



Family Communication Policy

Family participation and communication is an important value Cherrytrees Children's Nursery.

Children thrive when families and the nursery work together in collaboration to support young children's learning.

Purpose

We encourage open communication between home and nursery, families are invited to attend parent information evenings and Stay and play days.

We encourage parents and families to participate in open communication with the nursery through various methods such as updated care plans including passwords, phone calls, emails, the use of the Learning journals, staff who are in today cabinets, blackboards, newsletters, face to face feedback at the beginning and the end of the day, informal and formal meetings with parents/families and the use of the settings floorbook for parent feedback.

Scope

This policy applies to children, families, staff, management and visitors of the service.

Implementation

At Cherrytrees nursery, we believe that the importance of family influence in the children's daily lives has a beneficial impact on the holistic development of the child.

Positive relationships build positive communication between families and the nursery as together we share a common objective and responsibility for reaching quality outcomes and goals for children.

We provide regular updates about the nursery through newsletters to families. All staff will communicate with families in a positive and supportive manner that encourages respectful and trusting relationships.

Management will ensure

- All families are welcomed and respected at Cherrytrees Nursery
- Families are aware of our open door policy
- Information communicated with families is reliable and accurate
- A weekly menu is sent to families informing of the daily lunch option

- Families are notified of any incident, injury, trauma or illness that affects their child at the nursery either immediately after the incident or when they collect their child depending on the severity of the incident
- Respect, confidentiality and sensitivity are key elements of effective communication of families
- Families are notified of changes to policies and procedures via the nursery website along with an emailed copy of these policies and procedures
- Families are informed about the process of providing feedback and making complaints
- Families are encouraged to be involved in the curriculum, providing feedback, bringing in items from the home environment and giving feedback on children's emerging feedback and developmental concerns.
- Encourage ongoing open and direct two way communication with families to develop trust and a collaborative relationship
- That information relating to self evaluation and quality improvement of the service is shared with families

Families will

- Provide accurate information during the enrolment process about their child's health, medical needs and allergies. This will be reviewed regularly and updated in the care plan
- Participate in formal and informal interactions with staff to discuss their child's learning and development
- Be invited to our school children's graduation held annually

Reviewed March 2023,

next review date – March 2024

Reviewed By

Kerry Andrews/Angela Appleby/Doreen Osmond