



## **Arrivals and Departures of Children Policy**

### **Arrivals**

It is our policy that all children and parents/carers will be given a warm welcome on their arrival to the nursery.

The front door will be kept closed at all times. A nominated member of staff will open the door to visitors throughout the day to ensure the nursery building remains secure at all times.

Any changes in the child's routine, health, mood, or other aspects should be passed on from parents/carers to the child's key worker to ensure that the best care is given to the child.

When the child enters the room, staff will mark the child on the room's daily register.

All children have contracted hours of attendance, if parents require extra hours then we request that these are booked one week in advance (subject to availability). If the contracted hours need to be changes, parents should approach the nursery manager to make such arrangements. This is subject to the discretion of the nursery manager.

### **Collection**

On collection, a staff member caring for the child will mark on the daily register that the child has left the nursery.

The nursery will only release a child from our care to adults who have permission to collect them. We will, therefore, need parents to provide us with a list of people authorised to collect along with a photo or physical description of each individual and a password.

It is important that parents arrive at the contracted time to collect their child. Even very young children learn the daily routine and know when their parents are due. They can become distressed if parents are late. However, we are aware that at times delays are unavoidable. In cases of delayed collection, parents are expected to inform the nursery staff with as much notice as possible and provide an expected time of arrival. Stepping Stones Nursery will normally be able to accommodate the additional care and be able to reassure should this be needed.

### **Late collection and Non Collection**

We appreciate that there are times when the late collection of children is unavoidable; however this late collection policy applies in all circumstances.

The nursery is open from 7.30 am to 6.00 pm daily. Sessions run from 8.00 am to 1.00 pm and from 1.00 pm to 6.00 pm. Parents who do not collect their children by the end of the contracted session, at whatever time of day, will be liable for additional payments. This policy applies to the late collection of children from both the morning and the afternoon sessions.

- If parents are unable to collect their child on time, they must telephone the nursery to notify us know what the situation is and when their child is likely to be collected.
- If parents are late collecting their child, the late collection will be recorded in a book by staff and parents will be asked to sign the book.



**Charges are as follows:**

- £1 for every minute

In the event of parents repeatedly collecting their child late they will be asked by the nursery to review their collection arrangements.

In the unlikely event of a child not being collected from the nursery at the expected time and no contact being made with the parents, the following procedure will apply:

- Two members of staff will remain on the premises with the child at all times. One of these staff members will be a senior member of staff.
- The child will be reassured and comforted.
- The parents will be telephoned on all available contact numbers.
- If the parents are not contactable the emergency contact person will be contacted and asked to collect the child.
- Every effort will be made to contact the parents or the emergency contact person.
- If no contact has been made with either the parents or the emergency contact person within one hour (morning session) or half hour (afternoon session – 18.00) of the time at which the child was due to be collected the nursery will contact Social Services for advice.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date to be reviewed</b>
<i>August 2017</i>	<i>Adele Stone</i>	<i>August 2018</i>