

Staff Code of Conduct Policy

Harvey Bears believe that it is essential for standards at work to be maintained to ensure the wellbeing of staff and children.

Purpose

The purpose of this policy is to establish, and encourage all staff to achieve high standards of conduct at work and to help provide a fair and consistent way of dealing with alleged failures to achieve them.

- All staff are expected to give the highest possible standard of service to the public. Staff should conduct themselves with integrity, impartiality and honesty.
- All staff have a duty to promote and safeguard the welfare of children in the Nursery, and to take appropriate action where they consider that a child may be at risk.
- All staff must be aware that we have a Management Team (Manager and Deputy Manager) and remain within their job description. All staff have different qualifications and therefore any advice should be sought from someone more qualified than you.
- This policy applies to all staff including temporary staff/ casual workers and volunteers.

Equal Opportunities

All staff are entitled to fair treatment by others and be treated with respect and dignity at all times. All staff are expected to treat their colleagues with respect and dignity. Any valid criticism should be brought to the attention of Management as soon as possible, with evidence.

Other Supporting Policies

- Child Protection/Safeguarding Policy
- Complaints Policy
- Equality and Diversity Policy
- Staffing and Employment

Confidentiality

The confidentiality policy must be adhered to. A confidentiality agreement must be resigned annually. All staff must treat any information they have to in a discreet and confidential manner (see confidentiality policy and GDPR policy).

Staff may have access to personal information of staff, pupils and committee. All staff must treat this information in a confidential and discreet manner.

Guidelines

- Written records and correspondence should be kept securely at all times and only management staff have access.
- Information regarding staff/children/ volunteers /public must not be disclosed, verbally or in writing to unauthorized person.
- Information relating to staff/children/public must not be given over the telephone unless the caller has identified themselves as having a right for this information. This can be clarified by calling back or by asking for email or written confirmation.
- Confidential matters relating to staff/children or public should not be discussed in areas where there may be passers by, including in the setting.
- Any breach of confidentiality may be considered as misconduct and be subject to the disciplinary policy.
- Staff should not make statements or write letters to the media unless for promotion of the setting.
- If in doubt they should refer such matters to the Chairperson.

Relationships

Staff should always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to all groups and individuals within the community.

Staff are not to provide babysitting, childminding or other service to families out of hours, unless given permission from the manager. All paperwork to be completed before an arrangement is made.

Appointment and Management of staff

See Staffing and Employment Policy.

Whistle Blowing Policy

Where staff are aware, or have evidence of illegal, improper or abusive behaviour of another member of staff, he or she must refer to the equality and Diversity or directly to the Manager.

Where staff are aware, or have evidence of illegal, improper or abusive behaviour of a member of staff towards the children, they must notify the DSL as soon as possible. Unless the allegation is against the DSL then it should be notified to the Manager.

Personal Behaviour

The nursery believes in treating all staff with respect and trust in a mature, respectful Harvey Bears staff and their property, property belonging to other members of the

public who may use the building. Staff should reflect the characteristics we expect from the children at all times.

Failure to adhere to these requirements may lead to disciplinary action (See disciplinary policy)

If a member of staff is found to be in breach of the Staffing and Employment Policy due to gross misconduct they may face dismissal.

Absence from Work

Our staff understand that holidays should be taken during school holidays. Any other leave i.e. sickness or training should only be taken in agreement with the manager. Failure to notify the Manager will be taken as unauthorised absence.

Poor Timekeeping

- Harvey Bears must set a timekeeping standard that is known to all. This standard should be applied consistently with staff arriving on time.
- All staff should leave the building when all work is completed. (Un paid if it goes over allotted time.) All staff must be involved in completing tasks at the end of the day.

Communication and Language

Staff must ensure that they use language which is appropriate in a professional Nursery setting.

Colloquial language must be avoided and staff are expected to set a good example in the way they speak.

We expect staff to be sensitive to children in our care. Shouting and screaming across the room is unacceptable and staff should move to where the children are, unless the child is in danger.

Written and spoken communication with parents should be checked for errors, by management before it is communicated.

Negligence

Negligence arise from failure of staff to exercise reasonable care in their work.

Staff must not cause loss or damage through carelessness, negligence. It is only a disciplinary matter if staff are considered to be personally responsible.

Refusal to carry out a reasonable instruction

It is the responsibility of all staff to carry out reasonable instructions. Where a member of staff refuses to carry out a reasonable instruction it must be investigated and may result in disciplinary action.

Social Behaviour

Staff should be aware of the following expected standards of behaviour when attending work related events, in and out of work where attendance could be seen as representing the Nursery.

The Staff Code of Conduct Staffing and Employment Policies will still apply e.g. regarding drug and alcoholism, abuse, harassment and discrimination.

Consideration and respect for others.

Those in a position of management should not behave in any way that could undermine their position.

The Nursery should always be seen in a positive way by the public.

Social Media

When using social media that staff, family or friends behave respectfully and appropriately not to bring the nursery, their colleagues or themselves into disrepute with inappropriate images, language or comments.

Alcohol/Drugs

Staff must ensure that they are not unfit for duty as a result of the effects of alcohol or drugs. Staff should be aware of the lasting effect of alcohol or drugs, both prescription and illegal, and ensure that any consumption of these substances does not impair their ability to carry out their duties. If a member of staff is deemed to be under the influence a member of the management will ask them to leave the setting and a letter of warning will be written.

Smoking

Smoking is not permitted whilst in the building.

Health and Safety

Employees have a duty to familiarise themselves with all the safety regulations that apply to their job and the area in where they work. Refer to Health and Safety Policy and Staff Code of Conduct.

Fraud and Corruption

A member of staff who commits a fraudulent act is liable to disciplinary action, which may include dismissal and possible criminal prosecution. Fraud is defined as any manipulation of an accounting system or supply system to enable money or materials to be misappropriated.

Staff involved in the investigation of alleged fraud may be required to sign an additional code of conduct relating to specific duties.

Reporting of Arrests, Prosecutions

Staff must report to their manager details of any arrest or criminal conviction or caution made against them by the Police, where the offence calls into question their ability to work with children.

False Statements

Staff must not make false statements i.e. on financial claims.

Where there is evidence that a member of staff submitting such claims they will be liable to disciplinary action. Where a member of staff becomes aware of fraudulent activity they must notify management as soon as possible.

Discrimination,

It is the nursery's policy that all current and prospective members of staff will have equal opportunity for employment, promotion and training on the basis of relevant ability, qualifications and merit. Staff must ensure that they do not discriminate on the grounds of gender, race, colour, marital status national or ethnic origin, nationality, disability, sexuality, age or religion. All job applicants and workers are treated equally and the Nursery are willing to make adjustments, where appropriate, for disabled applicants and workers.

Harassments / bullying

The nursery seeks to provide an environment that caters for all members of staff, including members of the village hall committee, contractors, and temporary workers.

This environment must be free from harassment, bullying and victimization.

Disciplinary action will be taken against any employee who is found to have committed a deliberate or unlawful act of discrimination or bullying.

Dress and Appearance

Staff should be dressed appropriately for the tasks they undertake.

Suitable footwear should be worn.

All body piercings and tattoos should be covered where possible.

Absenteeism includes;

Excessive sick leave, frequent and unexplained absenteeism, or lateness.

Frequent Monday and or Friday absences.

Excessive lateness, especially on a Monday.

Leaving work before all cleaning is finished.

Frequent toilet visits
Unexplained absence
High rate of accidents
Accidents away from work
Poor work performance
Difficulty in concentration
Taking longer to complete tasks than necessary
Having an erratic work pattern
Difficulty in relaying conversations accurately

A disciplinary meeting will be called. The meeting will need to be handled sensitively and focus on a wish to improve the employees performance. The purpose should be to encourage the member of staff to admit there is a problem and explore why.

It is important to establish whether any aspect of the job is proving too stressful and has made the member of staff turn to drink or drugs. In this case outside help should be encouraged.

The consequences of poor performance needs to be pointed out to the member of staff.

Be as supportive as possible.