**Introduction**

It is the policy of the nursery to give a warm welcome to all children on their arrival to nursery. We try to play music in the nursery for the children to feel like they are entering a home from home setting.

Entrance into the Nursery is secure with a video intercom system installed allowing for nursery staff to speak to visitors/parents through the video screen before allowing access to the nursery.

Parents and visitors must ring the doorbell and wait for the gate to be opened. This is to be done by certain members of staff to minimise the risk of unauthorised people in the setting. Please stand in front of the camera so members of staff can see clearly and identify who is collecting children before opening the door.

Unauthorised persons are not permitted to open the rooms to anyone at any time. Parents are to be asked to be careful when arriving and departing and are asked not to open the gate, door for any other parents/visitors

There is a visitor sign in book in the main house. All visitors will be signed in and give their registration number and identify the purpose of their visit. All visitors will be asked to provide photo ID before entering the setting.

**Arrival Procedure**

* All children are to be brought into their main room by the person who is responsible
for them upon arrival.
* The person dropping off must make the room staff aware of their arrival.
* Both the person dropping off and the staff member will then spend time exchanging
information. This information will be used to assess the child’s day.
Some of the information exchanged will be as follows:
* An overview of the child since their last attendance
* What they have eaten before attending nursery
* Are they in good health? If not, what are the problems?
* Who will collect them at the end of the session?
* Have they had medication in the past 12 hours? If yes, what?
* The arrival and departure time of each child will be recorded on the registers.
* Any specific information provided by parents should be recorded and passed onto
the relevant member of staff/key person.
* 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 also, it is staff’s responsibility to ensure that correct dosage
and course guidelines are followed. (staff should follow administration of medicine
policy)
* If a child has an existing injury, bruises, bump etc… Parents/ carers have a
responsibility of informing staff of this when dropping the child off and should
complete a pre-existing injury form.

**Departures**

Collecting children from Nursery is in principle the same as for arriving set out above for entering the nursery. After granting access to a parent or visitor, members of staff are then responsible for ensuring the conduct of such persons and that appropriate access to children is allowed and supervised. Parents must arrive in good time to ensure collection before the session end or closure time. Parents arriving late at the end of either session will incur a late collection fine of £10.00, for up to 15 minutes.

Parents will be given feedback about their childs time spent within nursery and the children will be signed out on the registers by the keyworker or responsible adult who handed the children out.

**Arrivals and collection security**

Departure arrangements at registration

Upon registration parents must provide names for persons other than themselves to collect their child, at least two named persons are required, and full contact details are required in cases of emergency.

Children will only be released from the care of the nursery to individuals named by the parent and recorded on their relevant entry record.

**Departures – Extra**

Grove Villa operates strict arrivals and collection procedures. In the event of children being collected by those other than those named and recorded the following applies:

The parent must inform the nursery without delay that they will not be able to collect their
child. To help check identity, the manager or person in charge will call the parent back to
discuss the details given by the person wishing to collect a child. The unique password that was
set between the parent/guardian, the collector and the nursery, must be used and received before handing over a child into the authorised person’s care. We MUST also be sent a recent photograph and a password of the person collecting.

The parent must ensure that a ‘suitable’ person will collect their child in their absence. A ’suitable’ person must be over 16yrs old and be capable of caring for the child in the absence of the child’s parent.

If the nursery is unable to identify the person with the details provided by the parent, unfortunately the nursery will still not be able to release the child from its care.

**Arrivals & Departures Policy** Is effective **from: 01/04/23 until further notice**

I have read and been informed about the content, requirements, and expectations of the **Arrivals & Departures** for employees at Grove Villa Childcare.

I have received a copy of the **Arrivals & Departures Policy** and agree to abide by the policy guidelines as a condition of my employment and my continuing employment at Grove Villa Childcare.

I understand that if I have questions, at any time, regarding the **Arrivals & Departures Policy**, I will consult with my immediate manager / supervisor.

Please read the **Arrivals & Departures Policy** carefully to ensure that you understand the policy before signing this document.

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