



## **Arrivals and Departures**

### **Arrivals and departures of children**

It is the policy of the nursery to give a warm welcome to each child and their parent/carer as they arrive at the nursery. This greeting and departure must be face to face and carried out in a professional manner at all times, the information should not be shared across a room as this is unprofessional, does not meet the confidentiality criteria and is not GDPR compliant. 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 exact arrival in the daily attendance register. Any specific information provided by the parents should be recorded, including the child's interests, experiences and observations from home. This information will be recorded on the 'staff communication sheet'. It is an expectation that parents, whose children have formula feeds, sign in the bottles and feeds as part of our milk recording system.

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

If the child is not to be collected by the parent at the end of the session, an agreed procedure must be followed to identify the nominated adult. Passwords are required to ensure no unauthorised person has access to the child or other children. Passwords are recorded on both the child's registration form and Parenta, our secure electronic system. In certain circumstances, temporary passwords can be created, but this must be following a conversation with the manager and/or deputy.

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

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. During this time there are opportunities to discuss the child's day, e.g. meals, sleep time, activities, interests, progress and friendships. The parents should be told about any accidents or incidents and the appropriate records must be signed on collection.

At the point of departure, the room register must be immediately marked to show that the child has left the premises. This will enable us to follow our safeguarding duties and fire and safety evacuation procedures.

Where a parent raises a concern with a member of staff at the point of arrival or during their feedback at the end of their child's session, the staff member must share the concerns immediately with the management team. This will enable the manager/deputy to address the concern in a timely manner and if applicable, provide the parent with a copy of the complaints procedure.

### **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 so, 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. The police will also be called to assist should the person become aggressive or pose a risk to the staff and/or children.

### **Arrivals and departures of visitors**

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

<b>This policy was adopted on</b>	22 May 2019
<b>Signed on behalf of the nursery</b>	
<b>Signed by Nursery Owner</b>	
<b>Date for review</b>	September 2026