

# 1.4 Arrival and Departure



## Arrival procedures

- After granting access to the nursery to a parent or visitor, members of staff are then responsible for ensuring the conduct of such persons, and that only appropriate access to children is allowed and supervised.
- If a volatile situation occurs between any visitors, the member of staff should act in a calm and professional manner and try to diffuse the situation. The individual should immediately refer the individual to the manager. In this situation, care for the children should be upmost and all children should be removed from the immediate area where possible.
- Visitors are not to be let into the rooms, unless supervised by a manager or member of staff. These visitors must be supervised at all times.
- At entry all children should be brought into their main (Baby, Toddler or Pre School) room by the person (parent or guardian) who is responsible for them upon arrival and are received by a member of staff.
- On arrival a member of staff will immediately record the child's attendance in the daily register including the time of arrival.
- Both the person dropping off and the staff member will then spend time exchanging information. This information will be used to assess the child's welfare and ongoing day. Key information to be exchanged between person dropping off child and member of staff:
  - An overview of the child since their last attendance.
  - What they have eaten before attending Nursery.
  - Are they in good health? If not, what are the problems?
  - Have they had medication in the past 12 hours? If yes, what?
- Any specific information provided by the parents should be recorded and passed onto the relevant member of staff/key worker.
- If a parent/carer requests that their child be given medicine during the day, the staff member must ensure that the medication consent form is completed and signed (staff should follow administration of medicine policy).
- If a child has an existing injury, bruise, bump etc. parents/carers have a responsibility of informing staff of this when dropping the child off and should complete an existing injury form.
- If the child is to be collected by someone other than the parent/carer this must be indicated to a member of staff and recorded at the start of the sessions.
- Any messages passed on by the parents are to be recorded and shared with the staff in the child's room.
- The person dropping off should place the child's belongings in the appropriate places and drop the child off and/or leave the nursery.

## Departure procedures

- After granting access to a parent or visitor, members of staff are then responsible for ensuring the conduct of such persons and that only appropriate access to children is allowed and supervised.

- Parents must arrive in good time to ensure collection before the session end or closure time. Parents arriving late at the end of either session will incur a late collection fee (see late collection policy).
- Parents will be given feedback about their child's time spent within nursery by their child's key worker or a responsible member of staff at pick-up.
- All children will be signed out on the online daily registers by the manager or staff member in charge of the child.
- After children have been handed over to parent/carer, the responsibility for the child is placed on the person collecting that child.
- Staff must ensure that all room doors and barriers are secured, after handing over a child, and to ensure the safety of other children in the room at all times.

### **Arrivals and pick-up security procedures**

- Staff must ensure that all room doors and barriers are secured, after handing over a child, and to ensure the safety of other children in the room at all times. Children must not be allowed to exit rooms unsupervised.
- Upon registration parents must provide names for persons other than themselves to collect their child, at least two named persons are required, and full contact details are required in cases of emergency. Only those named people are allowed to collect that child unless specific arrangements have been made prior to the child being collected directly by the parent or guardian of the child.
- All staff will enter the building in the same way as the children.
- Only members of staff that have been through enhanced DBS clearance and induction processes will be given the code to the door leading into the nursery.
- All children and visitors must be signed in and out of rooms in the nursery to log their attendance.
- Staff will sign in and out of the nursery at arrival and departure and lunch breaks.
- Staff who are new or volunteering or who are not enhanced DBS checked will not open the front or room doors for parents. They should notify a qualified member of staff. These staff will be supervised by a qualified member of staff.
- Staff must ensure that all room doors and barriers are closed at all times, to ensure the safety of other children in the room.
- The front door will be locked at all times. In the event of visitors, the manager/front of house is responsible for the front door and must ensure that all visitors are supervised, and the door remains closed. Parents and staff also must ensure the door is securely shut behind them. ***Parents are not allowed to let other parents/visitors enter the nursery behind them.***

***Due to the current COVID-19 pandemic some of these procedures have been amended. Communication has been sent out to all parents with more details of the designated areas. Please refer to our COVID-19 Safe Operating Procedures for more information. Please speak to the Branch Manager should you need further help.***