



Arrival and Departure Procedure

This policy is in place to ensure the safety of each child as they arrive and to ensure all children depart safely at the end of their session.

We keep records that register children, parents, staff and visitor attendance on a daily basis, showing hours of attendance. We ensure that we have complete records of each child looked after on the premises, including the name, address and date of birth of each child, those with parental responsibility and emergency contacts.

Parents are asked to keep the Preschool updated in writing if any of these details change. The registration information will be kept at the premises, and stored in a locked cupboard. Emergency contact details for all children and members of staff will be taken on outings from the Preschool.

We will only release children to adults who have been authorised to collect by the parents and ensure that children do not leave the premises unsupervised

Children will usually be dropped off at either the front or cabin entrance and collected from the front entrance. Parents are welcome to come into the classroom to drop children off if they prefer. It is expected that parents of new children will do this whilst the child is settling in.

Arrivals

We offer the following attendance options each day (Monday - Friday):

- 9.20am - 12.20pm
- 9.20am - 1.20pm
- 9.00am - 3.30pm
- 9.00am - 4.00pm

Early drop offs from 8.45am are available Tuesday to Friday (subject to availability).

The door will be locked after children doing early drop off have arrived and will remain locked until the full day sessions begins at 9.00am. Tigers will be dropped off at the front entrance, Leopards at the cabin entrance. A member of staff (usually the key person) will greet the parents and children at each entrance. Our morning session children arrive at 9.20am at our cabin entrance which is quieter and less overwhelming for our younger children.

As children arrive, staff will greet parents/carers, and give them the opportunity to share any information regarding the child's welfare or any other information that needs to be shared with staff, for example a head injury over the weekend.

If a child has an existing injury, parents/ carers have a responsibility of informing staff of this when dropping the child off and must complete a pre-existing injury form. If staff notice an injury which has not been disclosed, it is the staff's responsibility to ask parents for more details, and give them a form to complete.

If a parent/ carer requests that their child needs to be given medicine during the day the staff must ensure that the medicine is prescribed and signed by the doctor, in the original packaging and it is in date. Following this a consent form is to be completed and signed, it is staff's responsibility to ensure that correct dosage and course guidelines are followed. We do not routinely administer Calpol or other painkillers as this may mask other symptoms of contagious diseases/viruses.

A member of staff will write down the arrival times for every child on the register and any information regarding collection.

As children arrive inside preschool they will be supported to wash their hands by staff. Staff in the classroom will welcome each child and encourage the children to settle at an activity.

Once all children have been dropped off a member of staff will lock the doors and write down the total number of children in, including how many in each age group.

Departure of children

Children will be brought out to the waiting area at the end of the session and will be called when a staff member sees that their parent/ carer has arrived. Parents are welcome to discuss their child's day with staff, and staff will ensure that any other important information is communicated, and that any relevant forms are signed off.

On departure each child will immediately be signed out by a member of staff on the daily attendance record to show that the child has left the premises.

Arrivals and departures outside session times

If parents need to drop off or collect outside of usual session times, for example for doctors appointments, they need to inform us in advance when dropping off or by phone/text. Parents will then ring the bell when they arrive to let staff know that they are there. We understand that there are times when it is unavoidable, but we cannot accommodate regular out of hours drops and collections.

Daily registration system:

We record all arrival and departure times. Staff will sign children in when they arrive, and when they are collected. Members of staff will operate a self-registration system for their own attendance.

This information is stored on the daily register, which is checked daily by the management team. Registers will be kept on the premises, and stored in a locked cupboard.

Alternative adult collecting a child

On no account will staff hand over a child to anyone other than the known parent/carer unless an agreement has been made with the parent, and the alternative authorised adult has had their identity verified.

Only persons aged over 16 years will be allowed to collect a child unless that person is the child's parent.

Parents need to inform staff as early as possible if an alternative adult will be collecting their child. This can be at drop off or via phone call, text or email. Text and emails must be sent from the parents registered number or email address.

Parents need to provide staff with the authorised adult's name, relationship to the child, and a password which will all be verified by staff.

Concerns about an adult who is collecting a child

We have a duty of care and are responsible to safeguard all children. If we consider any person collecting a child unsuitable we will contact the parent/carer or other authorised person to come and collect the child. This includes any person coming to collect a child who appears to be under the influence of drugs or alcohol.

If an unknown person arrives to collect a child, staff will telephone the child's parent/carer from the preschool phone on the numbers provided on the child's registration form. If we are not satisfied that the person collecting is there with the parents /carers permission we will not allow them to collect the child.

If staff are concerned about the behaviour of the unknown person, for example, aggression/frustration/under the influence of drugs or alcohol, the child will remain on the premises and the person collecting will be asked to wait outside until the situation is resolved, and until an alternative authorised adult can collect.

Late collections

We ask for parent's cooperation around this matter and ask that where parents/carers think they are going to be late collecting a child at the end of their session then please ring or text to inform staff. Please be advised where children are not collected promptly at the end of their session we reserve the right to charge a late payment fee of £5 per 15 minute block. For example if a parent arrives at 4.10pm they will be charged for the 15 minute block of 4.00pm - 4.15pm. Any charges will be added to the next invoice.

Children who have not been collected at the end of their session

We recognise that in extreme circumstances there may be an occasion when a parent/carer does not arrive to collect a child and has been unable to notify the preschool staff that an alternative adult will be collecting their child.

Under those circumstances staff will undertake the following steps:

- In the first instance staff will attempt to contact the parent/carers named on the registration contract and obtain verbal verification of a named adult who can collect the child.
- If the staff are not able to contact the parent/carer they will then contact all those named on the registration contract as emergency contact adults and make arrangements for the child to be collected.
- In the event of children remaining uncollected beyond the end of their normal session times, and staff being unable to contact any person on a child's file we will wait for a period of 45 minutes and continue to try and make contact. If no contact has been made with a parent/carer or emergency contact for a child within this time staff will contact the C-SPA team and ask for their assistance.

Please see our Non-Collection of Child Policy for further details.

Visitors

Access for visitors will be monitored and recorded in the visitors' log. This will include the name of the visitor, their organisation, purpose of visit and the accurate details of the arrival and departure times. Staff will check photographic I.D to verify the visitor's identity.