



Arrivals and Departures Policy

At **Brentwood Day Nursery** we endeavour to always give a warm welcome and goodbye to every child and family on their arrival and departure, as well as ensuring the safety of children, parents, visitors, employees, contract staff, volunteers, and students.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person or key buddy). The staff member receiving the child immediately records his/her arrival in the online daily attendance register. The staff member also records and relays to key staff any specific information provided by the parents, including toileting requirements, specific care required or any home accidents (accident form must be completed by parent/carer).

If the parent requests the child is given medicine during the day the staff member must ensure that the Medication procedure is followed.

Late arrivals

Due to grouping of activities and our routine activities, we cannot accept children who arrive late for their sessions. Children arriving 1 hour or more after the morning session has started and ½ hour after the afternoon session has started will be refused entry on that day. This will not affect any pre-agreed arrangements for appointments, but prior notice must be given.

Collection

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification or description and a password are also required, for the designated adult. Parents are informed about these arrangements and reminded about them regularly. Other than the parents or legal guardian of the child, we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, the parent will be contacted.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent in addition to what may already be shared via electronic systems, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box or fridge after the parent has arrived and handed to him/her personally. The Medication policy is to be followed regarding parent signatures.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated adult of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the Late collection and non-collection of children policy).

On departure, the staff member releasing the child must mark the attendance register immediately to show that the child has left the premises.

Late collection

Occasionally, we understand that children may be collected late for unavoidable reasons such as transport problems, emergencies etc. In these events we must be informed of the estimated time of arrival and who will be collecting the child/ren. If this is someone not on the collection list we require a full description, name and password before releasing the child/ren.

For children collected late with no prior arrangement, we will charge a late fee charge (please refer to the fee schedule) which will be added to the next month's invoice. Continual late collection may result in a discussion with the manager to make alternative arrangements.

Unauthorised persons

Parents will be informed and reminded not to allow any other person onto the premises when dropping off or collecting to ensure safety at all times.

In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so, a member of staff will ask the person the purpose of their visit. If needed, our Lockdown policy will be initiated by staff and the police will be called. In any cases where someone has gained unauthorised access to the premises, we will revisit our Arrivals and departures procedures and risk assessment.

Adults arriving under the influence of alcohol or drugs

Please refer to the Alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit, e.g. in the visitors' book. Please refer to the Supervision of visitor's policy for further information.

Staff, students, and volunteers

Staff, students, and volunteers are responsible for ensuring they sign themselves in and out of the building, including if leaving the premises on breaks and lunchtimes.

This policy was adopted on	Signed on behalf of the nursery	Date for review
16.05.24	<i>RL Austin</i>	17.05.25