

Policies and Procedures for managing arrivals and departures

Version: 1.1

Author: Dave Poultney Reviewer: Helen O'Neill Approved: Andrew Lucas

Policy statement

Trinity College day nursery aims to provide a safe and as smooth a transition as possible into and from the nursery environment

This policy also covers the scenario of if a child has not been collected as agreed and the unlikely event that a child has gone missing

This policy will be provided to all parents on acceptance of a place

Procedures for staff and volunteers arrival and departure

All staff and volunteers are required to sign in to the log book located in the hall way at the bottom of the stairs. They are also required to sign out on their departure from the premises. The entry in the log book should include their full name, signature and times of arrival and departure.

Procedures for visitors arrival and departure

All visitors are required to sign in to the log book located in the hall way at the bottom of the stairs. They are also required to sign out on their departure from the premises. It shall be the responsibility of the member of staff overseeing the visitor to make sure this happens. The entry in the log book should include their full name, signature and times of arrival and departure.

Procedures for leaving and collecting children

Leaving children

Children should be brought to nursery in good time for the sessions booked to ensure that they can benefit from the routine of the nursery day

Parents are asked to place any coats and bags on the appropriate pegs and then take their children into the respective unit

Parents should then sign their children into the log book in the hallway.

Guidance for helping parents settle children who are new to the nursery will be issued and a sample of these is attached in the appendix.

Collecting Children

On acceptance of a place at the nursery parents will be asked to complete authority to collect forms (see appendix) for the main carers and other adults who they might involve in leaving and collecting children (note this should include emergency contacts)

In the event of an emergency, where a child cannot be collected by someone who is not on the authority to collect list, parents are asked to follow the following procedure:

- Inform the manager by phone and give the name of the person who will be collecting the child (ideally someone known to the child)
- Inform the person that they will have to bring photo ID to nursery (i.e. a driving license)
- Agree a code word with this person and inform the manager
- On arrival the person collecting the child will be asked to provide their ID and the agreed code word

If a parent (or appointed person) is going to be late, please inform the manager as soon as possible and give the time you are likely to arrive. Please note, a charge will be incurred if your child is not collected at the end of the agreed session.

An uncollected child

If a child is not collected at the end of a booked session:

- 1 Phone the parents/carer (phone numbers in the register or child's record in the office)
- 2 If no response, phone the named persons on the Authority to collect.

Remember you need to have insurance to take a child anywhere in your own motor vehicle.

- 3 If it is not possible to contact the parents/carers or any of the emergency contacts then **social care and duty team – North Bristol 0117 9038700** should be informed that we have an uncollected child. Also contact OFSTED.

A lost child policy (in nursery)

In the unlikely event of a child being lost:

- 1 Search the nursery inside and outside, upstairs and downstairs
- 2 Phone police Tel: 999
- 3 Phone the parents/carer
- 4 Phone College – 0117 9682803 – ask them to help with search.
- 5 Assess the situation - which staff remain with the children or continue to search.
- 6 Inform OFSTED Tel: 08456 404040

7 Ensure an accurate account has been made in writing

A lost child policy (on an outing)

In the unlikely event of a child being lost:

- 1 Search the immediate area.
- 2 Phone police Tel: 999
- 3 Phone Nursery – 0117 9684493
- 4 Phone the parents/carer
- 5 Phone College – 0117 9682803
- 6 Find the “lost child collection point” and inform them of the situation
- 7 Assess the situation - which staff remain with the children or continue to search.
- 8 Inform OFSTED Tel: 08456 404040
- 9 Ensure an accurate account has been made in writing

What to do if someone becomes sick on an outing.

Assess the situation – what is your next point of action (in no order of priority) –

Ring nursery to inform them of the situation

Return to nursery A.S.A.P

Ring nursery/college/parents if you need help to return to nursery

Ring for further medical assistance if it is needed

Appendix – advice on helping children settle into nursery

SETTLING INTO NURSERY

Starting at Nursery can sometimes be a difficult time for children, parents and staff.

We would recommend that you visit the Nursery with your child before you actually start. The Nursery is a new environment and time is needed to adjust and to get to know the staff and other children. Leave your child for a short time to begin with and increase it gradually. It is best to say 'good-bye' – please do not leave without saying so. If a child discovers you have just gone, they will often be more distressed. Tell them you will be coming back – honesty is the best policy. We know parents may often be upset leaving their child, so do give us a ring and we will be able to let you know how they are.

If your child has any special toy, dummy or blanket which is a comfort, please let us know and bring it along with you. Something which helps them feel more secure will help them to settle into the Nursery.

There are no easy answers to introducing children to the Nursery. There are no set times by which we would expect children to settle in. They are all individuals and need to take things at their own pace. Nursery staff are there to support and help. If you have any worries or concerns do talk to us. We will be happy to help and support both parents and children.