



Arrivals and Departures Policy

At Walmer Bridge Day Nursery we ensure to always give a warm welcome and goodbye to every child and family on their arrival and departure, as well as ensuring the safety of children, parents, visitors, employees, volunteers and students.

In general, 'hellos' are usually easier to say than 'goodbyes'. At Walmer Bridge Day Nursery, we encourage short goodbyes and longer hellos, to support children's emotional regulation and development. If a child is upset upon arrival, a staff member will stay with them, comforting them, letting them know they are heard, and reassuring them that they are safe and loved. Parents are welcome to call nursery at any point to see how their child is getting on. When parents come to pick up their children, we encourage them to come in and spend a little bit of time in the classroom with their child, and engage in a through handover with their child's key person.

Upon arrival at nursery, parents are requested to pass the care of their child to a specific member of staff (this is usually the child's key person). The staff member receiving the child is responsible for immediately signing in the child on the daily attendance register, by recording their time of arrival. The staff member can also record any specific/important information provided by the parents in the comments section of the register i.e. if a child is to be collecting from nursery by somebody different, or if the child is leaving nursery at a specific time, or if the child requires medication during their nursery session, etc.

If the parent requests the child is given medicine during the day, the staff member must ensure that the medication procedure is followed, by completing a 'short-term medication form' with the parent. Medication forms are located in the main entrance foyer. Please refer to the 'Medication and Medical Treatment' policy for full details.

Where possible, the parent should inform a member of staff at the time of arrival, if their child is planned to be collected by someone other than themselves. When this is not possible upon arrival, the parent is also able to notify the manager during the child's nursery session via telephone call. The parent should provide the following information about the person collecting their child; full name, relationship to the child and a brief description of their physical appearance. It is the parent's responsibility to ensure that the person collecting their child knows their collection password, which will always be required upon collection. We do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, (or appears under the age of 18), the parent must be contacted and requested to collect their child. If staff are in any doubt regarding the identify of a person who has come to collect a child, the child's parent or their emergency contact number must be contacted.

When a child is departing nursery, it is the responsibility of the child's key person or 'buddy' to provide the parent with a handover. The handover should consist of the child's well-being during their nursery session, their routine information i.e. meals, nappies/toileting, and sleeps, and the learning activities that the child has engaged with during their nursery session.

The parent should also be told about any accidents or incidents that may have occurred, and the appropriate forms must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine cupboard (located in the main kitchen), or fridge, and handed directly to the parent. The parent must sign the appropriate medication forms before departure.

When a child departs the nursery, the staff member releasing the child must mark the attendance register immediately to show that the child has left the premises, by recording the time that they left.

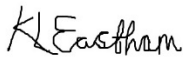
Parents and visitors must enter and exit the nursery building via the main entrance door. Upon arrival at the nursery's main entrance, parents and visitors must ring the doorbell and wait to be greeted in by a member of nursery staff. Parents are informed and regularly reminded not to allow any other person into the premises when dropping off or collecting their child, to ensure safety at all times. Parents and visitors must push the green exit button to release the lock on the main entrance door when exiting the nursery building. The door will automatically lock 5 seconds after the button has been pressed, if the door is not opened, or 5 seconds after the door closes, after being opened.

In the unlikely event that a person gains unauthorised access to the nursery premises, and if it feels safe to do so, a member of staff will ask the person the purpose of their visit. If needed, our lockdown procedure will be initiated by staff and the police will be called. In any cases where someone has gained unauthorised access to the premises, our arrivals and departures procedures will be reviewed, and a risk assessment will be completed.

Anyone who arrives at the nursery under the influence of illegal drugs, or any other substance, including medication, that affects their ability to care for children, will be asked to leave the nursery premises immediately. If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow. If they are a parent, the nursery manager and/or designated safeguarding lead (DSL) will judge if the parent is suitable to care for the child. The second contact on the child's registration form may need to be contacted, to collect the child instead. If a child is thought to be at risk, we will follow our 'Safeguarding and Child Protection' policy and procedures. If anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of or under the influence of illegal drugs, the police will also be contacted.

For arrivals and departures of visitors, the nursery requires appropriate records to be completed on entry and exit, by signing in and out in the visitors' book. The member of staff that greets the visitor(s) into or out of the nursery building is responsible for ensuring that they are signed in/out in the visitors' book. The visitor's book is located in the main entrance foyer.

Staff, students and volunteers are responsible for ensuring that they sign themselves in and out of the nursery building, on the staff rota. The staff rota is located in the staff room.

This policy was adopted on	Signed on behalf of the nursery	Date for review
17 th March 2025		March 2026