

## 1.8 Prime times – Arrival and departure

Prime times of the day make the very best of routine opportunities to promote 'tuning-in' to the child emotionally and to create opportunities for learning. Arrivals and departures are key times in the day when children need support from their carer to make the transition smooth and happy; these times of day also pose a certain level of risk as parents and carers come and go. All staff are aware of the potential risks and take measures to minimize them.

### Arrivals

- 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 utmost and all children should be removed from the immediate area where possible.
- Parents/Carers/Visitors are not to be let into the rooms unless agreed with the manager. These visitors must be supervised at all times by a manager or member of staff.
- At entry all children should be brought into their main lobby (Baby, Toddler or Pre School) by the person (parent or guardian) who is responsible for them upon arrival and are received by a member of staff who takes them into their room.
- Whenever possible the key person or backup key person greets their key child/ren. This ensures that young children are received into the setting by a familiar and trusted adult.
- 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?*
- The key person receives the child physically and tunes in to how he or she is feeling and prepares to meet his/her needs.
- The key person who greets the child marks their presence and time of arrival on our EyLog app.
- Parents should spend a few minutes with their child and key person before leaving. Many parents will be in a hurry, but this can have an unsettling effect.
- Always ensure that the parents say goodbye to their child and say when they are coming back, such as 'after tea', rather than just 'later'.
- If the member of staff receiving the child is not the key person, the member of staff will hand over the information shared by the parents to the key person when they arrive.
- 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 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.
- If a child who is expected fails to arrive by 10 am for full day or AM session and 2pm for PM session, this is recorded on the child's personal file and the setting manager is immediately notified so

that they can contact the child's parents to find out why the child is absent following procedure Absence.

### **Injuries noted on arrival**

- If a child has an existing injury, bruise, bump, etc. parents/carers have a responsibility to inform staff of this when dropping the child off.
- If a child is noted to have visible injuries when they arrive at the setting the staff member collecting the child will ask the parent how these were sustained and will then complete a pre-existing injury report.
- Should we have any safeguarding concerns based on the type of injuries sustained or how these were sustained we will follow our Safeguarding policy and procedures.

### **Changing shifts and handing over information**

- When the key person leaves or goes on a break, they handover the care of the child to a 'back-up' key person.
- If someone other than the key person receives the child, he/she will share any information from the parent and write a note for the key person. Confidential information should be shared with the setting manager to pass on.
- The key person shares information with the back-up key person, in this way they ensure that all information is passed on to the parent in the key person's absence.

### **Departures**

- After granting access to a parent/carer 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/Carers must arrive in good time to ensure collection before the session ends or closure time. Parents arriving late at the end of either session will incur a late collection fee (see late collection policy).
- Parents/Carers 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.
- Only persons aged over 16 years should normally collect children. No child will be collected by anyone who has not reached 16 years of age.

### **Maintaining children's safety and security**

Arrivals and departures pose a particular threat to the safety and security of the children, particularly when parents arrive at the same time or when in shared premises. To minimise the risks we follow the below procedures:

- All staff will enter the building in the same way as the children.
- 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.

- Upon registration parents set a collection password and share it only with the people they authorise to collect their child/ren.
- No child will be handed over to a parent/carer who does not know the child's collection password.
- 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 will not open the front or room doors for parents. They should notify a senior 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.**