



Arrivals and Departures Policy

At Enchanted Day Nursery, 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, parent/carers, visitors, employees, volunteers and students.

Parents are requested to pass the care of their child to a specific member of staff who will ensure their safety, this is usually the child's key carer but if they are not present then parents should see the team leader or alternate member of staff based within their child's room. The staff member receiving the child, records the child's arrival time on the nursery iPads, via the Family app, and notes any specific information provided by the parents to relay to the rest of the team.

If the parent requests that the child be given medicine during the day, then the staff member must ensure that the medication procedure is followed by completing the medication form with the parent and safely storing the medication away in the allocated areas.

If the child arrives with a bump/bruise, the staff member must ask the parents about the incident and record this on an accident/incident report via the Family app, stating that it happened outside of nursery care (see accident/incident policy).

If the child is to be collected by somebody who is not the parent at the end of the session, an agreed procedure must be followed to identify the nominated adult. Adults authorised to collect the child shall have their information recorded in the child's file and on their online Family profile and have an agreed password in place with the adult. Photos can be added to the contacts information via the Family app, which can be used as another form of identification. If someone different is collecting, then parents should communicate with the nursery to let us know the name of the person coming and the password agreed (this should be different from the password for authorised adults). The person should provide photographic ID on request before being admitted to the nursery.

Parents can contact the office to add/remove the contacts authorised to collect via the Family app. Other than the parent/s 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 child, the parent/carers will be contacted.

The planned departure of the child should be anticipated by the child's key carer who should ensure that the child's belongings are in their drawer or bag ready for collection. This should include opportunities to discuss the child's day with the parent, e.g. meals, sleep time, activities, interests, progress and friendships. The

parent should be told about any accidents or incidents and asked to acknowledge these on the Family app. All medicines should be recovered from the medicine box/fridge only when the parent has arrived and should be handed to them personally and a signature obtained on the medication form.

No child should be handed over to anyone other than the known parent unless an agreement has previously been made or that person is listed on the child's contacts as permission to collect. If there is any doubt about who is collecting the child, then the senior person will contact the parents or emergency contact to verify the collection arrangements.

Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place.

The child's departure time must be immediately logged on the nursery iPads, via the Family app, to show that the child has left the premises.

Parents/carers will be informed and reminded not to allow any other person onto the premises when dropping-off or collecting, this is to ensure the safety at all times. 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/Car seats

The nursery's prime focus is the care and safety of the children and all procedures are written with this in mind.

If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above procedure) and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care worker if this is not possible. During this time the child will be cared for by another member of staff, so they are able to remain calm and engaged in play.

It is very important to ensure that your child also travels in an appropriate child restraint, which:

- Conforms to the United Nations standard, ECE Regulation 44.04 (or R 44.03) or to the new i-size regulation, R129. Look for the 'E' mark label on the seat.
- Is suitable for your child's weight and size
- Is correctly fitted according to the manufacturer's instructions.

There are many different types available. They are divided into categories, according to the weight of the children for whom they are suitable. Consider the age and height of the child, in regards to whether they will need a car seat. Further guidance can be found at www.childcarseats.org.uk/types-of-seat/

We reserve the right to report any adult whether parent, carer or member of staff to the police if they appear to be unable to drive due to suspected alcohol or drugs consumption which may endanger themselves and others if they do or if they fail to transport their child in an appropriate car seat.

Arrivals and Departures of Visitors

The identity of all visitors will be checked on arrival and before admittance to the nursery. Visitors to the nursery must sign in the visitor book on arrival and departure and should read and comply with our safeguarding statement which is kept in the visitor's book.

Staff, Students and Volunteers

Staff, students and volunteers are responsible for ensuring they sign themselves in and out of the building, including on breaks and lunchtimes.