

ARRIVALS & DEPARTURES

ARRIVALS

At Tiny Tots, we give a warm welcome and goodbye to every child and family on their arrival and departure, as well as ensuring the safety of children, parents and carers, visitors, employees, volunteers and students.

Parents and carers are requested to pass the care of their child to a specific member of staff, who will ensure his or her safety (this is usually a child's key person). The staff member receiving the child, immediately records his or her arrival on Famly. The staff member also records any specific information provided by the parents and carers, including the child's changes in routines, interests, experiences from home, pre-existing injuries or medical needs. If the parent or carer requests the child to be given medicine during the day the staff member must ensure that the medication procedure is followed and forms are acknowledged by the parent before medication is administered.

The *'arrival procedure'* will be explained during your child's settling in as there are two drop off points in the morning, the main door for the Ladybird and Dragonfly room and the Caterpillar room, which is accessed through the baby garden. On occasions, Caterpillar parents, who drop off at 8am, might be asked to come to the main entrance but this is dependent on numbers and staffing.

COLLECTION & DEPARTURE OF CHILDREN

If the child is to be collected by someone, who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. A password is required before a child is allowed to leave the nursery. Other than the parents or legal guardian of the child, we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, the parent or carer will be contacted.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent or carer in addition to what may already be shared via electronic systems, e.g. meals, sleep time, play provocations, interests, progress and friendships. The parent or carer should be told about any accidents or incidents and the appropriate records must be acknowledged by the parent or carer before on Famly. Where applicable, all medicines should be recovered from the medicine box or fridge after the parent or carer has arrived and handed to him or her personally. The medication policy is to be followed.

The nursery will not release a child to anyone other than the known parent or carer unless an agreement has been made at the time of arrival and the person collecting the child knows the 'safety password'. All children, who attend nursery, must have a 'safety password' assigned to them by the parent and carer, which is recorded on Famly. In the case of any emergency such

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as a parent or carer being delayed and arranging for a designated adult to collect a child, the parent or carer should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or carer or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must immediately record on Family showing that the child has left the premises.

SAFEGUARDING INFORMATION

Parents and carers **MUST NOT** allow any other person into the nursery when dropping-off or collecting, this is to ensure the safety of the children at all times.

- To enter the premises each parent or carer must ring the doorbell and wait to be allowed in by a member of staff.
- Only Tiny Tots staff can permit access to the nursery.
- If a member of staff does not recognise the parent or carer, they will consult with a member of their team or deputy manager before allowing access.
- If the child is to be collected by someone, who is not the parent, the password is required before a child is allowed to leave the nursery.
- On entering or leaving the premises the door must be securely closed.

UNAUTHORISED ACCESS

- Parents and carers **MUST NOT** hold the door open and allow another adult, parent or carer access into the nursery, even if they know the other adult.
- In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so, a member of staff will ask the person the purpose of their visit. If needed our lockdown procedure will be initiated by staff and the police will be called. (Refer to lockdown procedure). In any cases where someone has gained unauthorised access to the premises, we will revisit our arrivals and departures procedures and risk assessment.

Adults arriving under the influence of alcohol or drugs

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book. Please refer to the *Supervision of Visitors Policy* for further information.

Staff, Students and Volunteers

Staff, students and volunteers are responsible for ensuring they sign themselves in and out of

