# Code of Conduct – Staff and Parents

## Staff

**Policy Statement**

Monique’s Montessori Day Nursery believes that it is essential for standards of conduct at work to be maintained to ensure delivery of quality services and also to protect the well-being of all its staff and children. The following code of conduct will make sure that all staff are aware of the standards set by Monique’s.

The purpose of this policy is to establish, and encourage, all staff to achieve high standards of conduct at work and to help provide a fair and consistent way of dealing with alleged failures to observe them.

**Procedure**

* All staff are expected to give the highest possible standard of service to the public. Staff should conduct themselves with integrity, impartiality and honesty. Breaches of conduct, confidentiality and personal behaviour will be subject to disciplinary procedures.
* All staff have an absolute duty to promote and safeguard the welfare of children and to take appropriate action where they consider that a child may be at risk of suffering significant harm.
* The policy applies to all staff, students, volunteers and temporary/casual workers.
* All staff are entitled to fair treatment by others and to be treated with respect and dignity. In return, they are expected to treat others in this way.
* Staff must not use any information obtained during their employment for personal gain or benefit, nor should they pass it on to others who might use it for personal advantage. This is a breach of GDPR (see policy number 21)

**Disclosure of personal information relating to staff/children/public**

Many staff have access to personal information, for example, medicine forms. In order to comply with the Data Protection Act 1998 and GDPR, all staff must treat this information in a discreet and confidential manner, and adhere to the following guidelines:

* Written records and correspondence should be kept securely at all times.
* Information relating to staff/children/public must not be disclosed either orally or in writing to unauthorised persons.
* Information relating to staff/children/public must not be given over the telephone unless the caller has given details of their right to ask for such information. Staff should check on the caller’s right to information by obtaining their telephone number and calling back to check their identity or by asking for a written request for information.
* Confidential matters relating to staff/children/public should not be discussed in areas where they may be overheard by passers-by, for example the garden which backs on to neighbours gardens.
* Any breach of confidentiality may be regarded as misconduct and be subject to disciplinary action.
* Staff are not permitted to make statements or write letters to the media.
* Where staff become aware of any undesirable behaviours from another member of staff towards either parents, staff or children, the appropriate procedures should be followed (Allegations Against Staff or Whistleblowing)
* Monique’s believes in treating all staff with respect and trust in a mature, respectful and considerate manner and expects the same approach from staff. Monique’s expects employees to respect property, other staff and their property at all times. Staff should also demonstrate the characteristics they are trying to inspire in the children. Failure to observe the standards of behaviour expected breaks the bond of trust that is fundamental to the staff-staff relationships at Monique’s and may lead to disciplinary action.
* Where staff may need to take time off for any reason other than sick leave or training, this is agreed with the manager with sufficient notice. Failure to notify absence is unauthorised absence.
* All senior management must set a timekeeping standard that is known to all staff. This standard should be applied consistently with staff arriving and departing from their place of work at the agreed times. Staff must inform senior management of their whereabouts and expected time of return when they are out of the office e.g. over at the main office etc.
* Staff must not cause loss or damage through carelessness, negligence, a reckless act or breach of instructions. It is only a disciplinary offence if the individual is considered to be personally responsible.
* It is the responsibility of all staff to carry out reasonable instructions. In those circumstances where a member of staff refuses to obey a reasonable instruction, it will be necessary to investigate the situation and, depending on the outcome of an investigation, disciplinary action may be taken.

Staff should be aware of the following expected standards of behaviour when attending work related events in and outside of work time where attendance could be seen as representing Monique’s. The Staff Code of Conduct, staffing and employment policies will still apply e.g. regarding drug/alcohol abuse, harassment and discrimination:

* Consideration and respect for others.
* Those in a position of management/senior management should not behave in any way that could undermine their position.
* Monique’s should always be seen in a favourable way by the public.
* Smoking is not permitted in any part of the building or grounds at any time.
* Staff have a duty to familiarise themselves with all the safety regulations that apply to their job and the area in which they work. Refer to Health and Safety Policy.
* Any member of staff who commits a fraudulent act is liable to disciplinary action, which may include dismissal and possible criminal prosecution, even for a first offence. Staff involved in the investigation of alleged fraud may be required to sign an additional code of conduct relating to their specific duties.
* Staff must report to the nursery manager details of any arrest or criminal conviction or caution made against them by the Police (except for minor traffic offences, i.e. where they do not result in imprisonment or suspension of his or her driving licence), where the offence is also a breach of discipline and/or may have a direct impact on the employee’s job, or where it calls into question their suitability to work with children.
* Where a member of staff has witnessed misconduct i.e. a fraudulent activity; he or she will have a duty to report such an incident.
* It is the Monique’s policy that all current and prospective members of staff will have equal opportunity for employment, promotion and training on the basis of relevant ability, qualifications and merit. Staff must ensure that they do not unfairly discriminate on the grounds of gender, race colour, marital status, national or ethnic origin, nationality, sexual orientation, disability, age or religion. All job applicants and workers are treated equally and Monique’s will make reasonable adjustments where appropriate for disabled applicants and workers.
* Monique’s seeks to provide an environment for all members of staff, contractors, temporary workers and volunteers free from harassment, bullying, intimidation and victimisation. Disciplinary action will be taken against any employee who is found to have committed a deliberate or unlawful act of discrimination, sexual or racial harassment or bullying.
* Shoes are not to be worn within the nursery and suitable footwear must be worn at all times. Staff should ensure they are dressed decently, safely, and appropriately for the tasks they undertake. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegation. Staff are not permitted to wear hooped earrings or large costume jewellery whilst at work at Monique’s.
* No member of staff is permitted to discuss or post any information relating to any part of their work at Monique’s Nursery, including but not exclusive to, comments on other staff, children, the working day and practices. This includes but is not exclusive to Facebook and Twitter and is in line with our Safeguarding and GDPR policies. Staff should not add the families of children who attend Monique’s to their social media profiles.

**Alcohol and drugs**

Staff must ensure that they are not unfit for duty as a result of the effects of alcohol or drugs. Staff should be aware of the lasting effects of alcohol and drugs, both prescription and illegal, and ensure that any consumption of these substances does not impair their ability to discharge their duties.

Managers must investigate and not make assumptions as similar symptoms may occur in some illnesses. When in doubt managers are advised to contact a senior manager.

Managers will encourage employees to seek help as soon as a problem is identified. Consideration will need to be made about the most appropriate action. To help bring any issues into the open a confidential meeting should be arranged with the individual (he/she may be accompanied by either a work colleague or union representative).

The meeting will be handled sensitively and focus on the wish to improve the employee’s performance. The purpose should be to encourage the member of staff to admit there is a problem and explore the cause or reason for the problem.

It is important to establish whether any aspect of the job or stress has made the member of staff turn to drugs or alcohol. It should be emphasised that the member of staff should be encouraged to seek help from a GP or a specialist agency. Members of staff with a drink or drugs problem should have the same rights to confidentiality and support as they would if they had any other medical condition.

The consequences of continual poor performance need to be underlined if an employee is not ready to admit or refuses to recognise there is a problem. It is important to try and be supportive for as long as possible, however, where there are risks relating to health and safety action, transferring the employee may be necessary in the short term.

Where an employee continually fails to reach adequate performance levels and fails to accept help and/or improve then it may result in dismissal.

## Parents

The purpose of this policy is to provide a reminder to all parents and visitors to our nursery about expected conduct so that we can work together to ensure a safe and positive nursery environment for our children. Below is a summary of the key points:

Parents, Carers and Visitors will:

* Respect the caring ethos and values of our nursery.
* Work together with staff for the benefit of the children.
* Set a good example in their own speech and behaviour towards all members of the nursery community.
* Approach our nursery in a calm and respectful manner to resolve any issues of concern or to discuss and clarify specific events in order to bring about a positive solution;
* Support and reinforce the nursery’s policy on Behaviour.
* Respect the learning environment appropriately (both in nursery and off site).
* Park with consideration and respect for others when delivering and collecting children from nursery.
* Use Social Media responsibly.

Monique’s will not tolerate Parents, Carers and Visitors:

* Acting aggressively, using inappropriate language, displaying temper or acting in a threatening manner towards, staff, children or parents on the nursery premises.
* Threatening harm or physical aggression towards child, member of staff or parent.
* Damaging or destroying nursery property.
* Smoking and consuming alcohol or other drugs on our nursery site or accessing the nursery site whilst intoxicated.
* Dogs being brought onto our nursery premises (other than guide dogs or other support dogs) without express permission.
* Social media, phones and emails being used to fuel complaints or concerns against our nursery, children, staff or parents or being used for libelous or defamatory posts or cyber bullying.
* Monique’s will take appropriate action in these circumstances.

Thank you for abiding by this policy in our nursery. Together we can create a positive and uplifting environment for not only the children but also all who work and visit our nursery.

If you ask any friends or relatives to bring or collect your child from nursery please ensure they are also aware of this policy.