



Arrivals and Departures Policy:

It is our policy at Ducklings Childcare Ltd that every child and parent will be welcomed in a pleasant and professional manner on their arrival.

On arrival to the Nursery the Parents/Carers will liaise with their child's key person where any issues regarding the child will be discussed.

On departure from the Nursery the relevant key person will liaise with the Parent/Carer and discuss the child's day and any problems that have arisen.

All children within the building have a communication diary, which has details recorded regarding the child's day including mealtimes, sleep times, nappies etc. The communication diary will be relayed to the Parent/Carer at the end of each session. All children's daily activities are recorded on a large white board and children's individual routines are evident within the individual rooms.

Please let us know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early we may not be ready to care for your child. If you are late, we may have to take children to school/pre-school and will not be able to wait for you. Please discuss with us if you need to change your contracted hours.

Registers:

All children attending the nursery and groups are signed in and out on the daily register. Daily registers are kept in each room and kept up to date by the room leader and assistant room leader. Staff, visitors, students and volunteers are asked to sign in and out in the main entrance.

Registration Forms:

Every child who attends the nursery for childcare has their own file which includes a registration form. This form is completed by the child's Parent/Carer and includes the following information:

- Home address and telephone number. If the parents do not have a telephone, an alternative number must be given where we can contact them.
- We ask for the contact details of at least another 3 adults who may be contacted if the parents are unavailable.



A copy of the collection form is kept in the child's room to ensure all staff are aware of who is allowed to collect each child. If the staff are in any doubt, they are advised to seek advice from the manager.

On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform a senior member of Nursery staff before they leave their child at the Nursery.

Parents/Carers are asked to complete a new registration form every year to ensure we have the most up to date information. If a child's family details change throughout the year, a new registration form will be completed.

If any information regarding the collection of a child changes, this is passed on to the child's key person who will make a note of it on the child's collection form.

Collection:

Children can only be collected from the Nursery by the persons named on the child's collection form. We ask parents to provide photos of additional people who may collect their child and a password which is known only to the individuals authorised to collect the child, so we can identify them upon arrival.

If a member of staff has any concerns about who has arrived to collect a child the following procedure will be adhered to:

- The manager will be informed of their concerns.
- The collection form will be checked for the names of those authorised to collect the child.
- Parental responsibility rights will also be verified by referring to the child's birth certificate or court papers relating to access and custody which are kept within the child's file.
- The parents will be contacted to confirm the arrival of the person coming to collect the child and gain a physical description of the person if necessary.
- If we are unable to contact the parents to confirm the identity of the individual the child will remain in the nursery until contact has been made.



If a parent is unable to collect their child, parents are asked to contact the nursery and inform the manager of the alternative arrangements which have been made.

Collection by an unknown adult

On occasions when parents or the person normally authorised to collect the child are not able to collect the child the following procedure will be followed:

- The parents will contact the nursery to give details of who will be collecting the child.
- The name and relationship to the child of the person collecting the child is noted.
- A way of identifying the individual is agreed with parents such as a password or form of identification.
- When the named individual arrives this information is checked and parents may be contacted if any discrepancies occur.
- Under no circumstances will a child be allowed to leave with an adult who is not known by the nursery.
- If an unknown adult arrives to collect a child without the parent/carer contacting the nursery first they will be asked to wait in the reception area until we have contacted the parents to confirm their identity.
- If the parent cannot be contacted then the child will remain in nursery until we are able to contact the parent/carer.
- If the parent/carer cannot be contacted then we will telephone the emergency contacts on the registration form to seek advice on the location of the parent/carer and ask for one of them to come and collect the child.
- The unknown adult will be advised on the situation and reminded of our duty to safeguard all the children in our care.

Young people collecting siblings from Nursery

We do not allow any child to leave the Nursery with any young adult under the age of 16 years.

Other Matters on Collection

- All medications will be signed for by parents/carers before leaving the building.
- Soiled clothes will be given to the parent/carer to be taken home.

Ducklings Childcare



- Any newsletters, invoices, fee reminders and parent/carer information will be distributed efficiently.