

Pioneer Childcare

Staff Code of Conduct

Working professionally

- Treat everyone with respect.
- Treat everyone fairly and equally.
- Do not swear or use inappropriate language.
- Never threaten or intimidate anyone.
- Challenge discriminatory behaviour (e.g., racist language, teasing, bullying). You should be aware that you have a legal and moral duty not to discriminate against others.
- If you find yourself in a situation you cannot handle, seek the assistance of a more experienced staff member.
- Always report any incident to your manager – however insignificant you think it may seem.
- Treat all discussions at work between staff, no matter how trivial they may seem, as confidential. Do not discuss them with anyone outside of work.
- Keep absences to a minimum. Remember to be trustworthy, considerate, and reliable.
- Remember that incidents that occur outside of work may impact on your suitability to work with children.

Working with the children

- Create a positive culture within club and promote this when working with the children.
- Avoid touching children unless you have their permission, or you feel they are at risk of injuring themselves or someone else. Respect their right to their own space.
- Make yourself familiar with our **Safeguarding Children Policy** and know how to protect yourself from false allegations.
- Never shout, unless absolutely necessary.
- Never restrain any child unless they are at risk of injuring themselves or someone else.
- Always appear calm and in control in front of the children. Do not lose your temper or panic.
- Do not be afraid to stop unwanted or disruptive behaviour – it is better to stop it as it starts.
- Anything a child tells you about their family is confidential. You should only inform your manager and should not discuss it with anyone else.
- Inform your manager of every discussion with a parent/carer concerning a child's welfare and record it on an **Incident Form**, ensuring it is signed and dated by all parties.

Related policies: Health and Safety, Safeguarding Children, Play, Anti-Bullying, Administering Medication, Settling In, Intimate Care

This policy was adopted by: Pioneer Childcare Ltd	Date: 25 th January 2025
To be reviewed: 24 th January 2026	Signed: <i>J. Wilkins</i>