

Arrivals and Departures Policy

At Family Tree Day Nursery we 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, volunteers and students.

At the start of the child's first settling session (please see Settling In policy) parents are requested to submit their thumbprint in order to use our security thumbprint entry system. Without this, parents are unable to enter independently.

Arrivals

On arrival, parents must either use thumb/fingerprint scanner or ring the bell to gain entry to the building. Once inside, parents must accompany their child/ren to their designated rooms. 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). The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents during hand over, including accidents/incidents that may have happened whilst in parental care.

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

Departures

The child's key person or other nominated staff member must ensure key information is passed on to the parent/carer on collection. This should include the child's day in addition to what may already be shared via electronic systems, e.g. meals, sleep time, activities, interests, progress and friendships. The parent/carer must be informed 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.

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 and a password are required, where possible, 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 nursery will not release a child to anyone other than the known parent unless a prior agreement has been made. 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.

For Safeguarding purposes, parents/carers should not allow access to the building for any other adults that they do not know. Parents are informed and reminded of Safeguarding procedures and should not allow any other person onto the premises when dropping off or collecting to ensure the safety of staff and children 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 re-evaluate our Arrivals and Departures Procedures and our risk assessments.

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 visitors 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 on breaks and lunchtimes.