



## Operational Policies

### 3.18 Code of conduct for Parents, Guardians and Visitors

<b>Classification:</b>	Human Resources	<b>Date:</b>	February 2023
<b>Applies to:</b>	All staff	<b>Review Date:</b>	February 2024
<b>Approved by:</b>	Board		

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#### Purpose

- To provide a safe and healthy physical and emotional environment for all tamariki, staff, whānau and visitors
- To remind all whānau and visitors to Association's services about the conduct expected from them.
- To provide procedures to ensure the safety of any visitor to an Association's services.

#### References:

- Education and Training Act 2020
- Trespass Act 1980
- Health and Safety at Work Act 2015
- Kaitiaki Kindergarten's Policies and Procedures including (but not limited to):
  - 7.05 Visitor Management Policy;
  - 5.06 Complaints Policy;
  - 7.12 Smoking and Vaping Free Policy; and
  - 5.07 Photography and Video in Services Policy
  - 7.14 Care and Protection of Children

**Note:** all policies are available for viewing on request)

#### Definition:

- Kaitiaki Kindergartens – is referred to as 'The Association'
- Kindergartens and Early Learning Centres – are referred to as services
- Head Teachers and Centre Managers – are referred to as Service Leaders
- Professional Practice Leaders – are referred to as PPL
- Non-teaching employees – are referred to as Other Employees
- Senior Management – includes the General Manager / direct reports
- Visitor – is a person who comes to the service for a period of time, for a purpose other than to:
  - Engage in their usual employment at the service
  - Drop off or pick up their child
  - Make a delivery



# Kaitiaki Kindergartens

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## **Our Code of Conduct Policy applies:**

- To all conduct whether in speech, in action or delivered through emails, texts, phone calls, social media or other communications.
- While at any of the Association's services or at another venue (such as an excursion/event) where tamariki and/or staff are assembled for Association's purposes.

## **Kaitiaki Kindergartens expects parents, guardians, and visitors to:**

- Treat all people with respect
- Work together in partnership with staff for the benefit of all tamariki
- Set a good example to tamariki at all times
- Follow proper procedures to handle any complaints (refer to policy 5.06)
- Adhere to Kaitiaki Kindergarten's policies and procedures (such as Visitor Management (policy 7.05) and Smoke and Vaping Free (policy 7.12)) and any legal requirements.
- Comply with all reasonable requests or instructions from the service staff, for example
  - not taking photographs of tamariki other than their own (refer to policy 5.07),
  - not supplying certain foods (such as peanuts and peanut products),
  - not talking on cell phones in close proximity to tamariki.

## **Examples of conduct that contravenes these expectations include (but are not limited to):**

- Not Complying with all reasonable requests or instructions from the service staff, for example not taking photographs of tamariki other than their own (refer to policy 5.07), not supplying certain foods (such as peanuts and peanut products) or talking on cell phones in close proximity to tamariki
- Insulting, abusing or intimidating
- Physical aggression, threatening and bullying
- Harassment
- Deception/fraud
- Discrimination (for example, but not limited to, based on ethnicity, religion)
- Smoking/vaping on Association premises or at another venue where tamariki and/or staff are assembled for Association purposes
- Possessing, being under the influence of, or using alcohol/drugs and other harmful substances on Association premises or at another venue where tamariki are assembled for Association purposes
- Profanity/offensive language
- Damaging or destroying Association property
- Consistently placing unreasonable and excessive expectations on staff time or resources
- Pursuing a complaint or negative campaign, or making defamatory, offensive or derogatory comments, regarding the service, the Association, its board or any staff or tamariki on social media, or other public forums.

There are a number of different ways that contravening behaviour can be dealt with, and each situation depends on the nature of the behaviour and its seriousness and the process any witness or victim of the behaviour feels most comfortable with.

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# Kaitiaki Kindergartens

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## **Alcohol and drugs**

No staff, whānau or visitors on Association premises or engaged in Association business may use or be under the influence of alcohol or any other substance that has a detrimental effect on their functioning or behaviour during the hours of operation or when representing the Association at any event or function.

No staff, whānau or visitors on Association premises (including car parks) may use, possess, consume, deal and/or supply controlled drugs at any time.

Alcohol may be served on Association Premises for certain events/fundraisers, only with the express permission of the General Manager and staff must adhere to alcohol licensing laws.

## **Approaching the Service**

From time to time a parent or guardian might need to approach the service to discuss the progress, welfare or behaviour of a child or any other concerns they may have. If necessary, the service will work with the parent or guardian to organise a mutually convenient time to talk through any concerns in an unhurried and confidential atmosphere. This also gives everyone time to prepare and gather any information or background to ensure the meeting is productive and everyone is well informed, understands the issues/concerns and agrees on the way forward.

## **Examples of processes for dealing with such behaviour include the following:**

- Documenting each instance of behaviour including the date, time, place, who was present, what was said (verbatim if possible), how any witness or victim felt and/or responded.
- A conversation between the Service Leader and the PPL (or an appropriate staff member) is held with the relevant person detailing the problem and required resolution.
- A letter written, detailing the problem, and the required resolution and reminding of the possible consequences of repeated misconduct.
- A meeting may be arranged as an alternative or in addition to the above steps. This may include restorative justice practices.

## **Outcomes of conduct contravening this Code of Conduct Policy may include the following:**

The Association's General Manager – the licenced occupier of the service premises.

The Association's Board – has set this Code of Conduct Policy as a condition of entry.

- The parent/caregiver of a child has a right to enter the premises of an Association's service as outlined in the Education and Training Act 2020 (s 2,27). However, the Service Leader (or their delegate) may ask a person to leave the premises by revoking their permission to be on Association grounds under the Trespass Act 1980 (s.3) and then asking them to leave.
- Unacceptable behaviour of a criminal nature may result in the Police being informed. For example, under Education and Training Act 2020 (s.2,30):

*“a person commits an offence, and is liable on conviction of a fine not exceeding \$1,000, who intentionally insults, abuses, or intimidates a teacher within the presence or hearing of any child at the centre; and while on centre premises or in any other place where children are assembled for purposes associated with the centre”.*



# Kaitiaki Kindergartens

Other instances of criminal offending may occur where alcohol, drugs and other harmful substances are involved, an assault has occurred, or if a person persists after being trespassed off kindergarten grounds.

- In the case of behaviour amounting to harassment, a restraining order may be sought.
- In some instances, it may be appropriate to refer behaviour to a third party for resolution. For example, a Facebook comment that contravenes this Policy may result in a report to Facebook.

The Association is committed to taking all practicable steps to ensure any visitors are kept safe from harm and to ensure that any visitor's presence does not interfere with the operation of the service.

## Procedure

1. All visitors and parents/whānau staying more than 20 minutes after drop off time or visiting at other times are required to sign in the visitor's register when they first arrive on site.
2. The relevant Association employee must ensure that the visitor is aware of emergency procedures and any site hazards that may affect them.
3. Visitors may need to be accompanied by an employee and need to be made aware of evacuation procedures and site hazards upon sign in.
4. When the visitor leaves the site, they must sign out of the visitor's register.
5. Visitors are to be monitored by employees whilst on site.
6. Emergency procedures are displayed, and visitors are accompanied by employees in an emergency event.

Signed:

Date: 8/6/23

General Manager

## Endorsed by

Signed:

Date: 8/6/23

President of the Board