

Arrivals and Departures Policy

At Little Oaks Nursery, we pride ourselves on providing children and families with a warm welcome in a pleasant and professional manner when they arrive at our nursery.

Arrival

Upon arrival, parents/carers are requested to pass the care of their child to their child's key person and share any information regarding the child. Any new information such as child's interests, experiences, change in collection, observations etc is recorded and shared with the appropriate personnel ready for the day ahead. Children arriving to the setting must be signed in immediately.

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

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. The child's password is required with the option of added photo identification where possible for the designated adult. Parents are informed about these arrangements and reminded about them regularly.

Throughout the day, details regarding the child's day such as nappies, meal times, activities and key messages will be recorded on our online system. Parents/Carers are able to access this system remotely and will have the chance to ask their child's key person questions if they need to.

If a child has had an accident resulting in an injury, a pre-existing injury form must be completed in line with our Accident policy

Departure/Collection

Children can only be collected from the nursery by the persons named on the child's registration form. We ask parents to provide photos of additional people who may collect their child and a password which is known only to the individuals authorised to collect the child, so we can identify them upon arrival.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. 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 person 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 policy).

The child's key person or other nominated staff member must feedback to the parent/carer about their child's day at nursery. This should include meals, sleep time, activities, interests, progress and any significant events. The parent should be told about any accidents/incidents or medication that has been administered and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

On departure, the staff member releasing the child must complete the child register immediately marked to show that the child has left the premises.

If a member of staff has any concerns about who has arrived to collect a child the following procedure will be adhered to:

- The manager will be informed of their concerns.
- The registration form will be checked for the names of those authorised to collect the child.
- Parental responsibility rights will also be verified by referring to the child's birth certificate or court papers relating to access and custody which are kept within the child's file.
- The parents will be contacted to confirm the arrival of the person coming to collect the child and gain a physical description of the person if necessary.
- If we are unable to contact the parents to confirm the identity of the individual the child will remain in the nursery until contact has been made.

Collection by an unknown adult

On occasions when parents or the person normally authorised to collect the child are not able to collect the child the following procedure will be followed:

- The parents will contact the nursery to give details of who will be collecting the child.
- The name and relationship to the child of the person collecting the child is noted.
- A way of identifying the individual is agreed with parents such as a password or form of identification.
- When the named individual arrives this information is checked and parents may be contacted if any discrepancies occur.
- Under no circumstances will a child be allowed to leave with an adult who is not known by the nursery.
- If an unknown adult arrives to collect a child without the parent/carer contacting the nursery first they will be asked to wait in the reception area until we have contacted the parents to confirm their identity.
- If the parent cannot be contacted then the child will remain in nursery until we are able to contact the parent/carer.
- If the parent/carer cannot be contacted then we will telephone the emergency contacts on the registration form to seek advice on the location of the parent/carer and ask for one of them to come and collect the child.
- The unknown adult will be advised on the situation and reminded of our duty to safeguard all the children in our care.

Young people collecting siblings from Nursery

We do not allow any child to leave the Nursery with any young adult under the age of 16 years.

Adults arriving under the influence of alcohol or drugs

Please refer to the alcohol and substance misuse policy.

