



5.10

Communication Policy

Being an effective communicator is essential to developing and forming both personal and professional relationships. We recognise and believe that effective communication is the most important factor of how we manage the care of children in the setting.

Forms of Communication

- Verbal
- Non verbal-body language, facial expressions/eye contact, gesticulations
- Written - recording
- Listening

Communicating with children

At Silverhill Day Nursery staff will utilise all forms of communication when interacting with and engaging children. This will include the value of communication conveyed through smiles, words of encouragement, praise, listening, appropriate physical contact, touching and holding.

We expect our staff to:

- 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 feeding and nappy change.
- give children space to describe and explain their activities and feelings.
- be willing to accept children's feeling so that children know that it is acceptable to feel or look sad, angry or unhappy as well as cheerful or lively.
- give children 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.
- 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 babies, children with English as an additional language and those with additional needs.

Adult Communication within the setting

Staff are expected to:

- maintain effective communication channels with colleagues, parents and visitors. Personal events or moods should not intrude on the professional management of the day.
- communicate with everyone politely and courteously

- keep discussions / conversations professional e.g. related to the centre, area, routines or planned play activities or experiences.
- monitor how much conversation is carried out whilst working with the children. Although it is accepted that some adult conversation will take place within the play areas, as professionals providing 'Quality childcare', lengthy or inappropriate personal conversations **must not** take place over the heads of the children.
- be aware of where their discussions are taking place. Staff **must not** discuss individual children 'in front' of the children, or where they are able to hear what is being said.

Communication within the Centre

We operate an 'open door policy' and time will always be found for staff to discuss issues with the Nursery manager as they arise.

Staff meetings will be held every month where staff will get the opportunity to discuss work related issues and views. Minutes will be recorded and made available for staff to refer back to.

Communicating with Parents and Carers

Communication between parents/carers and the nursery staff is essential in the care of our children. Both parents and staff have a responsibility to share information as they arrive and leave the setting, with particular reference to any specific information relating to the child, and in particular to discuss any key event information or incident which has occurred during the day.

Parents will know who their child's key person is. However parents may not always see the child's individual key person. Should this be the case, a significant other will be able to feedback on their day.

When speaking to parents / carers staff should:

- be polite, considerate and positive
- be conscientious about how, where and when they discuss issues about a child, if necessary take the parent out of the play area, or if necessary, out of the child's hearing.

In turn, the staff at Silverhill Day Nursery will expect parents to communicate with them in a polite and considerate manner.

Baby Day Sheets

A written feedback system is used for children under one. The following details are recorded daily:

- care details
- food eaten
- how much milk they have drunk
- how many nappies have been changed

Parents Information /Display Boards

Information and the weekly menu is clearly displayed on the Parent Notice board.

Newsletters

We send regular newsletters giving updates on what has been happening within the setting.

We welcome parent's ideas and suggestions to support planning and development of celebrations and we will approach parents for their involvement on a regular and ongoing basis.

Parent Group / Open Forum

Parent forums are held every 3 months–, the agenda is created from parent suggestions and parents are invited to discuss any issues, ideas or suggestions which impact on the delivery and quality of the provision. We have a parent representative from each area.

Parents Suggestion Box

We send questionnaires annually for parents to make suggestions on all areas of the provision we also encourage them to contribute in our suggestions box.

Further ways in which we will communicate with parents

Telephone communication
Face to face conversations
Tapestry (on-line learning journal)
Emails to individuals
Parent Questionnaires/Surveys
Letters
Parent / Child Review Meetings
Parent Social Events
Facebook

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Role of signatory	Head Mistress