



Arrivals and Departures Policy

It is The Life Nursery's policy to give a warm welcome to all children and parents/carers on their arrival at nursery.

The nursery door opening times are 8.30am, 11.30am, 12.15pm and 3.15pm and a member of staff will open the door at these times. At all other times, visitors and parents must knock on the door and wait patiently for the door to be opened by a member of staff, considering that their priority is the safety of the children in the nursery.

Please be considerate of the nursery garden and do not allow your child to walk or play in the flowerbeds or on the grass and children must be supervised at all times as the nursery holds no responsibility for any injuries or accidents that may occur.

Parents are asked to be careful when arriving and departing and are asked not to open the door for any parent/visitors.

Arrival Procedure

- All children to be brought into the main room by a person who is responsible for them upon arrival (parent/carer) or:-
- One or two members of staff (dependent upon how many children at gate) will greet parent/carer and child at the gate and escort the children into nursery.
- One member of staff will greet the children at the door upon entering the nursery.
- A member of staff will record the arrival and departure time of each child on the register.
- The person dropping off must make the staff aware of their arrival.
- The person dropping off should place the children's belongings in the appropriate places (eg coat on peg, lunch box in bag and together with their child do the self-registration) or the child to do this independently with the support of staff.
- Both person dropping off and staff member will spend time exchanging information (eg is the child well? Is the child taking any medication? Any changes to collection? Any changes at home? etc).
- 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.
- If a parent/carer requests that their child needs to be given medicine during the day, the member of staff must ensure that the medicine is prescribed and in the original packaging and it is in date. Following this a consent form is to be completed and signed also. It is the staff's responsibility to ensure that the correct dosage and guidelines are followed (follow Administering Medicines Policy).

Departure Procedure

Collecting children from nursery is in principal the same as arriving set out above for entering the nursery. On opening the door to a parent or visitor, members of staff are then responsible for ensuring the conduct of such person and that the appropriate access to the children is allowed and supervised, or:-

One member of staff will be at the door and two members of staff by the gate escorting children off the nursery premises and safely to their parent/carer.

Parents/carers must arrive in good time to ensure collection before the session end. Parents/carers arriving late at the end of a session/day will incur a late collection fee of £5 for every 15 minutes in which they are late (follow Late Collection / Uncollected Child Policy and Payment Contract/Admission Form).

A member of staff will sign children out on the register.

Arrivals and Collection Safety and Security

- Departure arrangements must be confirmed if changed upon arrival.

- When registering your child for a place at The Life Nursery, parents must provide names of persons other than themselves to collect their child in case of emergency.
- Staff will only allow children to leave The Life Nursery with individuals named on the admission form.
- The Life Nursery operates strict arrival and collection procedures.
- In the event of children being collected by those other than those named on the admission form:-
 - The parent/carer must inform The Life Nursery without delay that they will not be able to collect their child. A unique password or suitable persons name must be used and received before letting the child leave the nursery.
 - If an unfamiliar person arrives at nursery wanting to collect a child. In the first instance a member of staff will check to see if they are named on the admission form and if not, the member of staff will contact the parent/carer to confirm their identity.
 - The parent must ensure that a suitable person will collect their in their absence. Suitable persons must be **18 years or over** and be capable of caring for the child in the absence of the child's parent/carer.
 - Any persons with parental responsibility for a child/children are lawfully allowed to pick up from nursery unless the Manager/Deputy see/retain evidence of a Court Order stating otherwise. Without this evidence, it is committing an offence, breaking the law to withhold a child from a parent with parental responsibility.

This Policy was reviewed by Louise Gray, Nursery Manager – October 2024

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