

## Arrivals and Departures Policy

'Springboard Nursery' will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

During the main arrival and departure times the Nursery Manager/ Deputy Manager will be available to meet and greet you and say 'Good Morning'.

The Nursery door system is operated by a 'fob' system. The manager/ deputy manager can let you in by pressing a doorbell in the office – this will only happen if they recognise you.

We ask parent/ carers NOT to let other parent/ carers in or out to ensure the safety of all the children. There is a notice to remind parent/ carers on the main door.

### Arrivals

On arrival, a child's attendance will immediately be recorded on the daily register in the playroom, including the time of registration. If the parent/ carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form further details of this procedure are contained in the Medicine Policy. If a child enters the setting with a pre-existing injury parent/ carers will be asked how the injury occurred, a staff member will complete the pre-existing injury form and get the parent/ carer to sign, once the parent/ carer has left the staff member will ask the child how they got their injury and write down their response too. Further details to the pre-existing injury forms are within the Safeguarding policy and procedure.

### Departures

If the child is to be collected by someone other than the parent/ carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated to collect a child must be one of those named on the Registration Form. Only adults – aged 16 years and over – and with suitable identification, photo ID – passport/ driving licence will be authorised to collect children. No child will be allowed to leave nursery unaccompanied.

No adult other than those named on the Registration Form will be allowed to leave nursery with a child. In the event that someone else should arrive without prior knowledge, we will telephone the parent/ carer immediately.

If the designated adult is late in picking up their child without prior warning, the provisions of the 'Uncollected Children Policy' will be activated. Upon departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

### Absences

If a child is going to be absent from a session, parent/ carers are asked to telephone or inform nursery when possible. If a child is absent without explanation their key person/ room senior will make a courtesy phone call and document the reason for absence, staff will contact the parents/ carers to try to establish the reasons behind this. Regular absences from nursery could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies

### Visitors

Springboard Nursery provides a 'signing in' book which is located in the entrance for visitors to sign, date and state the reason for visiting. Any visitor is asked to complete the signing in book. Visitors will then be asked to wear a visitors badge when in the setting. All visitors will be accompanied with a member of staff.

## Springboard Nursery, Policies and Procedures

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### Late collection of your child

The nursery closes promptly each day at 6pm. If your child is not collected on time, our legal liability relating to the staff/ child ratio will be infringed as two members of staff must remain at the nursery until the last child has been collected. Any parent/ carer who is late collecting their child will have to pay a charge which helps to cover the additional staffing costs incurred for this reason. The charge is £5.00 for five minutes for the initial first 10 minutes, then £15.00 there after for 10 minutes. This fee is paid directly to the two staff who are staying late to care for your child/ ren.

This policy was implemented by Springboard Management Team: please note all policies and procedures will be reviewed on a yearly basis, unless there is a need to implement changes prior. Please note any updates and changes will be forwarded by email.

Date: 01.09.2023