This policy is in place to ensure the safety of each child as they arrive in the 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.

Staff members are to give a warm welcome to every child and family on their arrival, staff will greet parents/carers and acknowledge the child by his/her name. Staff will request any information from parents/carers regarding a child’s well-being, and parents/carers is free to shared whatever they feel comfortable with the staff.

**Arrivals and departures of visitors**

For arrivals and departures of visitors and Contractors the appropriate records ie the visitors’ book, must be completed on entry and exit.

If person is unknown to staff, they must follow procedure and answer the door in person. Visitors whose identity is not known to the staff should be asked to produce an identity card prior to entering the nursery. If they fail to do this, then they should not be given access to the building unless a member of staff who is aware of their visit can identify them. A member of staff must always accompany visitors without a DBS.

**Arrival procedure:**

* When answering the entry phone, staff to ask who is at the gate if they recognise the person, they will press the release button for them to gain entry to the nursery.
* If staff do not know who the identity of the person is, they do not allow entry for the person. Instead they must answer the gate in person or call a senior staff member to deal with the situation.
* Every child must be recorded on his/her arrival in the daily attendance register. Any specific information provided by the parents must be recorded in the room’s message book e.g. if someone other than the parent is picking up and if the child has medicine etc.
* If the parent/carer requests that the child is given medicine during the day the staff member must ensure that the **administration of medication procedure** is followed.
* Numerous people arriving at once should be dealt with separately. You may need to ask for extra staff members to assist if there are several children arriving at once to ensure they are received safely.
* Adults arriving under the influence of alcohol or drugs. Please refer to the **alcohol and substance misuse policy.**

**Departure procedure:**

On no account should a staff hand over a child to anyone other than the known parent/carer, unless an agreement has been made at the time of arrival of the child that an alternative adult will be collecting the child.

**If the child’s parent’s or authorised carer collects the child, follow the procedure below:**

* + The planned departure of the child should be anticipated by the key person to the child.
	+ Staff members should allow sufficient time to exchange information about the child’s day with the parents or carer. e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents that day, if they have not already been informed through phone.
	+ Medicines should only be recovered from the medicine box/fridge, when the parent has arrived and should be handed to him/her personally.
	+ Staff must ensure any forms that need signing are signed before the parent leaves such as medical, accident or incident forms.
	+ The child should be signed out on the register.
	+ Doors should be securely closed after their departure.
	+ Minors are not allowed to collect children unless prior written consent is obtained by the parent, for siblings over the age of 16.

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/carer named on the registration contact, obtain verbal verification of a named adult who can collect the child and must use a password system given during the registration of the child.
* If the parent instructs the nursery this person is collecting their child and has a password, then the departures procedure is followed.
* If the nursery staff are not able to speak to the parent/carer, they will then contact all those named on the registration details as emergency contacts and make arrangements for the child to be collected.
* If the staff are unable to contact a parent/carer, then under no circumstances will the child be allowed to leave the premises until verbal permission is gained from parent/carer. Even if person is known to the nursery staff.
* This person should not be given access to the child. And where necessary will be told to leave the premises until matter resolved. (Calling 999 if situation requires it)
* Staff will report any unusual behaviour to senior staff to be investigated further.

**Children who have not been collected at the end of their session.**

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 late collection policy.

DDN **has a duty of care and a responsibility to safeguard all children, if we consider any person collecting a child to be unsuitable, we will contact the parent/carer or other authorised person to come and collect the child. This includes any person, including parents/carers, collecting a child who appears to be under the influence of drugs or alcohol.**