

ARRIVAL AND DEPARTURE OF CHILDREN

ARRIVALS

- Children & parents will wait outside the Pre School gate (alongside the Parish Centre wall) until the start of the session at 8.45am
- All persons who drop off children, must be authorised (as stated on the child's Starter Pack/or informed by parents) and must be over the age of 18
- Parents/carers should not leave children unaccompanied before the start of the session.
- One member of staff will open the door and greet children and parents; one member of staff will sign the child in; noting who left the child in and the time. One member of staff must be on duty to greet children in the main room and to assist children in the cloakroom.
- If parents/carers inform a member of staff that someone else will be collecting their child the information must be recorded immediately by the staff in the collection section in the sign in/out book, which is on the desk near the entrance.
- All staff are responsible for ensuring that the premises are safe, but the member of staff will ensure that the outer gate is locked once all children are inside
- After register a head count will be carried out to ensure the numbers tally. The number of children and adults in attendance will be recorded on the register.

DEPARTURES

- No child will be allowed to leave the premises unless accompanied by a responsible and authorised adult. (over 18)
- If children leave the setting early, they must be marked as left on the register; noting who collected them and the time.
- Parents/carers will collect from the outside greeting point

- Above the registration area on the wall a list of authorised persons collection list will be displayed for each child, this is for staff to check that that person has permission. If a person is 'red flagged' the member of staff at the door must politely ask that person to wait outside whilst verification is made by contacting the child's parent/carer. The same procedure applies if an unknown person calls to collect a child and staff have not been made aware of this/informed beforehand. If contact cannot be made by anyone authorised on the child's information form, then a member of staff must contact either Nuala Lavery (link social worker) or the Duty Officer in-charge at the Belfast Health and Social Care Trust. Telephone Number 02895 042811, to discuss best way forward. Members of staff must ensure that the child does not become concerned or upset nor should the collector be made to feel embarrassed by the situation. The safety of the child is of paramount importance and anyone entrusted with the care of the child will appreciate our vigilance if handled in an appropriate way. (see below late collection)
- A member of staff will greet parents and carers at the outside greeting point – a staff member will be positioned at the door to pass children onto the greeting point staff member. Members of staff should be ready to share with parents, information about what the children have been doing, and are to keep it short and simple. If there is a need to share confidential information, invite the parent/collector in to speak to them privately.
- Should a child demonstrate challenging behaviour, do not correct the child in front of other parents, a member of staff will remain with that child and distract them to change their behaviour.
- When all the children have been collected all doors must be secured for staff safety and the security of the Pre School
- Children can only be collected at closing time or if arranged to collect early either due to reduced time or if the child has an appointment.
- Should a child need to be dropped in later, then this must be prearranged with the Manager/Leader

4) LATE COLLECTION

- If children have not been collected after 15 minutes the parents/main carer should be telephoned, after checking that the child is not being collected by someone else in which case they should be phoned. Should there be no

response, we will wait for a further 5 minutes before trying again. If there is still no response one of the emergency contact numbers should be called. At all times the child should have adult supervision and be reassured.

- **If the child has not been collected, or contact made with the parent/carer, after 30 minutes then Belfast Health and Social Care Trust, Social Worker must be contacted to advise them of the situation and to seek further advice, during this conversation, the member of staff must note who they spoke to and what advice was given.**
- On no account must a member of staff take the child off the premises.
- If a parent is continually late to collect their child, they will be charged £5 per 15mins to cover staffing costs.

5) COLLECTION BY AN UNKNOWN PERSON

- If someone not known to us comes to collect a child, the Collection section in the sign in/out book should be checked and the person's identity verified.
- If there is no record of another person collecting the child, the collector should be politely told that we do not appear to have been informed and that verification from the parent must be obtained.
- The collector should be invited to wait outside or to go back to their car, whilst another staff member phones the parent. The reaction of the child to the 'stranger' should be noted. If the parent cannot be contacted, one of the emergency contacts should be phoned to see if they know the whereabouts of the parent or can collect the child themselves. If this is not possible then Social Services should be contacted for advice.
- **Please note, unknown collectors must provide photographic evidence of who they are, before we can let the child go.**
- **These incidents will be recorded in the child's confidential folder**

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St. Bernard's Pre School Education Centre