



Chelmer Village Hall, Chelmer Village Square, Chelmsford, Essex CM2 6RF  
Telephone: 07901 886488  
Registered Charity No. 1054083

## 9.07 Arrivals and departures

Arrivals and departures are key times in the day when children need support from their carer to make the transition smooth and happy; these times of day also pose a certain level of risk as parents and carers come and go. All staff at Rainbow Pre-school are aware of the potential risks and take measures to minimise them.

- Always ensure that the parents say goodbye to their child and say when they are coming back.
- If the member of staff receiving the child is not the key person, the member of staff will hand over the information shared by the parents to the key person.
- Confidential information should be shared with the setting manager to pass on.

### Arrivals

- Children are greeted at the door by a familiar and trusted staff member. This allows the staff member to tune in to how they are feeling and prepares to meet their needs.
- If a child who is expected fails to arrive this is recorded as an absence in the register and the **9.02 Attendance and Absence** procedure is followed
- Always ensure that the parents say goodbye to their child and say when they are coming back, such as 'after lunch'
- A member of staff is available in the lobby to receive any handover information or details of early collection, collection by another person, etc.
- If the information is of a confidential nature the staff member will pass them to the setting manager, who in turn will share the information if it is on a need to know basis

### Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting it is written up on the lumps and bumps sheet and signed by the parent as soon as possible. This sheet is then kept in the child's personal file

### Departures

- Only persons aged over 16 years are permitted to collect children.
- Educators verbally exchange information with parents.

- Parents notify the setting by text or phone call if they are unable to collect, notifying us of who will be collecting. If this person is not known to the setting then the child's password will be required before handing over
- If a child is collected before the end of the session the child is marked as absent in the register with time of departure

### **Maintaining children's safety and security**

- Parents are responsible for ensuring their child enters the Little Stars room or the Rainbow Room before they leave the premises.
- Staff are responsible for ensuring the child is handed over to the collecting adult on departure