



FEVERSHAM
FIRST STEPS UNDERCLIFFE

DOOR ARRIVAL & EXIT POLICY

UPDATED SEPTEMBER 2018

DOOR ARRIVAL / EXIT POLICY

ARRIVALS

It is the policy of the nursery to give a warm welcome to all children, parents, and visitors on arrival to nursery. The main doors into each room remain closed and locked at all times. Entrance into the nursery is via a video intercom system. The door is released once a staff member has seen the person wishing to enter the premises. Only permanent members of staff are permitted to open the doors, and they always ensure to let in parents they know or recognize, and people they have been informed will be collecting a child (in this situation the staff will ask for the given password before allowing the adult into the setting). Visitors must always be asked:

- Who they are
- Who they are here to see (even if the visitor is known or from school)
- If they have an ID badge

Management should always be informed that the visitor is on their way into the nursery so they can greet the visitors upon entry. Once the visitor is in the nursery they will be asked if they have signed in at the school reception and will be asked to sign in our visitors book, which is located in the main office. The external door should be closed after, and the latch on. All visitors must sign in and identify the purpose of their visit. The individual room doors into the cloak room are locked at all times throughout the day. Only permanent members of staff that have completed all relevant checks who have passed a three month probation period are permitted to enter the nursery rooms independently using the security code. Unauthorized persons are not permitted to open the door 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.

SECTION 1

Arrival Procedure

- All children are to be brought into the cloakroom by the person who is responsible for them upon arrival (parent/carers)
- 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 places
- Both the person dropping off and the staff member will then spend time exchanging information regarding the child

Some of the information exchanged will be as follows:

- An over view of the child since their last attendance
- If they have eaten before attending nursery
- If they are in good health
- Who will collect them at the end of the session
- Have they had medication in the past 12 hours? If yes what? If a parent/carers requests that their child be given medication during the day the staff member must ensure that the medication consent form is completed and signed (staff should follow administration of medication policy)

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The arrival and departure time of each child will be recorded on the registers. Any specific information provided by the parents will be recorded and passed onto the relevant members of staff/key worker. If a child has an existing injury, bruise, bump etc. then it is the responsibility of parent/carer to inform staff so that they can then fill out relevant accident/incident forms.

SECTION 2

Departures

Collecting children from nursery is in principal the same as for arriving (set out in section 1) 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. Parents must arrive in good time to en-

sure collection before the session end or closure time. Parents who arrive late without giving any valid reason will incur a 'late collection' fee of £10.00, which is revised periodically. Parents will be given feedback (written/verbal) about their child's time spent within nursery and the children will be signed out on the register by staff.

ARRIVALS & COLLECTIONS SECURITY

Departure arrangements at Registration

Upon registering a child into nursery parent/carers must provide names for any other persons whom they permit to collect their child, at least two named persons are required and full contact details are required in cases of emergency., this could be a relative/friend/neighbor etc. They must also provide a password for additional people to use should their child need collecting by a person who is not listed as an emergency contact. All relevant staff will be informed of this password and the nominated adult collecting the child should mention this password to staff upon collection. Children will only be released from the care of the nursery to individuals named by the parent/carer.

DEPARTURES - Extra

Feversham First Steps Day 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 manger 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 **16yrs** old and be capable of caring for the child in the absence of the child's parent. 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.

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UNCOLLECTED CHILDREN

If it is impossible to contact anyone regarding the safe collection of the child, the emergency services and the Children's Social care team will be contacted. The manager or person in charge will remain with the child until such time as they are settled into the care of the local authority.

Children's social care team 01274 437500 or Emergency/out of hours duty team 01274 431010. 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. 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 carer must be informed of the incident immediately thereafter.

Parents/carers or authorized 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 and enhanced DBS clearance and induction process will have the code to the gate leading into the nursery
- Staff will sign in and out in school reception as well and the signing in form in the nursery entrance
- 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

PLAYING OUT

When children are going to play outside staff must make sure the small wooden gate has been locked. The main doors into the rooms should be locked at all times. The staff and children will exit to play out through the patio doors into the garden area. The babies can go into their garden area through the fire exit door. At no point are they to exit through the front door entrance. Staff will be out with the children at all times should a visitor enter the premises staff will walk them to the front door of the nursery. The main entrance door into nursery is to be locked from the inside when children go out to play. This is to prevent any child re-entering the building unknown.

This policy was reviewed by management on 24.09.18