

Arrivals, departure and absence Policy.

1 Statement

Wyke Community and Children's Centre places the safety of the children in our care as its highest priority and will adopt strict and thorough procedures to ensure their safety when arriving and leaving our childcare provision.

1.1 Arrival Procedures:

- Children will be greeted at Reception by practitioners and taken into the Nursery Rooms by a Nursery practitioner.
- Parents/ Carers will need to inform a staff member if someone other than the usual guardian will be picking up the child, providing their name, relationship to the child and password.
- Children should be accompanied by a parent or authorized adult upon arrival.
- Children will not be allowed access into the Centre earlier than their planned session time, should parents and children arrive early they are free to wait in the reception area until their session start time.
- Children will be signed into the Centre by the Nursery practitioners upon arrival within the appropriate rooms via the FAMILY App.

1.2 Departure Procedures:

- If someone other than the usual guardian is picking up the child, proper authorization and identification will be required.
- Children will only be released to individuals listed on the authorized pick-up list or pre-arranged by Parents.
- Should an unknown individual attempt to collect a child without prior permission staff will ALWAYS refuse collection, until parents/carers have granted permission.
- Children are **NOT** allowed to leave our childcare provision unaccompanied and cannot be collected by anyone under 16 unless special arrangements have been made in advance with the Centre Manager.
- Children will be signed out of the Centre upon departure of the appropriate room by practitioners within the FAMILY app.

1.3 Late Pick-Up:

- Parents/Guardians are expected to pick up their child promptly at the designated time. A late fee may be charged for pick-ups beyond the specified closing time.
- If you anticipate being late, please notify the nursery staff as soon as possible.

1.4 . Emergency Situations:

- In unforeseen circumstances, if a parent/guardian is unable to pick up the child, they must notify the nursery immediately and provide details of the authorized alternative.

1.5 Security Measures:

- The Centre premises are secured, and only authorized personnel and parents/guardians are allowed access.
- All individuals picking up a child must be prepared to show valid identification if requested.

1.6 . Unaccompanied Children:

- Children will not be allowed to leave the premises unaccompanied.

1.7 Changes to Pick-Up Arrangements:

- Any changes to the regular pick-up routine must be communicated to nursery staff in writing or through verbal communication with a staff member.

1.8 Confidentiality:

- Information regarding the child's pick-up arrangements will be treated confidentially and shared only with authorized individuals.

1.8 Absence from Setting.

- If a child is going to be absent, parents/carers must inform us prior to the session taking place via phone call, message notification via the FAMILY App.
- If a child is going to be absent due to Holidays parents must inform us prior to the session taking place via phone call, message notification or via the FAMILY App.
- If a child is absent for 3 days or more without explanation, the child's Key Person will contact the parent /carer to gain clarification for the absence and where appropriate offer support, this can be via phone call, message via the FAMILY App or via Text message from the Nursery Mobile Phone.
- If a child has not attended the Nursery setting for more than three of their planned sessions, and practitioners are unable to contact parents/carers they may contact emergency contacts provided.
- If practitioners are still unable to contact the family, including emergency contacts they should complete a Safeguarding concern form via the FAMILY App for notification to the Designated Safeguarding Lead.

Roles and Responsibilities

This policy has been designed to ensure the safety and well-being of all children attending our Centre. Your cooperation in adhering to these procedures is greatly appreciated.

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure