pass on any specific information that they would like Nursery to know about.

Parents Open Week

During December, the Nursery holds an open week inviting parents to come in and chat with their child's key worker on a one-to-one basis regarding their child's development, and any other issues.

Summary Sheets

These are detailed accounts of children's development surrounding all areas of learning. They are completed by the child's key person and shared with the child's parent on a termly basis.

Notice Board

This is in the reception area. Relevant information is displayed and changed accordingly for parents.

Further ways in which we will Communicate with Parents

- Telephone conversations
- Letters
- Emails
- Notices displayed in and around Nursery
- Induction Process

Scope of the Policy

This policy applies to all staff, parents, and children of the Childcare Facility.

Associated Policies

- Safeguarding & Child protection
- Equality & Inclusion
- Health & Safety
- Parental Participation
- Managing Children's Behaviour
- Special Educational Needs
- Medications & Ill Health
- Record Keeping & Confidentially
- Transition
- Data Protection & Sharing of Information
- Induction of Staff and Students
- Visits & Outings
- Key Person & Settling In
- Working in Partnership with Other Agencies
- Foods & Snacks
- Admissions & Registration
- Code of Conduct for Parents, Guardians, Visitors & Contractors
- Maintaining Children's Safety & Security on the Premises
- Intimate Care
- Emergency Lockdown
- Dummies
- Nappy Changing
- Whistleblowing
- Supervision
- Staff Behaviour
- Education & Curriculum
- Biting

Access to the Policy

This policy will be issued to all Childcare Practitioners and made available to the users of the Childcare Facility. A copy of all policies & procedures will be kept in the Managers office and in the reception area for parents/carers to access.

Post-Holder to Contact

Director of Student Services.