

1.7 ARRIVALS/DEPARTURES PROCEDURE

On arrival parent/carer and child to wait outside the door to the entrance room.

NB

- Pushchairs/buggies/prams are to remain at the bottom of the entrance slope
- Older siblings (Year 1 up) are requested to wait outside the building due to space limitation
- Parents/Carers are requested not to use mobile phones when on the premises (see Policy 1.6 'mobile phone')

At the beginning of the session staff to greet child and parent/carer.

One member of staff is nominated on each session to record any messages in book - e.g. a different person collecting a child or information to be shared about illness or the general welfare of the child.

Parent/carer and child to transfer child's name tag from board in the entrance room and place on board in the main room.

The register should be taken at the beginning of the session.

On departure parent/carer to wait outside main door. Member of staff to open door at the end of the session and invite parent/carer in to collect their child. As they leave, name tag to be transferred from main room to board in entrance room. Member of staff to stand at door with register and mark child out. Additional member of staff to stand at the pre-school gate to ensure no child leaves the garden without their parent/carer.

If an unknown person arrives to collect a child, and staff have not been informed of a change of arrangement, identification should be asked for and the parent/carer must be phoned to check information. Alternatively, there is a password system in place if a parent/carer prefers.

In cases of divorce or separation (where there is a custody order, staff should have been made aware of custody parent by means of a letter and/or information on child enrolment form) if the non-custody holder arrives to collect their child, and staff have not been notified in advance, the manager must phone the custody parent. The child should remain in the care of the pre-school staff until a satisfactory outcome is reached.

If a child is not collected at the end of the session the supervisor should contact the parent/carer, or the designated person for emergency contact on the child enrolment form. The child should remain in the care of the pre-school staff until a satisfactory outcome is reached.

See Uncollected Child policy 1.4.

This policy was adopted by

THE FIRST STOP
PRESCHOOL

*(name of
provider)*

On

(date)

Date to be reviewed

SUMMER TERM 2021

(date)

Signed on behalf of the provider

Name of signatory

Role of signatory (e.g. chair, director or
owner)
