

**Policy reference: 12**

Arrival and departure from the nursery should be a welcoming and relaxed experience for all children and their families. In particular, a high level of regard should be given to the safety and security of everyone in the Nursery.

We aim to be as flexible as possible in regard to meeting individual family needs to arrive and depart to and from the Nursery across the day. All parents will be notified of our opening hours, which are from 7:30 am to 5:30 pm, Monday to Friday.

**Aim**

We aim to ensure that children, parents and staff are safe and secure at all times on the Nursery premises. To achieve this:

- We operate an 'open door' policy to all parents, whom we welcome and value as part of the Nursery community
- We recognise the importance of parents having sufficient time to share relevant information with staff at the beginning of every day saying 'goodbye' to their children, so that they leave the nursery feeling reassured about leaving their child
- We ensure that anyone collecting the child is authorised to do so
- We ensure that at the end of the Nursery day parents or authorised persons who are collecting the child, are given relevant and accurate feedback about their child's day

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 on the daily attendance register. Any specific information provided by the parents should be recorded.

If the parent requests the child to be given medicine during the day the staff member must ensure that the medication procedure is followed (see Medication Policy ref 18).

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. Are they identified as being authorised to collect the child? Is the nominated adult aware of the password provided by parents/carers during the child's induction?

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/carer 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.

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 check the person's identity by ringing the child's parent or their emergency contact number.

Where a parent's representative arrives to collect a child, is known to the Nursery, but there has been no information about alternative collector, the Nursery Manager/Deputy Manager **must** contact the parent for confirmation.

On departure, the child register must be immediately marked to show that the child has left the premises.

Should unforeseen circumstances mean that parents/carers nor an authorised person is available to collect a child the Nursery Manager will ensure that parents/carers have provided us with the full name of the person who will be collecting and that they have been informed of the password.

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

All visitors to the Nursery will be welcomed, but the appropriate records must be completed on entry and exit e.g. in the visitor's book and they will be made known to staff on site. At no time will a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

Students, work experience students, parents, volunteers and agency staff are **NOT** permitted to give access to the Nursery at any time. Visitors arriving at the Nursery door, will be asked to remain outside whilst they inform the Nursery Manager of their arrival.