

Pioneer Childcare

Staff Code of Conduct

Working professionally

- Treat everyone with respect.
- Treat everyone fairly and equally.
- Do not swear or use inappropriate language.
- Never threaten or intimidate anyone.
- Challenge discriminatory behaviour (e.g., racist language, teasing, bullying). You should be aware that you have a legal and moral duty not to discriminate against others.
- If you find yourself in a situation you cannot handle, seek the assistance of a more experienced staff member.
- Always report any incident to your manager – however insignificant you think it may seem.
- All discussions at work between staff, no matter how trivial they may seem, are to be classed as confidential and not to be discussed with anyone outside of work.

Working with the children

- Create a positive culture within club and promote this when working with the children.
- Avoid touching children unless you have their permission, or you feel they are at risk of injuring themselves or someone else. Respect their right to their own space.
- Make yourself familiar with our **Safeguarding Policy** and know how to protect yourself from false allegations.
- Never shout, unless absolutely necessary.
- Never restrain any child unless they are at risk of injuring themselves or someone else.
- Always appear calm and in control in front of the children. Do not lose your temper or panic.
- Do not be afraid to stop unwanted or disruptive behaviour – it is better to stop it as it starts.
- Anything a child tells you about their family is confidential and should only be told to your manager and not discussed with anyone else.
- Any discussion with a parent or carer concerning a child's welfare is to be disclosed to your manager and to be recorded on an **Incident Form**, which must be signed and dated by all parties.

Related policies

See our related policies: **Health and Safety, Safeguarding, Play, Anti-Bullying, Administering Medication, Settling In, Intimate Care**

This policy was adopted by: Pioneer Childcare Ltd	Date: 25 th January 2023
To be reviewed: 24 th January 2024	Signed: <i>J. Wilkins</i>