

# Arrivals, Departures & Door Security Policy & Procedure

## Policy Statement

At Goldilocks Nurseries, the safety of our children and staff is our highest priority. This policy has been adopted to ensure a secure and welcoming environment during arrival and departure times, supporting the effective management of safeguarding and security for everyone entering the nursery.

## Procedure for Parent/Carers/Visitors

- Please use the keypad to the right of the door to request access to the premises
- Unauthorised persons may not have access to the premises
- If you are collecting a child, please ensure you know the password, permission is sought from parent or carer and staff at the nursery have been informed of collection of the child (failing to may be denied access to the child in question)
- On entry, please make sure the door is closed behind you and an unknown individual has not followed you in. Please do not allow any other parents to enter behind you encouraging them to ring the buzzer themselves.
- On Exit, please press the Exit button, located above your head on the left side of the door on the wall.
- Upon Exit, please make sure the door is securely shut.

## Arrivals

It is the policy of the Nursery to give a warm welcome to all children and parents on their arrival to nursery. Entrance into the Nursery is via an access-controlled door system (operated from the office) with a digit-coded door. Only permanent members of staff that have completed all relevant checks and a 6-month probation period are permitted to enter the Nursery independently using the security codes.

Parents and visitors must ring the doorbell by the front door to notify us of their arrival.

Unauthorized persons are not permitted to release the front doors to anyone at any time. Anyone found doing this would be in breach of this policy.

To be in breach may lead to the withdrawal of your contract held with the Nursery (or if a staff member – disciplinary procedure).

All visitors must sign in (GDPR proof visitor book) and identify the purpose of why they are visiting the nursery (please see our visitor policy).

## Arrival Procedure

- All children are to be brought into their room by the person who is responsible for them upon arrival (Parent or guardian).
- The person dropping off must make the room staff aware of their arrival.
- The person dropping off should place the child's belonging in the appropriate place.
- Both the person dropping off and the staff member will then spend time exchanging information. This information will be used to assess the child's day.

### **Some of the information exchanged will be as follows:**

- An overview of the child since their last attendance
- What they have eaten before attending Nursery
- Are they in good health? If not, what are the problems?
- Who will collect them at the end of the session?
- Have they had medication in the past 12 hours? If yes what?

The arrival and departure time of each child will be recorded on the registers

- Any specific information provided by the parents should be recorded and passed onto the relevant member of staff/key person.
- If a parent/carer requests that their child be given medicine during the day the staff member must ensure that the medicine consent form is completed and signed (*staff must follow medicine policy*).
- If a child has an existing injury, bruises, bump etc. Parents/ carers have a responsibility of informing staff of this when dropping the child off and should complete an accident/incident/existing injury form.

### **Departures**

Collecting children from Nursery is in principle the same as for arriving set out above as is the procedure for entering the Nursery. After granting access to a parent or visitor, members of staff are then responsible for ensuring the conduct of such persons and that appropriate access to children is allowed and supervised.

### **Late Collection Charges**

Parents must arrive in good time to ensure collection before the session end or closure time. Parents arriving late at the end of either session will incur a late collection (amount varies depending on length of time, please see pricing structure and parent code of conduct policy), which is revised periodically. Parents will be given feedback about their child's time spent within nursery and the children will be signed out on the registers by the manager or person in charge.

### **Arrivals and Collection Security**

#### **Departure arrangements on enrolment form**

Upon registration parents must provide names for persons other than themselves to collect their child, **at least three** named persons are required, and full contact details are required in cases of emergency.

**Children will only be released from the care of the Nursery to individuals named by the Parent and recorded on their relevant enrollment form. Unless informed otherwise by parents.**

#### **Departures – Extra Restriction**

Goldilocks Nursery operates **strict** arrivals and collection procedures.

**In the event of children being collected by those other than them named and recorded the following applies:**

- The parent must inform the nursery without delay that they will not be able to collect their child. To help check identity the Manager or person in charge will call the parent back to discuss the details given by that of the person wishing to collect a child

- A unique password set between Parent, Collector and Nursery must be used and received before handing over a child into their care.
- The parent must ensure that a \*suitable person will collect their child in their absence.

**\* Suitable person must be over 16 years old and be capable of caring for the child in the absence of the child's parent. (The final decision on whether a person is deemed suitable to collect your child is at the discretion of the Nursery Manager)**

If the Nursery is unable to identify the person with the details provided by the parent, unfortunately the Nursery will still not be able to release the child from its care.

**If a child is not collected, please refer to the Uncollected Child Policy.**

### **Forbidden Contact**

All staff should be aware that some children are not allowed to come into contact with members of their own family (*a court order for example or if the parent doesn't have Parental Responsibility*) In such circumstances a record is kept of each child and the names of those family members with whom that child is forbidden contact. In the absence of a court order and where a parent holds parental responsibility, the nursery cannot prevent that parent from collecting their child at the request of the other parent

If one of these family members should call at the nursery they must not be granted access and the manager or person in charge must deal with the situation and ensure that no contact is permitted.

The child's primary career must be informed of the incident immediately thereafter. Parents/ careers or authorised people may be asked to wait outside the nursery door if a member of staff hasn't met one of them before or doesn't recognize them. They will seek advice from senior staff members.

### **Staff**

- All staff will enter the building in the same way as the children; members of staff that have been through their DBS, 6-month probation period and induction process will have the code to the door of the nursery.
- Staff will sign in and out on Staff Attendance Sign in and Out Sheets.
- Staff who are new or volunteering will not open the door for parents to collect their child until, they are sure they know who they are here to collect.