

As a church school, our vision is for each child to have a love of learning, hope, confidence, wisdom and respect for all.

'Life in all its fullness' John 10:10

Helperbees Communication Policy

Introduction

At Helperbees we recognise and believe that effective communication is the most important factor by which we manage the care of children in the setting.

Aims

This policy has been written set out how we communicate with children and parents in Helperbees.

Forms of Communication

Verbal

Non verbal-body language, facial expressions/eye contact

Written - recording

Listening

Communicating with children

Staff should utilise all forms of communication when interacting with and engaging children. Importantly consider the value of the communication conveyed through smiles, words of encouragement, praise, listening, appropriate physical contact, touching and holding.

Staff should physically 'get down to a child level' when talking to children and encourage eye contact. This is particularly important on arrival and departure and during lunch and nappy change.

Staff should give children space to describe and explain their activities and feelings. They should be willing to accept children's feelings so that children know that it is acceptable to feel or look sad, angry or unhappy as well as cheerful or lively.

Children should have opportunities to answer questions - for example being asked a closed question gives no opportunity to use language. E.g. 'Do you like nursery' is a closed question. 'Why do you like nursery' helps the child to express himself and start discussion.

Staff should offer opportunities for children to talk to them on an individual basis during the day. They should be approachable, able to listen and welcome child orientated conversation.

Staff should not be totally reliant on verbal forms of communication - this is particularly relevant to children with English as an additional language and those with additional needs.

Keyworkers/Staff Communication

Staff should maintain effective communication channels with team members, parents, stakeholders and visitors. Staff should always follow the Staff Code of Conduct and communicate with everyone politely and courteously.

It is accepted that some adult conversation will take place within the play areas, but as professionals providing 'Quality childcare' we must monitor how much conversation is carried out whilst working with the children. Lengthy or inappropriate personal conversations must not take place over the heads of the children.

Staff must not discuss individual children 'in front' of the children, or where they are able to hear what is being said.

Staff meetings will be held with the Early Years Lead and Headteacher giving staff the opportunity to discuss issues and views.

Meetings will be held every half term. Minutes will be recorded and made available for staff to refer back to.

Communicating with Parents and Carers

Parents and staff have a responsibility to share information as they arrive and leave Helperbees, with particular reference to any specific information relating to the child, also discussing any key event information and incident / accident which has occurred during the day.

Parents will know who their child's key person is and the rest of the team who work with their child. This will be shared on Evidence Me, Class Dojo and the school website. It should be explained that they will not see the child's individual key person every time, but a significant other will be able to feedback on their day. Staff should consider carefully how they speak to parents, describing how their child has been that day, always try and end the conversation with a positive point about the day or child.

Staff should be conscientious, about how, where and when they discuss issues about a child, if necessary, take the parent out of the playground, e.g., to the Kitchen area if the content of the conversation is private, or better discussed out of the child's hearing.

Other methods of communication:

Evidence Me

Evidence Me will be used to share 'wow' moments of children during their play. Parent consent is gained at the start of the year.

Evidence Me will also be used to share a whole group 'daily digest' of what activities we are doing linked to our book of the week, any special visitors we've had, what will be served for lunch and snacks.

Nappy and Sleep Log

The nappy and sleep log will be kept by staff to give parents specific details about their child on collection.

Handover Book

A handover book will be used to record any information about their child to be shared with parents on collection, whether that be from Helperbees or BASE. This will include notes such as accidents / incidents / specific toileting accidents, wet play clothes and anything else practitioners think is important. This will also be kept at the front door.

Reviewed/Monitored by: Full Governing Body

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Review Cycle: 2 yearly