

## Policy and Procedure on Arrival and Departure

### **Statement of Intent**

At Pathways we take security very seriously and we believe that all children are safe and secure once in our care.

Staff understand what to do if; they are unsure who is at the door and follow the correct procedures. We promote good working partnerships with parents; this is shown through good communication and the use of passwords.

Parents and visitors are to ring the bell or knock at the door and wait until a member of staff opens the door and invites them in. When a visitor arrives they must show an ID badge and sign in the visitor's book.

### **Procedure**

- On hearing the door bell/knock a member of staff will look through the spy hole and only let known parent/carers on to the premises.
- Unknown people will be asked for identification or a password, visitors must sign in the visitor's book.
- All queries will be passed on to the manager or deputy.
- Once the children are inside the nursery they are greeted and are settled into the nursery routine.
- Parents are welcomed and any messages are written in the diary.
- Children's belongings are put away and any snacks will be put in the fridges.
- At the child's allocated collecting times the parent/carer will ring the bell and a staff member will look through the spy hole.
- If the staff member is unsure of whom it is they must ask another member of staff. If still unsure ask who they are **DO NOT LET THEM IN**.
- Until we know who they are they will not be allowed access into the nursery. Checks to be done are contacting the child's parents to receive confirmation, if the parent/carer has informed us of a different adult picking up then a password will need to be obtained before the child is let into their care.
- In the event that no message has been passed, parent/carer cannot be contacted or we are told the person collecting is not to collect then we will not pass the child on from our care. (Parental permission is sought on the child's application forms into nursery, we will only accept a letter from the courts if PR has been removed and the parent is not allowed to collect.
- The adult collecting will be asked to please leave the nursery.
- If confirmation has been received all belongings are passed on along with any information.
- To be available to the parent/carer if they wish to speak to you.
- As part of safeguarding we would challenge any unsuitable adults in the collection of children. If you appear to be under the influence of any drugs, alcohol or any illness related side effect then we would challenge this upon collection. Our duty of care is that we would not release the child to the parent/carer under these circumstances for safeguarding reasons. We would then be reporting this to First Response