Version: 2

**Visitor Policy**

Introduction

Reepham Pre-school welcomes visitors, but limitations may be placed on visitors to protect the safety of children and staff, and to avoid unnecessary disruption. The 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 will consider the purpose of the visit, the impact of the visitor’s presence and the relationship of any visitor to the children.

Considerations of the current COVID 19 guidance will also be used at the managers discretionin accordance with the COVID 19 Policy.

Reepham Pre-school 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 to a professional body or company. 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.

Aims

* To describe the procedures in place for visitors wishing to enter our setting.
* To inform staff of the methods of welcoming visitors to our setting.

Procedures

* Staff must check the identity of any visitors they do not recognise before allowing them into pre-school.
* Reepham Pre-school will ensure that names,addresses and telephone numbers of all visitors on site are recorded for emergency, insurance, registration purposes and for Track and Trace for Covid 19.
* All visitors will be welcomed and their enquiries dealt with as soon as possible.
* Children and parents are welcome to visit us prior to joining the setting but there may be COVID 19 restrictions - discussion will be held with the manager at the time.
* No visitor will be left alone with children or accompany children to the toilet. A member of staff will be allocated to ensure the visitor is always supervised.
* Whenever possible visitors should make an appointment to visit the setting.
* Visitors will be requested to sign in and out of the premises, giving their reason for the visit.
* All external doors must be kept locked. All internal doors must be kept closed to ensure children are not able to wander.
* Under no circumstances will we tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents.
* The fire evacuation procedure and mobile phone use will be explained to all visitors upon entry to the premises.

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**If a visitor calls unannounced;**

* Ask for identification, who they wish to see and request the purpose of their visit.
* Explain that the setting is busy and they may have to wait until a staff member is free to deal with them. Give the option of waiting or making an appointment. They will be supervised at all times. Exception to this rule may be an Early Years Consultant, who may wish to look around the setting unescorted to monitor and observe practice as part of their support programme.
* In all cases, ensure that the visitor’s book has been signed and fire evacuation procedure and mobile phone policy is explained.

**Welcoming visitors;**

All staff, parents/carers, children and visitors must enter the pre-school by way of the main entrance. The entrance door must never be opened by another parent or carer or visitor. On answering the door staff must :-

* 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 or Management Committee member who you recognise, all other visitors should be asked for proof of identity.
* Unless the person is known to pre-school or has a confirmed appointment, the visitor should be asked to wait at the door until the manager has been informed.
* Inform the visitor of the mobile phone policy – it cannot be used within the setting.
* Visitors must sign in documenting their time of arrival.
* Once the manager is aware of the visitor they will deal with the visit.
* The visitor must sign out at the end of the visit recording their time of departure.

Relevant Other Policies

* Student Placement
* Volunteer
* Safeguarding Children

This policy has been adopted by Reepham Pre-school.

Signed on behalf of the setting by:

…………………………………………………………………..Committee

…………………………………………………………………..Manager

Date:……………………………………….

ReviewDate:………………………………

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