



Arrivals and Departures Policy

At Little Dragon's Day Nursery, we give a warm welcome and goodbye to every child and family on their arrival and departure, as well as ensuring the safety of children, parents, visitors, employees, volunteers and students.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person). On arrival, parents/carers should sign their child in to nursery using FAMLY. Staff may also use the child's profile on FAMLY to record any specific information provided by the parents, including any notes related to collection arrangements, medication and injuries on arrival.

If the parent requests the child is given medicine during the day the staff member must ensure that the Medication procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification (where possible) and a collection password are required, for the designated adult. Parents are informed about these arrangements and reminded about them regularly. Other than the parents or legal guardian of the child, we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, the parent will be contacted.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent in addition to what may already be shared via FAMLY i.e. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box or fridge after the parent has arrived and handed to him/her personally. The Medication policy is to be followed regarding parent signatures.

The nursery will not release a child to anyone other than the known parent unless a prior agreement has been made. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated adult of the agreed procedure including their child's collection password and contact the nursery about the arrangements as soon as possible. If in any doubt, the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the Late collection and non-collection of children policy).

On departure, parents must sign their child out immediately via FAMLY to show that the child has left the premises.

Parents will be informed and reminded not to allow any other person onto the premises when dropping off or collecting to ensure safety at all times.

In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so, a member of staff will ask the person the purpose of their visit. If needed, our Emergency Lockdown Policy will be initiated by staff and the police will be called. In any cases where someone has gained unauthorised access to the premises, we will revisit our Arrivals and departures procedures and risk assessment.

Adults arriving under the influence of alcohol or drugs

Please refer to the Alcohol and substance misuse policy.



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Arrivals and departures of visitors

For arrivals and departures of visitors the nursery must verify their identity by checking their ID and ask them to read the visitor agreement and complete the Visitors Book. All visitors will sign themselves out in the Visitors Book on departure. Please refer to the Supervision of visitors policy for further information.

Staff, students and volunteers

Staff, students and volunteers are responsible for ensuring they sign themselves in and out of the building, including on breaks and lunchtimes.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>August 2025</i>	Kate McLeod	<i>August 2026</i>