



## **Social Contact/Media Policy**

**(for parents)**

### **Policy Statement**

At Home from Home Childcarers we value the importance of good working relationships with our families.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our setting.

We understand the benefits of using social media; however, if misused Home from Home Childcarers can be negatively affected, such as by damaging our reputation.

### **Procedures**

#### ***Behaviour that will not be tolerated:***

- Disruptive behaviour which interferes or threatens to interfere with any of the setting's normal operation or activities anywhere on the settings premises.
- Any inappropriate behaviour on the settings premises
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer of child.
- Damaging or destroying our property
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the Home from Home community.
- Defamatory, offensive or derogatory comments regarding Home from Home Childcarers or any of the children/parents/staff at the setting on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on our premises
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child.

Should **any** of the above occur on our premises on in connection with the setting, we may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering our premises.

It is important for parents and carers to make sure any persons collecting their child are aware of this policy.

### ***What happens if someone ignores or breaks the code?***

In the event of any parent/carer or visitor of the setting breaking this, then appropriate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child or staff. This will also include anything that could be seen as a sign of harassment of any member of the community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the setting will refer the matter to the County Councils Legal Team for further action.

### ***Issues of conduct with the use of Social Media***

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

Home from Home Childcarers has a Facebook page. We encourage you to positively contribute if you wish.

Within these spaces however we ask that you use common sense when discussing nursery life online.

**'Think before you post'** We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the setting, staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

They should not use social media as a medium to air any concerns or grievances. Please discuss any specific issues or concerns with the office.

**Online activity which we consider inappropriate:**

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, children or other parents
- Bringing the setting in to disrepute
- Posting defamatory or libelous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge the setting policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language

At Home from Home Childcarers we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

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