

## ZERO TOLERANCE POLICY

I reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of children or adults using my services or visiting my home. I have a responsibility to ensure the safety of the children in my care, and I cannot allow physical violence of any kind, or inappropriate behaviour such as swearing or shouting. If this type of behaviour is exhibited by someone you have authorised to collect the child, they will be removed from the authorised collection list and declined entry to my property thereafter. If this type of behaviour is exhibited by the child or the parents, I may terminate the contract with immediate effect.

If the child, or anyone who is likely to collect the child, has a medical condition which might affect the way they behave towards others, please let me know at the earliest opportunity so that I may seek relevant training, if available, and so that we can discuss what to expect and how to deal with such situations. Regardless of the cause of the inappropriate behaviour, my responsibility towards providing a safe and happy environment for children remains paramount and I may have no option but to terminate your contract if there is any potential risk to the safety and wellbeing of others.

*As always, if you have any concerns or questions about this policy, please discuss them with me.*