

## Safe Arrival and Departure of Children Procedure

### Aim

ICP Nurseries aims to ensure all children arriving at nursery receive a warm welcome and are made to feel extra special. On departure, every child is communicated to ensuring the whole experience is positive and the nursery is felt as an extension to their family.

### Procedures

When a child first joins the setting the nursery ask the parents to provide the following specific information which is recorded on the child's registration form

- home address and telephone number (this can be a landline or mobile)
- parents place of work and telephone number (this can be a landline or mobile)
- names, addresses and telephone numbers of up to three authorised adults who can collect their child from the setting
- a password which authorised people collecting the child will be told by the parent and asked for upon arrival by the person in charge on site (we also reserve the right to ask for a photograph of a named collector)
- who has parental responsibility for the child

### Changes to arrangements

- Parents should inform the nursery of any changes to their employment or if they are aware that they will not be in their usual place of work and provide contact details.
- Parents are responsible for informing the nursery of any permanent changes in arrangements with the three authorised adults who can collect their child from the setting.

This information must be given in writing, not verbally over the phone, and stored in the child's file.

### Security

- Systems are in place for the safe arrival and departure of children.
- The times of the children's arrivals and departures are recorded by staff.
- The arrival and departure times of adults – staff and visitors - are recorded.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- We only allow access to visitors with prior appointments.
- Our staff check the identity of any person who is not known before they enter the premises.
- We keep front doors and gates locked shut at all times. Back doors are kept locked shut at all times where they may lead to a public or unsupervised area.
- We have installed entry phones at the main door at a suitable height.
- The personal possessions of staff and visitors are securely stored during sessions.

### Arrivals and departures of children

- Parents are requested to pass the care of their child to a specific member of staff who will ensure their safety (this is usually a child's Key Person). The staff member receiving the child immediately records their arrival in the daily attendance register. Any specific information provided by the parents/carers is also recorded and shared with team members as appropriate.

- If the parent/carer requests the child to be given medicine during the day the staff member must ensure that the **Medicines Daily Administration Sheet (HS82)** is completed.
- If the child is not to be collected by the one of the three authorised adults at the end of their session, the **Authorisation to Collect a Child Form** MUST have been completed beforehand. This will hold the identity of the nominated adult, including a photo and a password.
- The planned departure of the child should be anticipated by the Key Person and the child checked to make sure their clothes, faces and hands are clean.
- Children must not be dressed in their outdoor coats / clothing if indoors and awaiting collection at the end of the day.
- All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived and should be handed to them personally. The **Medicines Daily Administration Sheet (HS82)** should be signed by the parent/carer.
- Please note that siblings under the age of 16 years will not be allowed to collect the children under any circumstances.
- When collecting a child at the end of the session or day, staff MUST be vigilant that parents/carers are taking responsibility for their child and are leaving the premises. The staff member should ensure that the time of departure is recorded on the child's room register.
- It is imperative that parents DO NOT request members of staff to either bring their children to the Nursery or return them home at the end of the Nursery session. To do so would render the Nursery liable for the child's welfare if any incidents/accidents occurred during this time.
- If an adult who is collecting a child is thought to be under the influence of alcohol or drugs, the **Critical Incident Reporting Guide** must be implemented, also ensuring the ICP Senior Management Team have been made aware of the situation.

### Face Coverings

The wearing of face coverings may present a challenge to staff, who must always recognise and be certain of the identity of any person who is collecting a child. Where an adult is wearing a face covering for health protection reasons, it is acceptable to ask them to briefly remove the covering in order to confirm their identity.

We recognise that some female parents and carers, will wear veils or other face coverings for religious reasons. When required for identification purposes, the removal of the veil or face covering must be done in private with only female staff present. Following the removal of headwear, the person must be given the opportunity to use a mirror, and to have privacy and time to put it back on. These arrangements should sensitively be discussed with parents when they register their child.