



Arrival and Departure

At Zeeba Nurseries, the safety of children is paramount and we will ensure that the children are accounted for at all times, from arrival to departure, including transitions between rooms and gardens. Children will be released only to authorised persons.

ARRIVAL OF CHILDREN

All parents and children arriving at our Nurseries will receive a warm welcome. The key person/ buddy will ensure any information regarding the child's wellbeing is recorded and will record the time the child arrived in the daily attendance register. If the parent/ carer requests the child to be given medicine during the day the key person or buddy key person must ensure that the medication procedure is followed (See Medication Policy).

AUTHORISED PERSONS TO COLLECT

When starting at Zeeba Nursery, parents/ carers must provide names of all authorised adults that will be collecting their child or introduce them to the staff members on settling in day.

Any person authorised to collect a child from Nursery must be over 16 years of age.

Any parent/ carer who wishes for someone other than themselves to collect their child must inform us in advance, preferably in writing/ email.

Parents must ensure the person collecting their child has a photo ID, the correct password and knows the child's date of birth. Staff members will then ask the person who they have come to collect a photo identification, a password and the child's date of birth.

We only ever release a child to someone when we are absolutely sure that it is the person they are authorised to leave with. If someone arrives to collect a child and we have not been informed of this, staff will attempt to contact the child's parent/s to obtain approval. If approval cannot be sought the child will be not permitted to leave the premises.

DEPARTURE OF CHILDREN

Any person or persons coming to collect a child from Nursery must do so with the parent/ carer consent. Only authorised persons are allowed to collect children from the Nursery.

At the end of the session the key person or buddy hands the child back to the parent/ carer providing appropriate feedback (child's care routine and learning for that day) and records the time the child leaves in the daily attendance register.

All medicines should be recovered from the medicine box/ fridge only when the parent/ carer has arrived and should be handed to him/ her personally. The Medication Policy is to be followed here with regards to receiving a parental signature. If the child has had an accident or been involved in an incident all information must be shared with the parent in line with relevant policies and procedures.

Late collection or uncollected children: please refer to our uncollected children policy.

ALCOHOL AND DRUGS

If a member of staff suspects that a parent/ carer is under the influence of alcohol or illegal drug when they drop off or collect their child, they must inform the Manager/ Lead Safeguarding Officer (LSO) according to the provision of our Safeguarding Policy. In such situation, the Manager/ LSO will then be responsible for deciding



upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times (Please refer to our Safeguarding Policy).

Staff will ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of alcohol or illegal drug. If needed, the police will be called.

CUSTODY OR ACCESS ARRANGEMENTS BETWEEN PARENTS/ CARERS

In cases where there are custody or access arrangements between parents or carers, we will only allow children to leave with those people that have parental responsibility, as stated on the child's Registration Form.

If staff have any doubts as to whether someone has parental responsibility for a child, they must check the child's Registration Form before releasing the child from our care.

We will follow any written court or care orders that are in place and information relating to this will be filed in the child's individual file.

If there is a situation where a parent/ carer asks that we do not permit a former spouse/ partner to collect a child, this should be put in writing to the Manager, especially if the spouse/ partner has previously had access to the child.

In the event that a parent/ carer has asked that we do not permit a former spouse/ partner to collect a child and the spouse/ partner arrives at the Nursery to collect the child, we will contact the parent/carer immediately.

If the spouse/partner does not have parental responsibility for a child, we will not allow them to collect the child. However, if the spouse/partner has parental responsibility for the child and wishes to remove the child from the Nursery, then legally they may have a right to do so.

We suggest that in these circumstances the parent/carer who is asking us not to permit access, obtains a court order preventing the child being removed by the spouse/partner. We will then comply with this order.