



POSITIVE ACTIONS AND RESPONSIBILITY PROCEDURE

Acceptable Handling:

- To give children adequate notice when changes in activity are about to happen (i.e. meal time, nappy changing routine, tidy up time)
- Approaching children from the front with clear communication when you are going to pick them up, wipe their nose or put their coat on.
- Make eye contact where possible when communicating – always get down to their level.
- Ask permission and discuss the action you are about to do with the child beforehand (i.e. when wiping their nose, cleaning faces or changing them)
- It is only appropriate to lift a child from underneath their armpits by approaching them from the front. The child must be lifted with both hands in a safe, caring and secure manner
- Extending a hand to a child for support and encouragement
- You must ensure you comfort a child when they are distressed, upset or anxious.
- Give explanations where you can about what you are doing
- Give time for the child to follow instructions
- Encourage/allow children to be independent
- Use positive body language at all times
- Use hand signals to invite a child to come to you
- Give children time to prepare or give warning time to finish an activity
- Use a positive tone and voice and expressive language to the relevant child's level of development and understanding
- Treat all children as individuals
- Be a positive role model encouraging a positive, friendly atmosphere at all times

Unacceptable handling:

- Pulling children by their wrists or arms to a standing position is totally unacceptable
- Grabbing a child by their arms when you want them to move or change direction is not acceptable
- Pushing a child when wanting them to move to a different room/area is not acceptable
- Wiping a child's nose without warning or from behind is not acceptable
- Non-verbal handling without permission or prior warning is not acceptable
- Comforting a child to meet your own personal needs – i.e. asking them for a kiss or sitting them on your lap when they are happy and content on their own
- Name calling or discrimination
- Punishing
- Biting
- Pushing, pulling or hitting
- Isolation
- Favouritism
- Negative tone of voice
- Smacking
- Telling a child they're naughty