

# Pioneer Childcare

## Visitors Policy

At Pioneer Childcare we place the children's safety at the forefront of everything we do. We aim to make the environment in which we operate as safe and secure as is possible. We also understand that from time-to-time official visitors will require access to the premises and that prospective parents/carers and children may wish to visit us to see what we do and how we do things.

Therefore, we have the following measures in place:

- Visitors will only be admitted to Pioneer Childcare during registration and collection. Admittance at any other time will be at the discretion of the Manager.
- Where possible, visits will be planned in advance, at the discretion of the manager.
- Any visitor, including prospective parents/carers must provide the staff with a form of identification.
- All official visitors, even if known, must have their identification checked. If the member of staff is unsure, clarification must be sought by telephoning the relevant department or company to seek authenticity.
- The visitor will not be admitted until identification has been verified.
- All visitors must sign in and out of the visitor's book recording the time on both occasions.
- All visitors will be shown a copy of the Visitors Information sheet, so they are aware of any guidance and restrictions relating to their visit.
- Visitors must not be left alone with any child, nor must they escort a child to the toilet or other areas within our settings.
- Visitors are not permitted to use their mobile phones on the premises except at the discretion of the manager.
- Visitors are not allowed to take photographs whilst on the premises.
- In case of emergency, staff must ensure all visitors leave the premises, as well as children, staff, and other adults.
- If a visitor has no valid reason for being on the Club's premises, they will be escorted off the premises immediately. If the visitor refuses to leave, we will call the police. In such an event an **Incident Form** will be completed. The Club Manager will immediately notify the Designated Safeguarding Lead or their Area Manager.

### Related policies: Health and Safety

This policy was adopted by: Pioneer Childcare Ltd	Date: 25 <sup>th</sup> January 2024
To be reviewed: 24 <sup>th</sup> January 2025	Signed: <i>J. Wilkins</i>

Written in accordance with the EYFS welfare requirements: *Suitable premises, environment and equipment, suitable people and safeguarding and promoting children's welfare.*