



9.0 Equal Opportunities

9.5 Arrival and Departure Policy and Procedure

Policy statement

Keren's nursery has a policy which governs the arrival and departure of staff and parents into and out of the nursery premises.

Arrivals & Departures

It is the policy of the nursery to give a warm welcome to all children and parents on their arrival to the nursery.

There is one entrance into the nursery premises from 08.00 to 16.30, the double glass doors into the synagogue on the ground floor. Between 16.30 and 18.00 parents enter the building via the black gate leading into the nursery garden and Blue Group, on the ground floor and controlled by video entryphone buzzer and magnetic release gate.

We have a security guard on the premises during the majority of the children's attending hours – he is in attendance from 07.45 to 16.30. The security guard is checking the building and the surroundings looking out for unauthorised access, suspicious artefacts, damage, theft and other harm. Only the security guard opens post or accepts parcels and deliveries. Only permanent members of staff that have completed all relevant checks and have completed a six month probation period are permitted to enter the Nursery independently using the keys and alarm fob.

Unauthorized persons are not permitted to open the gate or doors to anyone at any time. Anyone found doing this would be in breach of this policy.

All visitors must sign in and identify the purpose of their visit before entering the nursery premises.

Section 1

Arrival procedure

- All children are to be brought into the rooms by the carer who is responsible for them upon arrival (Parent or guardian).
- The carer dropping off the child must make the room staff aware of their arrival.
- The carer dropping off the child should place the child's belonging in the child's peg and basket where relevant.
- Both the carer dropping off the child and the staff member will then exchange relevant information. This information will be used to assess the child's day at the nursery.

The information exchanged will include the following:

- An overview of the child since their last attendance at the nursery.
- What the child has eaten before arriving to nursery that morning.

- Is the child in good health? If not what are the symptoms? Is the child well enough to attend?
- Who will be collecting the child at the end of the day if other than the carer?
- Has the child received any medication in the past 12 hours? If yes what and why?
- Is the nursery required to administer any medicine to the child? Is the medicine properly labelled with instructions about the dose and timings of administering the medicine?
- The staff member must ensure that the carer completes and signs the medicine consent form (staff should follow administration of medicine policy).
- The arrival and departure time of each child will be recorded on the registers.
- Any specific information provided by the parents should be recorded and passed onto the relevant member of staff/ key worker.
- If a child has an existing injury, bruise, bump etc., carers have a responsibility of informing staff of this when dropping the child off and should fill and sign our Home accident form with an explanation of how the injury occurred.

Section2

Departure procedure

- The picking up of children from the nursery procedure is in principal the same as for dropping off set out above in section 1.
- After granting access to a parent or visitor, members of staff are then responsible for ensuring that appropriate access to children is managed and supervised.
- Parents must arrive in good time to ensure a pleasant collection of their child before the nursery session ends. Parents arriving late will incur a late collection fee of £9.00 for the first hour or any part of an hour and a fee of £10 for any additional hours or part of it.
- During pick up, parents will be given feedback about their child's time spent within nursery and the children will be signed out on the registers by the member of staff in charge.
- As part of the Registration process of new children, parents must provide the nursery with details of persons other than themselves who they authorise to collect their child. Typically, two named persons are given authority by the parent/carer and full contact details are required in cases of emergency.
- Children will only be released from the care of the Nursery to their parents/carers or to named individuals as recorded on the child's Registration Form.
- In the event of a child being collected by a person other than his/her parents/carer or an authorised named person the following will apply:
 - The parent/carer will inform the nursery without delay that they will not be able to collect their child and provide information of the person they authorise to collect the child.
 - To help check the identity of the person collecting the child, the Manger or person in charge will agree with the parent/carer a unique password set between the parent/carer, the person collecting the child and the nursery. The password must be provided to the relevant member of staff before they can hand over the child into the care of the collecting person.
- The parent/carer must ensure that a *suitable person will collect their child in their absence*. The suitable person must be over 18yrs old and be capable of caring for the child in the absence of the child's parent/carer.
- If the Nursery is unable to identify the person with the details provided by the parent/carer, unfortunately the Nursery will not be able to release the child from its care.

Uncollected children

- If it is impossible to contact anyone regarding the safe collection of the child, the emergency services and the Children's Social care team will be contacted. The manager or person in charge will remain with the child until such time as they are settled into the care of the local authority.
 - Multi-agency Safeguarding Hub 020 8359 4066/4097, or;
 - Out of hour's duty officer - Emergency Social Work Service 020 8359 2000
- All staff should be aware that some children are not allowed to come into contact with members of their own family (a court order for example or if the parent doesn't have Parental Responsibility).
- In such circumstances a record is kept of each child and the names of those family members with whom the child is not allowed contact.
- If one of these family members should call at the nursery they must not be granted access and the manager or person in charge must deal with the situation and ensure that no contact is permitted.
- The child's primary carer must be informed of the incident immediately thereafter.
- Parents/ carers or authorised people may be asked to wait outside the nursery door if a member of staff hasn't met one of them before or doesn't recognize them. They may need to seek advice from senior staff members.

Staff Arrival and Departure

- All staff members enter the nursery premises in the same way as the children.
- Full members of staff who possess a minimum of NVQ 3 childcare qualification AND that have a clear DBS AND have completed their six months' probation period, may have access to the nursery keys and alarm fob and will have the authority to open and lock the nursery.
- All members of staff are being signed in and out by the nursery Manager or Deputy Manager on their arrival and departure.
- Staff members who are new or volunteering are not allowed to open the nursery doors for parents or other visitors until they have been authorised to do so by a full member of staff who has identified the parent or visitor.

Approved and revised on the 2/2/2016 by: Tina Bloch	Date to be reviewed: January 2017
Signed on behalf of the provider:	
Name of signatory	Tina Bloch
Role of signatory	Nursery Manager