Arrivals and Departures Policy

This policy is in place to ensure the safety of each child as they arrive in nursery and to ensure all children depart safely at the end of their session.

When parents/carers are present in the building they are responsible for the care and wellbeing of their children.

Arrival of Children
It is our policy to give a warm welcome to each child/family upon arrival at the nursery.

As children arrive in nursery, staff will:

- Greet parents/carers and request any information from parents/carers regarding a child's wellbeing which parents/carers feel needs to be shared with nursery staff.

- Record any specific information provided by the parent/carer which will support the child's wellbeing whilst they are in the nursery.

- Ensure that where a child requires medication during the day the parent/carer has completed a medication consent form in line with the **Medication Policy.**

- Record any existing injuries/accidents that have occurred out of the setting

- When children are safely their nursery room the staff member will immediately record a child's arrival time in the daily attendance register. They will also sign their initials on the register stating they have received the child into nursery.

Departure of Children
Children will be released into the care of adults who are named on the registration contract.

- On departure each child will immediately be signed out by a member of nursery staff on the daily register to show that the child has left the premises.

Reviewed September 2026

Where a parent/carer has informed and agreed with nursery staff that an alternative named adult will be collecting the child, nursery staff will ask parents/carers to ensure that the following is in place:

- Parents/carers have informed staff working within their child's room that they will not be collecting their child at the end of the session and have clearly informed staff about the adult who will be collecting the child. **Only persons age over 16 years will be allowed to collect a child unless that person is the child's parent.**

- Where possible parents/carers will introduce them to staff; this helps with identification when the child is being collected.

- Where a named adult arrives to collect a child and is not known or recognised by nursery staff. Parents/carers will have in place an agreed password which staff will use to identify the person collecting the child is the right person. Children will only be released to named persons on the nursery contract. Other than in an emergency and the parents have discussed with nursery staff and password and description of person collecting has been given to nursery staff.

- Where necessary further checks may be required which may include contacting parents directly by telephone to confirm the identity of the adult attempting to collect a child.

The nursery recognises that in extreme circumstances there may be an occasion when a parent/carer does not arrive to collect a child and has been unable to notify the nursery staff that an alternative adult will be collecting their child. Under those circumstances nursery staff will undertake the following steps:

- In the first instance nursery staff will attempt to contact the parent/carers named on the registration contract and obtain verbal verification of a named adult who can collect the child.

- If the nursery staff are not able to contact the parent/carer they will then contact all those named on the registration contract as emergency contact adults and make arrangements for the child to be collected.

Reviewed September 2026

- If nursery staff are unable to contact anyone named on the registration contract they will follow the procedure below.

Children who have not been collected at the end of their session
In the event of children remaining uncollected beyond the end of the normal nursery opening hours, and nursery staff being unable to contact any emergency contact person/s named on a child's file we will wait at the nursery for a period of 45 minutes and continue to try and make contact.

If no contact has been made with a parent/carer or emergency contact for a child within this time nursery staff will contact Calderdale Emergency Duty Team Duty and ask for their assistance.

The nursery staff ask for parent's cooperation around this matter and ask that where parents/carers think they are going to be late collecting a child at the end of their session then please ring and inform staff.

Please be advised where children are not collected promptly at the end of their session the nursery reserves the right to charge a late payment fee. Any charges will be added to the next invoice. Please refer to the **Payment Policy** for further details of charges.

We have a duty of care and responsibility to safeguard all children.

If we consider any person including a parent/carer is not in a fit state or is unsuitable to collect a child/ren we will contact one of the alternative named adults to come and collect the child. This includes any person coming to collect a child who appears to be under the influence of drugs or alcohol.