



Visitors Policy

Little Steps Day care happily welcomes visitors and operates an open-door policy. However, limitations may be placed on visitors to prioritize the safeguarding, security and safety of the children and staff, and to void any unnecessary disruption. Where possible, we advise visitors to book an appointment in advance to ensure a member of management (Jo McClelland, Manger or Maria Peccarino, Deputy Manager) is available.

Little Steps Day Care reserves the right to refuse entry to any person, whom we may have reasonable doubt of their identity or visiting capacity, until we can suitably confirm their details. In instances where parents are separated, both custodial and non-custodial parents have the right to visit the nursery, unless a court order exists restricting such contact or accessibility.

Procedure for welcoming visitors:

- A staff member will greet the visitors at the door and ask them to supply their name/business, purpose of the visit/who they wish to see, and may ask for identity if appropriate.
- Staff MUST check the identity of any visitors they do not recognise and ask them to wait at the door and MUST NOT let them enter the premises. They will inform a member of the Management Team or senior member of staff of their arrival, who will confirm whether the visitor may enter the nursery.
- Passwords for collection and authorised persons to collect children must be checked. This password can be found within the children's folder.
- Parents, students, or visitors are reminded not to allow entry to any person, whether they know them or not.
- Once identified, the visitor will be asked to sign in the visitors book with the following: date and time of arrival, full name/business name, purpose/person of visit. They will then be issued with a visitors badge.
- Visitors will be informed that no mobile phone/cameras may be used whilst they are on the premises and that they MUST turn it off/silence it for the duration of their visit.
- If the visit is to last longer than 1 hour, visitors will be advised of all fire exits (informed if there will be a planned fire drill for that day) and given basic Health & Safety and no smoking procedures.



- Visitors will always be accompanied by Management and/or remain in sight of the staff and will not be left alone with the children at any time.
- The visitor must sign out at the end of their visit in the visitors book with time of departure.

If an unexpected visitor has no suitable reason or explanation to be on the premises they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave a member of the Management team or, in their absence, a suitable senior member of staff will call the police immediately.

Little Steps Day Care will, under no circumstances, tolerate any form of harassment from third parties, including visitors, towards others, including children, staff, and parents.