



Children's Arrivals and Departures policy

Review date: August 2019

Date for review: August 2021

Aim:

This policy is in place to ensure the safety of each child as they arrive in nursery and to ensure all children depart safely at the end of their session. When parents/carers are present in the building they are responsible for the care and wellbeing of their children.

Staff members are to give a warm welcome to every child and family on their arrival, staff will greet parents/carers and acknowledge the child by name. Staff will request any information from parents/carers regarding a child's well-being, which parents/carers feel needs to be shared with nursery staff.

Arrivals and departures of visitors

For arrivals and departures of visitors and students the appropriate records must be completed on entry and exit e.g. in the visitors' book. Please refer to the Visitors policy for further information.

If person is unknown to staff, they must follow procedure and answer the door in person. Visitors whose identity is not known to the staff should be asked to produce an identity card prior to entering the nursery. If they fail to do this then they should not be given access to the building unless a member of staff who is aware of their visit can identify them. A member of staff must always accompany visitors without a DBS.

Arrival procedure:

- When answering the entry phone, staff to ask who is at the door if they recognise the person, they will press the release button for them to gain entry to the nursery.
- If staff do not know who the identity of the person is, they do not allow entry for the person. Instead they must answer the door in person or call a senior staff member to deal with the situation.
- All children must be recorded on his/her arrival in the daily attendance register. Any specific information provided by the parents must be recorded in the room's message book e.g. if someone other than the parent is picking up and if the child has medicine etc.

- The room leader will ensure all children attending the nursery are logged into the I-connect system.
- If the parent/carer requests that the child is given medicine during the day the staff member must ensure that the **administration of medication procedure** is followed.
- Numerous people arriving at once should be dealt with separately. You may need to ask for extra staff members to assist if there are several children arriving at once to ensure they are received safely.
- Adults arriving under the influence of alcohol or drugs. Please refer to the **alcohol and substance misuse policy**.

Departure procedure:

On no account will staff hand over a child to anyone other than the known parent/carer, unless an agreement has been made at the time of arrival of the child that an alternative adult will be collecting the child.

If the child's parent's or authorised carer collects the child, follow the procedure below:

- The planned departure of the child should be anticipated by the key person in the group.
- Staff members should allow sufficient time to exchange information about the child's day with the parents or carer. e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents that day.
- Medicines should only be recovered from the medicine box/fridge, when the parent has arrived and should be handed to him/her personally.
- Staff must ensure any forms that need signing are signed before the parent leaves such as medical, accident or incident forms
- The child should be signed out on the I connect register.
- Senior member of staff will ensure all children departing the nursery are logged out of the I-connect system.
- Doors should be securely closed after their departure.
- Minors are not allowed to collect children unless prior written consent is obtained by the parent, for siblings over the age of 16.

The nursery recognises that in extreme circumstances there may be an occasion when a parent/carer does not arrive to collect a child and has been unable to notify the nursery staff that an alternative adult will be collecting their child. Under those circumstances' nursery staff will undertake the following steps:

- In the first instance nursery staff will attempt to contact the parent/carers named on the registration contact, obtain verbal verification of a named adult who can collect the child and must use a password system
- If the parent instructs the nursery this person is collecting their child and has a password, then the departures procedure is followed.

- If the nursery staff are not able to speak to the parent/carer, they will then contact all those named on the registration details as emergency contacts and make arrangements for the child to be collected.
- If the staff are unable to contact a parent/carer, then under no circumstances will the child be allowed to leave the premises until verbal permission is gained from parent/carer. Even if person is known to the nursery staff.
- This person cannot gain access to the child. And where necessary will be told to leave the premises until matter resolved. (Calling 999 if situation requires it)
- Staff will report any unusual behaviour to senior staff to be investigated further.

Children who have not been collected at the end of their session.

The nursery staff ask for parent's cooperation around this matter and ask that where parents/carers think they are going to be late collecting a child at the end of their session then please ring and inform staff

Please be advised where children are not collected promptly at the end of their session the nursery reserves the right to charge a late payment fee. Any charges will be added to the next invoice. Please refer to the Payment Policy for further details of charges.

We have a duty of care and a responsibility to safeguard all children, if we consider any person collecting a child to be unsuitable, we will contact the parent/carer or other authorised person to come and collect the child. This includes any person, including parents/carers, collecting a child who appears to be under the influence of drugs or alcohol. This is in line with our alcohol and substance policy.

Children's Arrival and Departure Policy during Covid-19

Review date: May 2020

Date for review: Ongoing during Covid-19 pandemic

This policy has been adapted to ensure the safety of children and their families during the drop off and collection of children. We will endeavour to maintain the government guidelines throughout the nursery day and have put the following procedure in place to support this.

Arrivals and departures of visitors

During this pandemic only necessary bodies will be within the nursery setting. If we need essential works carried out, we will ensure that those carrying out the works are aware of the current procedures in place. We will ensure that they are correctly following the procedures and where possible empty the needed room to ensure the children and staff are not in contact.

Arrival procedure:

To maintain the social distancing between families and staff we will be following the below procedure –

- Each room will have a designated drop off and collection area, these will be clearly sign posted.
- There will be a member of staff by the designated areas, the children will be dropped off to the member of staff and then taken to their nursery room. The staff member will be present on the doors from 8-9am, if you arrive after this point please ring the nursery phone line, a member of staff will then meet you at the door.
- We ask that you remain at a 2-metre distance from the person in front and behind you. We will be providing clear 2 metre marking points to ensure that this is followed.
- Once the child enters the nursery, we will supervise them to the bathroom to wash their hands. Each child will be provided with one thermometer earpiece in their nursery bags that will be used in the morning to ensure that their temperature is no higher than 37.8 degrees.
- The room leader will ensure all children attending the nursery are logged into the I-connect system.
- If the parent/carer requests that the child is given medicine during the day the staff member must ensure that the administration of medication procedure is followed. We ask that if child do require medication that this is phoned in beforehand so staff can prepare necessary forms.

- To avoid numerous people arriving at once we ask that parents stagger their drop off children and collection where possible to avoid large groups of people and maintain the social distancing between families.

Departure procedure:

During this time, we ask that children are collected by people from the same household and not someone living separately from the family home.

- On departure there will be members of staff at the designated collection areas. When the member of staff sees that you have arrived for your child, they will collect the child for you and hand them over at your designated area.
- Handovers will be carried out through the information placed on ParentZone, if you do require additional information please call the nursery or send a message through the ParentZone app. This is to reduce the amount of contact between staff and families and to ensure that we do not have large amount of people waiting to collect their children.
- If a child has medication this will be collected from the medicine box/fridge when the parent has arrived and will be placed in the child's bag for you to retrieve.
- If a child has had an accident, incident during the nursery day we will discuss this over the phone with you and provide a form to be signed at the end of the day.
- Senior member of staff will ensure all children departing the nursery are logged out of the I-connect system.
- Doors should be securely closed after their departure.

During this period, the nursery driveways will be closed at arrival and departure times, this is to ensure our families can safely wait whilst dropping off and collecting their children.

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