

99. Arrivals and Departures



At **Ridgemount Nursery School** 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/carers are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person). *At breakfast club, this may not always be possible due to reduced staffing. Breakfast club must always be held in the larger Swans room and is separate to the normal nursery day. The staff member receiving the child **must mark the child register immediately on FAMLY** marked to show that the child has come into our care from the care of the parent/carer. **The staff member also records any specific information provided by the parents/carers, including the child's interests, experiences and observations from home.** These should be added to their clipboards in rooms. If there are any changes to dietary requirements or allergies staff must inform parents that they need to update this on FAMLY and speak to our Nursery Manager.

If the parent/carer requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed and a medical form is completed by the parent. **If Calpol has been given then the child is excluded for 48 hours due to high temperatures being masked by Calpol.**

We have two entrances to the nursery depending upon your child's session times:

1. From 7.30 – 8.00 children enter through the entrance foyer. The front door is locked from the outside and a security chain is also on the door. There is a second coded door after this first door to provide 2 stage security. These can only both be opened if the staff member knows the parent.
2. From 8.00 – 8.30 Children enter up the main driveway. The bottom gate is unlocked at 7.20 ready for staff to park cars and then parents can wait on the driveway, for the second pair of gates to be opened at the top of the driveway. When these are open then a manager must always be present and have both a Walkie Talkie and a Ridgemount Nursery Mobile on them so that they are contactable. If they need to leave for any time the top gates must be locked from inside and parents must wait until they return.
3. From 8.30 onwards the children and parents all enter from the front door again and both gates on the drive are locked.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. The person collecting must have the following:

1. They must be **on the allowed collection list on FAMLY**, this person will be in contacts and marked ****NAME**
2. **Photo identification**
3. **Password**
4. **They must be over 18.** 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 a child, the parent/carer will be contacted.

The child's key person or other nominated staff member must plan the departure of the child. This must be written on the white boards in rooms at the beginning of the day by the room leader. If this named staff member is unable to hand over at this time then the next staff member should ask the parent to wait and explain that they are either covering or in a supporting role.

The hand over should include opportunities to discuss the child's day with the parent/carer in addition to what may already be shared via electronic systems, e.g. meals, sleep time, activities, interests, progress and friendships. The parent/carer should be told about any accidents or incidents and the appropriate records must be signed by the parent/carer before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent/carer has arrived and handed to him/her personally. The medication policy is to be followed regarding parent/carer signature.

The nursery will not release a child to anyone other than the known parent/carer unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent/carer being delayed and arranging for a designated adult to collect a child, the parent/carer should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent/carer or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must mark the child register immediately on FAMILY marked to show that the child has become in the care of the parent/carer.

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

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book. Please refer to supervision of visitors policy for further information.

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.

We have two exits from the nursery depending upon your child's session times:

1. From 5.00 – 5.30 Parents enter through the main driveway to collect. The gate is opened at 5pm and a Senior member of staff will be present and have a Walkie Talkie and mobile phone with them so they are contactable. If they need to leave for any time the top gates must be locked from inside and parents must wait until they return. Parents and children will exit this way until 5.30pm.
2. At other times the gates are kept locked. Parents will enter through the foyer. The front door is locked from the outside and a security chain is also on the door. There is a second coded door after this first door to provide 2 stage security. These can only both be opened if the staff member knows the parent.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>November 2024</i>	<i>Stewart Hendry</i>	<i>November 2025</i>