

## 1.5 Arrivals and Departures

EYFS: The Safeguarding and Welfare Requirements  
3.7, 3.63

### Policy Statement

At Hopes and Dreams, the children's needs and safety are paramount. Whilst we aim to provide a safe and secure environment for all children, we also give a warm welcome and goodbye to each and every child and family on their arrival and departure.

We strive to work in partnership with parents and recognise the importance of trust and transparency. To promote these values, we welcome our parents to come inside and drop off /collect their children directly from the classrooms. We also operate an open-door policy encouraging parents to come into the office to speak with the Management Team.

### Procedures

#### Fingerprint Access

Hopes and Dreams Montessori Nursery has a fingerprint door entry system in addition to its intercom door entry system, which enables parents, carers, visitors and staff to enter the building.

Parents/carers can either register their fingerprint for self-granted access or use the intercom access system. Please note, the intercom system can cause a delay to entry as office staff may be occupied at the time of the call. We therefore strongly recommend that all parents/carers take advantage of the fingerprint entry system.

Fingerprint access is available on days and times according to your child's attendance schedule. At all other times parents/carers are required to use the intercom at the front door or telephone the office on 0207 833 9388.

No unauthorised person may be admitted at any time. Parents/carers/staff **must not** allow anyone to enter the nursery building unless they have been granted access through the fingerprint or intercom system.

Any suspicious behaviour must be reported to the office immediately. Hopes and Dreams follows a very strict access policy, and any continued contravention will be considered a gross misconduct, which may result the termination of your child's/family's attendance at the nursery with immediate effect.

## **CCTV**

Please be aware that CCTV surveillance at the Nursery Entrance is in place 24 hours a day, seven days a week. CCTV records may and will be used to maintain the required security standards within the Nursery.

Our CCTV system is maintained by Almas Industries and registered with the Information Commission Officer (Number Z7472215).

## **Morning Handovers**

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person). The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including the child's interests, experiences, observations and any incidents or accident from home.

If the parent requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed. This means the parent must complete a medication form for prescribed medicine. The staff must check the medication has the child's name on it with the correct date as part of the handover.

## **Collection**

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. During the home visit, we request the details of anyone authorised to collect and operate a password system. If parents can provide a photograph, then this supports this.

Other than the parent/s or legal guardian of the child, we do not allow anyone under the age of 16 to collect. If anyone under the age of 16 arrives to collect child, the parent/carer will be contacted.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent in addition to what may already be shared via electronic systems, e.g., activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to policy **1.7 Late Collection and Uncollected Child**).

On departure, the staff member releasing the child must mark the child register immediately marked to show that the child has left the premises.

**Visitors**

All visitors are required to sign in and out of the Visitor Book on arrival and departure. Visitors are supervised at all times during their visit when children are present.

**Staff, Students and Volunteers**

Staff also use the fingerprint system to enter and exit the building, but for fire purposes, are still required to sign themselves in and out, including lunchbreaks, on the sheet outside the main office.

Students and Volunteers are required to sign themselves in and out on the same sheet as staff kept outside the main office.

Reviewed: April 2022	Next review date: April 2023
Signed on behalf of the nursery: <i>L. Thorpe Zurawska</i>	