

## Family and Visitor Charter

### DEFINITIONS:

“Company” means The Loddon Foundation Ltd

“Visitor” means an individual not employed by The Loddon Foundation Ltd

“Parent” means a Parent/Legal Guardian of a child/young person placed in the care of The Loddon Foundation Ltd

### POLICY:

This policy details the main standards of behaviour and mutual respect the Company asks all visitors including parents/family and caregivers to adhere to.

We believe children, staff and parents are entitled to a safe and protective environment in which to live, work and visit. Behaviour that will cause harassment, alarm or distress to children living at school or staff working at school is contrary to the aims of the school.

### SCOPE:

This policy applies to all visitors, parents/family members of children/young people cared for by the Company.

All visitors, parents/family members of children/young people living at The Loddon School® are obliged to observe and comply with this charter. The Company expects visitors, parents/family members to behave reasonably at all times paying due care to their own safety as well as that of the children, staff and visitors to the school.

This charter forms part of the admissions process and along with the offer letter sets out conditions of agreement between the school and the placing authority/parents/guardians.

### AIMS:

- That all members of the school community treat each other with respect.

### EXPECTATIONS:

- That visitors, parents/guardians/wider family members upon arrival at school report to the main school office to sign in officially. This ensures the school has a current list of all people on site at any given time in case of emergency.
- That all visitors including parents/wider family members to the school wear appropriate ‘visitor badges’ for the duration of their visit so that they may be identified by all staff wherever they are on site. This is a safeguarding requirement and we respectfully request compliance.
- That adults set a good example to children at all times showing them how to get along with all members of the school and the wider community by demonstrating courtesy and respect.

- That no members of staff, other visitors, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, trustees, parents and carers, children and other users of the school premises will not be tolerated and may result in withdrawal of permission to be on school premises.
- That visitors, parents/guardians/wider family members are familiar with and respect policy regarding all media (including but not limited to) mobile phones, personal communication devices, cameras etc. whilst on site.
- That visitors, parents/guardians/wider family members arrive promptly for pre-arranged meetings and call ahead to advise if they are running late. All visitors who arrive early or late for meetings must report to main office reception where they will be signed in and may be asked to wait until a senior manager is available to greet them.
- That visitors, parents/guardians/wider family members arrive at school in suitable attire for the environment, including but not limited to flat, comfortable shoes, limited jewellery, comfortable clothes with an outer layer for walking around the school buildings.
- That parents/guardians/wider family members and visitors do not bring dogs onto school premises without prior permission from the Principal.
- The school encourages frequent contact via telephone/Skype and on site visiting, however we ask that all parents/guardians/family members acknowledge the importance of allocated contact time and that it must be facilitated by staff for all children. Therefore our aim is to provide a reasonable amount of contact time per child.
- Where parents/guardians/wider family members arrive at an unscheduled time they must report to the main office reception to sign in where they will be accompanied to their child's home by a member of staff when available and we would respectfully ask for your patience during this time.
- That parents acknowledge they are free to visit any day they wish other than Christmas Day when pick-ups and returns must be arranged in advance.
- The school provides a Family Room for the comfort of parents/guardians/wider family members when they want to rest and relax.
- That parents acknowledge they are free to arrive prior to 6:00pm each day if making an unscheduled visit to school. The school respectfully requests that where possible unscheduled visits are made before this time. The Loddon School® is home to many children and all have a tailored evening routine which should be followed thus enabling a relaxed time of fun and extended learning where appropriate prior to bedtime routine.
- That parents acknowledge transport by arrangement (and where possible) is available to deliver children safely home to parents and collect them to bring them back to school Monday to Thursday each week, excluding public holidays.

- That parents acknowledge the school will provide 6 single journeys home or three return journeys in a rolling year period in line with the contract and terms of engagement in place.
- That parents bringing food into school for their children to eat do so providing the food is labelled to show the date it was made and the expiration date. The food should be brought in an appropriate container able to be placed in the refrigerator. The child's name must be clearly visible and whether the food contains nuts or wheat (this is for the benefit of all children and staff who have allergies). High risk foods whether raw, cooked or frozen should be subject to appropriate temperature controls. Please ask the school for further guidance if required.

### **CONDUCT GUIDELINES:**

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Isolating a member of staff where the school's preference is that there are always two members of staff meeting and greeting parents
- Inappropriate posting on Social Networking sites deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close to someone and infringing upon their personal space
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments

Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

School premises are private property and visitors, parents/guardians/wider family members have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban these individuals from entering school.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The Police may be called to assist in removing the person concerned.

Any visitor, parent/guardian or wider family member who is asked to leave the school premises must do so but shall have the right to appeal to the decision by writing to the Chair of Trustees within 10 days of permission to enter the school being withdrawn.

Please note that incidents of rudeness will be logged with the Chair of Trustees.

**CONFIDENTIALITY:**

All parents/guardians/wider family members must:

- Keep confidential, except as required by law, both during the time your child is living at school and after they leave all information gained in the course of your family's engagement with the Company and that of all persons and organisations connected to the Company.

**HEALTH AND SAFETY:**

All parents/guardians/wider family members and visitors to school must:

- Familiarise yourself with, and comply with, the Company's or any third party's health and safety policies and procedures.
- Maintain an awareness whilst on school premises of your personal safety and the safety of those children and staff members around you.

**PERSONAL PROPERTY:**

- All parents/guardians/wider family members and visitors to school are solely responsible for the safety of their personal possessions on Company premises and should ensure that personal possessions are kept in a safe place at all times. If you find an item of lost property on the premises, please notify a member of staff who will take the item to the main office.

**SMOKING:**

- In order to provide an environment which is predominantly smoke-free, smoking is not permitted outside designated smoking areas. Please ask a senior member of staff to identify the smoking area at St Michael's if you are unaware of where this is.

**MEDIA:**

- In order to safeguard all children and limit distractions we respectfully ask that all parents/guardians/wider family members and visitors do not carry mobile phones throughout their visit to school. This request also applies to any other personal communication device, laptop, netbook, camera or music players (mp3/iPod).
- If during organised events at school you wish to take photographs or videos of your child, please arrange this prior to the event with the Principal. Please note that it will only be possible to take images of your own child.

