

Arrival & Departure Policy

Policy statement

It is the policy of the nursery to give a warm welcome to each child on their arrival. Children will be collected only by their parents/carers, or by other adults with the parents/carers' expressed consent.

Procedures

Arrival

- Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure his/her safety. The arrival and departure time of each child will be recorded in our attendance book.
- The staff member receiving the child, immediately records his/her arrival in the attendance book and the child's photo is posted on the self-registration board. Any specific information provided by the parents should be received by the staff member welcoming them and then passed onto the relevant member/s of staff.
- A member of staff will be at the door during the main arrival and departure periods (i.e. 8am to 9am and 5pm to 6pm). At other times of the day an internally approved member of staff who will ensure that the correct procedure for recording arrivals and departures is adhered to, may be on the door to release children to parents/carers.
- If a parent/carer requests that their child be given medicine during the day the staff member must ensure that the Medicine Consent Form is completed and signed and that the medicine is stored in the appropriate kitchen/fridge.
- The member of staff receiving the medication should be responsible for administering it or should allocate a member of staff to do so in their place.
- That staff member should set a reminder/alarm and arrangements should be made for cover whilst medication is being given. Further details about administering medicine can be found in the Medication Policy.

Late Arrival

- If a child has not arrived by 9.30am, the nursery will contact the parent/carer to ask for an estimated arrival time.
- If the child arrives after the other children have gone out onto the farm, the staff will record their arrival as late in the attendance book and take the child to join their group.

Departure

- No child should be handed over to anyone other than the parent/carer who delivered the child in the morning, unless an agreement has been made at the time of child's arrival or the parent has telephoned/emailed the nursery to make a specific arrangement and this is recorded. Should anyone other than that person arrive to collect a child, the person who delivered the child will be immediately

contacted by telephone and asked their consent.

- Parents should provide the names and description of any person they may send to collect their child and always make sure that the nursery are notified on that day if a child is to be collected by someone else. The nursery will ask the parent to give the person collecting an agreed password.
- If medicine has been given throughout the day, the parent signs the Medicine Consent Form when collecting the child and medicine. All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived, and is handed to him/her personally.
- On departure, the attendance book must be immediately marked to show that the child has left the premises, and a deduction made from the total on the board.

Late Collection

- If a child has not been collected by 6pm, staff members stay with the child and occupy and reassure him/her until the parent arrives.
- The staff will contact the parent to find out why they are late and ascertain their estimated time of arrival.
- Parents may incur additional fees for every 15 minutes of lateness after 6pm that the staff members are required to stay to supervise a child after the nursery has closed.
- Except in extenuating circumstances (which are identified at the discretion of the Operations Manager) we will charge £5 per child for every 15 minutes of lateness after Nursery closure.
- If your child attends a session that finishes before nursery closure e.g. 9am-3pm, lateness of 15 minutes or more will be charged at the hourly rate.
- Please see separate policy for Non-Collection of Children.

Visitors

- For arrivals and departures of visitors, the appropriate records must be completed on entry and exit i.e. in the Visitors Book, and visitors must be given a clearly visible Visitor badge to wear.
- Visitors to the premises on the public footpath will be recorded on CCTV. An alarm will sound on their entry and exit, and they will be monitored by a staff member while on site.

This policy was adopted at a meeting of The Natural Nurture Nursery Management Committee held on the 3rd March 2016.