



Arrivals & Departures Policy



The
Little Green Frog
Nursery & Pre-School

When a child arrives at nursery:

All children and carers are welcomed into nursery on arrival. Parents/carers should not leave children at nursery until they have been properly welcomed.

The child's care bear will usually personally greet the child and parent/carer. If the care bear is otherwise occupied another member of the team will step in so that the child is still welcomed. The care bear can take over when free to do so.

To ensure as smooth a transition as possible parents/carers and children will be greeted in a warm and welcoming manner.

Time must be allowed to pass information about the child between parents/carers and the child's care bear (or other member of the nursery team)

When a care bear is not in nursery another member of the nursery team will have been allocated to take care of their children for the day.

The team member receiving the child will record the time of their arrival in the daily attendance register.

Any specific information provided by the parent/carer should be recorded and passed on to the team where necessary.

If the parent/carer requests the child to be given medicine during the day the team member will complete necessary forms with the parent/carer in accordance with our medication policy (as part of Health, Safety and Medication Policy) is followed.

If the child comes to nursery with an injury this must be recorded and the parent/carer will be asked to sign this.

If the parents/carers have planned for someone other than themselves to collect the child at the end of the session they should tell the nursery team member.

Parents/carers should be encouraged to say goodbye to their child rather than leaving without being noticed.

All children are unique and have different emotional responses to the transition into nursery. The Care bear will support the child with this in the child's preferred way for example by waving at the window, finding a favourite toy, reading a cosy story or having breakfast.





When a child departs from nursery:

The planned departure of the child should be anticipated by the child's care bear.

If someone other than the child's parents/carers needs to collect the child the nursery team should be informed in advance. If an adult arrives to collect the child and this was not expected a member of the nursery team will phone the child's parents/carers to check their intentions and then ask the person for the child's password as a means of identification.

The child's parents/carers must ensure that the person collecting the child in their absence is over the age of 16.

People arriving to collect children from nursery will be admitted into the building by a member of the nursery staff team. Parents/carers must not open the nursery door to other parents/carers even if they are known to them.

Parents/carers may enter the children's play rooms and outdoor areas to collect their child but **MUST NOT** enter the children's toilet and/or nappy changing areas unless they are accompanied by a member of the nursery team and where the team member deems it to be appropriate.

The child's care bear will usually personally greet the parents/carers. If the Care Bear is otherwise occupied another member of the team will greet the parents/carers. The care bear can take over when free to do so.

The child's nappy should be checked in view of their parent/carer and changed if necessary.

All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived and should be handed to them personally.

All accident/incident forms and medication forms must be signed and discussed with the parent if necessary.

All entries onto the children's log (meals, sleeps etc) should be up to date on the nursery software system and the care bear may draw attention to any event that is unusual. The care bear will give a brief overview of the child's wellbeing, play and learning in the day.

We aim to develop a warm professional relationship with families so that information sharing can be managed effectively and sensitively. There may not be time and it may not be appropriate to discuss complex issues in the children's playrooms at the end of the day so we are always happy to arrange a separate appointment with the care bear/care bear manger as necessary.

If all members of the team are occupied parents must wait to speak to a member of the nursery team before leaving nursery with their child. Parents **MUST NOT** leave nursery with their child without speaking to a member of the nursery team.

On departure, the child register will be marked with the time, to show that the child has left the premises.

Adults arriving under the influence of alcohol or drugs

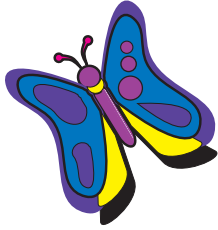
Please refer to the Alcohol and substance misuse policy.





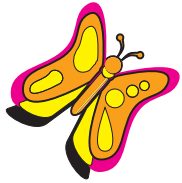
Arrivals and departures of visitors:

- The visitor will be greeted and admitted to nursery by a member of the nursery team.
- The member of the nursery team will ascertain the reason the visit and check ID as necessary.
- The visitor will sign into nursery, recording the time of their arrival, reason for visit and who they are visiting.
- For further information refer to **Supervision of Visitors Policy**.
- Visitors must sign out at the end of their visit and shown off the premises by a member of the nursery team.



Arrivals and departures of team members:

- Team members are responsible for ensuring that they sign themselves in and out of the building including on break times.
- Team members should allow time to organise their personal belongings, make a drink etc before the start time of their shift.
- Team members must ensure that their mobile phones are on silent and put away in the staff room before the start of their shift. If the team member is waiting for an important call they may leave their phone with the office team.



Related policies:

Alcohol and Substance Misuse Policy
Safeguarding Children and Child Protection
Supervision of Visitors

