



Arrival and Departure of Children Policy

Objective: Each child is protected at the time of drop-off and pick-up at Belinay Early Learning Centre.

Aim: This policy specifies the procedures to be followed when dropping off and collecting children from the ELC. These procedures ensure that children's safety is always paramount, and no child is collected by a person whose identity is unknown to the setting's practitioners.

THE FOLLOWING GUIDELINES FOR DROP OFF AND COLLECTION OF CHILDREN ARE PUT IN PLACE FOR THE SAFETY AND WELL-BEING OF EACH CHILD AT THE ELC.

Arrival procedure:

- For children to feel secure and safe, it is important that they are greeted upon arrival by a member of the staff and have the chance to say goodbye to the person dropping them. Saying goodbye helps to build trust. Leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in. This will include the time and parent/guardian's signature. Parents are also required to advise us who will be collecting the child in case of any changes.
- Sign-in sheets are to be used in case of an emergency to account for all children.
- Children are to be seen by their respective teachers/Key person before the parent or person responsible for the child leaves. This ensures that the practitioner is aware that the child has arrived and is in the setting.
- A child's medication needs, or any other information should be passed on to one of the child's practitioners or to the Nurse, by the person dropping the child. The information should be recorded and passed onto the relevant members of the staff.

Some of the information exchanged will be as follows:

1. An overview of the child since their last attendance?
2. What have they eaten before attending the setting?
3. Are they in good health? If not, what are the problems?
4. Who will collect them at the end of the session?
5. Have they had medication in the past 12 hours? If yes what?

- If a parent/carer requests that their child be given medicine during the day, the designated practitioner/Nurse must ensure that the medicine consent form is completed and signed. (Staff should follow administration of medicine policy).
- If a child has any existing injury, bruises, bump etc... Parents/ carers have a responsibility of informing the staff of this when dropping the child off and should complete an incoming injury form.

Departure:

- Collecting children from the ELC is in principle the same as for arriving.
- All Parents/Carers must sign out on the sign-out sheet before collecting their child. The parent/carer should make sure they are known to a member of the staff and must not leave without signing out.
- Each member of the staff as key workers is aware of their children's attendance; they are to ensure that their child is clean, tidy and ready for collection, any medicines, information sharing sheets, and all belongings are ready to go, always giving feedback to the parent on the child's day.

Arrivals and collection security:

- Upon registration, parents must provide names for persons other than themselves to collect their child, at least two named persons are required and full contact details along with a valid photo ID copy, Emirates ID copy and Passport copy.
- Children will only be released from the care of the ELC to individuals named by the Parent and recorded on their relevant entry record or who have been given authorization for pick up by the parents along with a photo ID for reference.

Departures – Extra:

BELC shall operate strict arrivals and collection procedures. Parents are to advise their child's practitioner if someone different is picking up their child, both verbally and on the sign in/sign out sheet. This person should also be named on the enrolment form or added in writing by the Nursery Manager as an authorised contact for the child. The Emirates identification will need to be seen by a responsible practitioner of the setting. ***The person must be over 16 yrs. old and be capable of caring for the child in the absence of the child's parent.***

- In the case of a separated family, either of the biological parent can add a contact in writing unless a court order is provided to the Nursery Manager stating that one parent has sole custody and responsibility.
- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on

enrolment form as having a parenting role) may telephone the setting and arrange an alternative person to pick up the child. A second staff member will witness the phone call. This contact will then need to be authorised in writing to the ELC.

- Parents are requested to arrive to collect their child/children slightly earlier than the pickup time or maximum by 6.00 p.m. This will allow parents time to speak to the practitioners and ensure that the service can close by 6.00 p.m.
- In the case of a particular person being denied access to a child, the ELC requires a written notice from a court of law. The practitioners will attempt to prevent that person from entering the setting and taking the child, however the safety of the practitioners is also important, and they will not be expected to physically prevent any person from leaving the service. In this case, the parent with custody will be contacted along with the local Police and the local building security. The court order overrules any requests made by parents to adapt or make changes.

Late Collection of Children

If there are children still present at the service upon closing, a minimum of two practitioners must be present.

Instruction to Parents:

Please remember that our practitioners have families to go home to and their own children to collect by a designated time. We will have a strict policy that a minimum of two staffs always remain on duty when the ELC is operating. A late fee of AED 50 will apply for the first 15 minutes after 6 p.m., AED 100 will apply for the first half hour late after 6 p.m. and a late fee of AED 150 will apply for the hour late after 6 p.m., for other time a late fee of 30 AED will apply after the first 15 minutes and AED 50 for each half hour late where parents are late for pick up after the registered care time. This will be mentioned in the Late Collection Fee section of the ELC's Fee Policy.

Uncollected children:

Due to regulations, licensing, and insurance purposes, if by 7 p.m. neither parents nor any of the authorised contacts are available or contactable, we may need to call the police to ask for assistance. The police will then take the necessary actions to get in touch with the parents/carers.

Staff

All staff will enter the building in the same way as the children; members of staff that have been through police verification clearance and induction process will have the code to the door leading into the Nursery. Staffs that are new or volunteering will not open the door for parents to collect their child until; they are accompanied by an old staff member who knows the person to collect.