

Arrivals and Departures Policy (Including Visitors)



Arrivals and departures of children

It is the policy of the nursery to give a warm welcome to each child on their arrival.

Parents/Carers are requested to enter by the reception area and either ring the doorbell to the correct room if the receptionist is not at her desk, or the receptionist will call through to the correct room and ask for the key person to the child. A member of staff from the child's room will come to welcome you. The staff member will ask information relating to the child's needs and sign the child in on the room register.

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

If the child is not to be collected by the parent at the end of the session, they must inform the staff member and ensure the person collecting the child has the given password. Upon collecting the child, they will be asked for their name, ID and the password.

The planned departure of the child should be anticipated by the key person in the group. All medicines should be recovered from the medicine box/fridge only when the parent has arrived and should be handed to him/her personally. The medication policy is to be followed here with regards to receiving a parental signature.

No child should be handed over to anyone other than the known parent/carer unless an agreement has been made at the time of arrival. If in doubt check the person's identity by ringing the child's parent or their emergency contact number.

On departure, the child register must be immediately signed by the key person/person showing out, to show that the child has left the premises.

Admission Information

When children start at Jo Jo's Day Care Nursery Ltd, parents are asked to fill in information about their child. Details are completed about the people who will be collecting their child. This information is then filed and used to identify the designated person(s).

Password

Parents are asked for a memorable password, which is also filed. Parents are asked to give the password only to the people they wish to collect their child.

Adults arriving under the influence of alcohol or drugs

The nursery's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind.

If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above procedure), and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care worker if this is not possible. During this time the child will be cared for by another member of staff, so they are able to remain calm and engaged in play.

Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle. The nursery reserves the right to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.



Arrivals and departures of visitors

At Jo Jo's Day Care Nursery Limited we aim to protect the children in our care at all times. This includes making sure any visitors to the nursery are properly identified and supervised.

All visitors must sign the visitors' book on arrival and departure. Where applicable, visitors' identity should be checked, e.g. Ofsted inspectors or colleagues attending in a professional capacity such as extra-curricular activity teachers and Specialist Teaching Services.

Visitors are informed of any relevant policies including the fire evacuation procedure and mobile phone policy. Visitors will be informed of any serious allergies of any children on the premises and asked to leave any food items at reception. A visual poster will also be displayed for visitors.

A member of staff must accompany visitors in the nursery at all times while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

Security Procedures

- Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery
- Visitors to the nursery must be recorded in the Visitors' Book and accompanied by a member of staff at all times while in the building
- Staff are to inform a member of management of a visitor's arrival after checking their identification and the visitors book has been completed
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander through the nursery
- Parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery
- The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.

Arrivals and departures of staff

Staff must also sign in and out of the building, at the start and end of shifts and during anytimes they may leave the premises, such as for breaks. This is vital for evidence. For example, if any allegation were made against a member of staff it is imperative that we have accurate records of where that member of staff was at certain times. It is also key for registration purposes in the event of a fire to ensure accurate details of who is on the premises.

Date Monitored: 14.02.25

Name: Jodine Grutzmacher

Signature:

Review Date: February 2026

