**Arrivals & Departures Playgroup Policy**

Introduction

It is the policy of the Playgroup to give a warm welcome to all children on their arrival to the setting.

Parents and visitors must knock or use the bell on the door and wait for the door to be opened. This is to be done by certain members of staff to minimise the risk of unauthorised people in the setting.

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 door for any other parents/visitors.

There is a visitor sign in clip board at the front door. 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.

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:

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? And why?

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 or management.

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.

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 and the child’s password has been given if necessary.

Departures – Extra

Abbeymead Under 5’s 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 playgroup without delay that they will not be able to collect their child. To help check identify the manager or person in charge will call the parent back to discuss the details given by that of the person wishing to collect a child. A unique password set between parent, collector and playgroup must be used and received before handing over a child into their care.

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

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

During the COVID-19 pandemic all handovers were completed at the door/s. We have now made the decision that handovers will still be completed at the door/s, as this has shown to have a positive outcome for the children. Parents/ guardians will be invited into the setting for meetings, settles and show arounds.

At Abbeymead Under 5s Playgroup, we understand that sometimes unexpected delays can happen. However, we want to ensure the safety and wellbeing of all children in our care. As such, we ask that all parents and guardians collect their child promptly at the end of each session.

Session Times:

Morning Session: 9:30 AM

Afternoon Session: 2:30 PM

Late Collection Procedure:

If a child is not collected by 2:30 PM, we will make an initial phone call to the primary contact to check your location and estimated time of arrival.

If we are unable to reach the primary contact within a reasonable time frame, we will then attempt to contact the secondary emergency contacts listed on your child’s file.

If there is no response from any of the contacts, and the child remains uncollected, the playgroup will take appropriate steps to ensure the child’s safety until a responsible adult arrives.

Late Collection Fee:

To encourage prompt collection, a late fee of £5.00 per half hour will be charged for any collection that occurs after 2:30 PM. This fee will be applied for every half hour or part of an hour that you are late to collect your child.

We ask that you respect these guidelines to ensure that all children are cared for appropriately, and we appreciate your understanding.

If you anticipate being late for any reason, please contact us as soon as possible to discuss arrangements.