



## Merry Poppets Nursery

### Arrival and Departure Procedure

#### All Settings

This policy is in place to ensure the safety of each child as they arrive in nursery and to ensure that all children depart safely at the end of their session.

When parents are present in the building, they are responsible for the care and wellbeing of their children.

#### ARRIVAL

It is our policy to give a warm welcome to each child/family upon arrival at the nursery.

As children arrive staff will:

- Greet parents/carers at the door/gate and request any information regarding the child's wellbeing that the parents/carers feel needs to be shared with the nursery staff.
- Immediately record a child's arrival time on iconnect register together with the name of the parent/carer dropping off.
- Record any information provided by the parent/carer onto iconnect this will support the child's wellbeing and inform other practitioners and administration of any relevant information.
- Ensure that where a child requires medication during the day, the parent/carer has given permission/consent via iconnect with the name of the child, medication to be administered and the amount to be given at what time. (in line with medication and accident policy)

#### DEPARTURE

- **On no account will staff hand over a child to anyone other than the know parent/carer unless a prior agreement has been made that an alternative adult will be collecting the child.**
- On departure each child will be immediately signed out by a member of staff on the iconnect register with the name of the parent/carer collecting and the time of Departure, which will automatically be recorded.

Where a parent/carer has informed and agreed with nursery staff that an alternative named adult will be collecting the child nursery staff will ask parents/carers to ensure that the following is in place.



- Parents/carers have informed staff working within their child's room that they will not be collecting their child at the end of the session and have clearly informed staff about the adult who will be collecting the child. **Only persons age over 16 years will be allowed to collect a child unless that person is the child's parent.**
- Parents/carers have provided staff with a description of the person who will be collecting the child, their name and relationship to the child. Staff will record this information.
- Parents/carers will have in place an agreed password which staff will use to identify that the person collecting the child is the right person the person collecting will also be required to show photographic ID.

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 contract and obtain verbal verification of a named adult who can collect the child.
- If the nursery staff are not able to contact the parent/carer they will then contact all those named on the registration contract as emergency contact adults and make arrangements for the child to be collected.
- If staff fail to contact anyone named on the registration contract, they follow the procedure below.

### **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 **Charging Policy** for further details of charges.

In the event of children remaining uncollected beyond the end of the normal nursery opening hours, and nursery staff being unable to contact any person on a child's file we will wait at the nursery for a period of 45 minutes and continue to try and make contact. If no contact has been made with a parent/carer or emergency contact for a child within this time nursery staff will contact the Integrated Front Door (Children's Services) 0300 300 8585.

**We have a duty of care and are responsible to safeguard all children, if we consider any person collecting a child is unsuitable, we will contact the parent/carer or other authorised persons to come and collect the child. This includes any person coming to collect a child who appears to be under the influence of drugs or alcohol.**