Communication Policy

(Mobile phone, camera, social media)

Mobile phones as you will be aware are becoming more of a necessity. Jenny does have a mobile phone that is used for contact with families and this is kept away during work hours but is checked periodically and is audible, this is kept locked so only Jenny can access it. Staff are asked to store their mobiles securely during working hours. Visitors are asked to either leave their phone outside of the setting e.g. in the car or to forfeit them. Parents at collection times are requested to keep phones out of sight i.e. in cars or pockets and not to use them on the premises. We do have a setting mobile which is used in emergencies and on outings. This can also be used to send texts for absences, hour changes etc. Please note that whilst Jenny is available outside of normal working hours to check and answer this mobile it is not routinely done so as Jenny has commitments outside of work hours that can make her unavailable. Please also note that messages/calls are unlikely to be answered after 8pm and are more likely to be picked up the following day.

There is quite a bit of camera equipment used in play by the children, they can both take photos and record themselves on the Kiddizoom, 2 Innotabs and a Leappad 2. We check these regularly and delete any photos of the children unless they are really nice or shows a new development in which case we upload them onto the P.C and into their gallery to be added to their learning journeys before deleting them. We do also use a setting camera for taking photos to record the children’s progress, or for promotional reason etc. You will be given a permission form which details all the different types of photographs which may be taken so you can choose whether to allow this or not. Jenny’s children have access to camera equipment whilst in the setting, they have been asked not to take any photographs of the children and this equipment is regularly checked and always before it leaves the premises.

The setting uses a tablet on occasion and has a laptop. To prevent the camera’s being used they are always used with more than one member of staff present. All staff are aware that they must not share outside of the setting. The only exception to this is Jenny who may on request send photos to parents via any form of communication requested this is sometimes done on a child’s first day.

Other forms of communication are being used more frequently, these include Facebook messenger, skype, WhatsApp and email. Please note that whilst Jenny is happy to receive any form of communication please be sensitive on your timing. As above messages after 8pm may not be answered and repeated non-urgent late messages which may cause disturbance to Jenny or her family i.e. sleep disturbance will result in a warning and possible termination.

Excluding contact via Facebook messenger no staff will be allowed to add an existing child’s family member as friends on any social media platform. If we are already friends with a family member prior to their child’s commencement in the setting staff may be asked to remove the family member for the duration of the child’s attendance, this may depend on the nature of the existing friendship e.g. you may not be asked to remove family members. All staff will remain professional on social media at all times. Any details of the setting are to be kept confidential and not discussed on social media this is especially important in regards to children. We do grow very attached to the children in our care and aim to build good relationships with them and their families as such feel free to add up once your child leaves our care and our professional relationship ends, we love to see how they grow and develop.

We will handle all data under the GDPR requirements (please see sperate policy)