

# VISITOR & INTRUDER POLICY



## VISITOR POLICY

We welcome visitors to our nursery in a variety of ways. Some will be prospective parents others may be outside agencies. Security for the children and staff is of paramount importance and all visitors must sign in our visitors book stating the purpose of the visit and arrival and departure times.

Visitors will not be left alone with any children. When a visitor arrives the following procedure must take place:

- Greet the visitor and if they are not expected determine the purpose of their visit.
- Where appropriate check identification and ensure that visitor does not appear to be under the influence of alcohol or drug.
- Point out the requirements shown on the Visitors' Book: no smoking, mobile phone policy, evacuation procedure, supervision of visitors.
- Ask them to sign visitors book.
- Supervise the visit at all times.
- Ask them to sign out when they leave.

## POLICY FOR SAFE AND SECURE PREMISES

We provide a safe and secure environment inside as well as in the outside play area, with devices to ensure that children are not able to leave unsupervised. Risk assessments take place on a daily basis.

If a child is to be collected by anyone other than persons already authorised, parents must give prior approval and a password. In an emergency situation where the parent cannot collect their child, parents can authorise collection by telephone giving the child's date of birth and the name of one other emergency contact person.

## INTRUDER POLICY

An intruder is any person who enters the premises without permission. Some intruders may simply be lost and present no threat to staff or children.

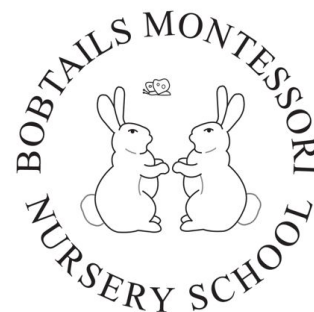
Any suspicious intruder must be considered to pose a risk. A member of staff should alert all other staff before challenging any unexpected visitor. They must establish their reason for being there and consider whether they present any danger to staff or children.

All unexpected visitors must be supervised and directed off the premises. Should the supervisor of the day feel there is any danger at all they must ensure that someone contacts the police as soon as possible.

Every effort must be made to keep the situation under control and to keep the intruder, staff and children calm. No attempt should be made to restrain the intruder and if possible children should be evacuated to a place of safety.



## VISITOR & INTRUDER POLICY CONT'D...



If the intruder leaves of his/her own accord take note of their appearance and method of transport so the police can alert other settings to any potential risks. Details of the incident need to be documented in full.

If the intruder is armed, the discovering member of staff, will alert all other staff and the police will be contacted immediately. Give details of the setting and description of the intruder and any weapon involved.

Take whatever action you can to ensure the safety of staff and children and advise emergency services of the action you have taken. Where children and staff are stopped from evacuating the premises, which may develop into a hostage situation, it is important to remain calm and to reassure both children and adults. Take no action against the intruder and await the arrival of police and hostage negotiators.

