

## Arrival/Departure Policy

Health and Social Care Standards:

2.21 I take part in daily routines, such as setting up activities and mealtimes, if this is what I want.

3.6 I feel at ease because I am greeted warmly by people and they introduce themselves.

3.9 I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me.

3.16 People have time to support and care for me and to speak to me.

5.17 My Environment is secure and safe.

As per the guidance provided in **Space To Grow** (2017) Stramash firmly supports the notion that a secure access point to the setting is essential to support safety of adults and children, and to monitor entry into the nursery setting. In each of the Stramash settings, the gate is the stopping point for families/visitors until invited in, with signs that ask them to wait and provision of a horn/bell to ring if a staff member is not nearby. When a family or visitor is invited into the setting, they are escorted completely around the site. Visitors will sign the visitor book and wear a visitor badge.

Stramash recognises that the “sign in/out” process is an opportunity to communicate positively with parents/families and to discuss the needs of the child, or any other communications about the child’s time at nursery. These messages from families should be relayed back to the team for group awareness or to the Team Leader if of a delicate nature. It is an invaluable time to inform families about what their child has been up to in the session and build rapport in this way. In these conversations, staff will adhere to the confidentiality policy.

Throughout the arrival and departure process, Stramash staff will be polite, friendly and attentive in their interactions with children and adults.

### Children - Arrival

Staff will be available at the gate at the beginning of the session to warmly greet children and families and invite the child into the setting. Stramash operates a system where upon arrival to the setting, the adult dropping off the child will be required to sign the register to evidence the child's attendance. This will either be on a tablet, or an offline backup (paper based).

As guided by the Stramash Exclusion for Illness Policy, children should arrive fit for play. Staff are able to identify children who may be feeling unwell or are not in a position to settle into the session. At this point, staff will assess whether the child is fit to join the session, or they need support (ie a sleep first) or if they would be better resting at home. **Stramash staff are within their right to refuse entry if they believe it is not in the best interests of the child or the wider group.**

### Children - Departure

Stramash operates a system where upon departure from the setting, the adult collecting the child will be required to sign the register to evidence the child's attendance. This will either be on a tablet, or an offline backup (paper based).

Stramash staff will strive, as far as possible, to ensure children leave the site with all of their belongings.

Stramash operates a password policy - where parents/carers assign a password in case staff do not recognise the individual collecting the child. If staff do not recognise the adult collecting the child, **staff must check that the adult knows the password** - if the adult does not know password, the child cannot be allowed to leave the site. If the adult does not know the password, the emergency contacts may be used to confirm collection.

### Late collection / non-collection

All Stramash sessions have a finishing time (1pm, 3:30pm or 5:30pm) and Stramash expects parents/carers to ensure their child is collected on time. It is acknowledged that there may be extreme circumstances where parents/carers may not be able to collect on time but this must be communicated to the staff team at the earliest opportunity. **This is the responsibility of the parent/carer.**

If a child has not been collected, the Team Leader will be informed. The Team Leader will attempt to make contact with the emergency contacts so that arrangements can be made for collection of the child. If no contact can be made after a reasonable amount of time, the Team Leader will contact the local social work department. *For more information, please see the late/non-collection of child procedure.*

Stramash reserves the right to charge for any additional session used if a child is collected late.