

## Childcare practice procedures

### 8.6 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 are aware of the potential risks and take measures to minimise them.

#### Arrivals

- Whenever possible the key person or back up key person always greets young children. This ensures that young children are received into the setting by a familiar and trusted adult.
- The key person who greets the child asks the parent to sign the register and adds the time of arrival.
- If a child who is expected fails to arrive, this is recorded on the register and the manager is notified so that they can contact the child's parents to find out why the child is absent following procedure Absence.
- The key person ensures that the child has been signed in by the parent and there is a clear indication of who will be collecting the child, and at what time.
- The key person greets the parents and takes time to hear information the parents need to share. They inform the parents of aspects of the day, which members of staff will be around later when parents collect their child, any planned outings, or special planned event.
- The key person receives the child physically and tunes in to how he or she is feeling and prepares to meet his/her needs.
- Parents should spend a few minutes with their child and key person before leaving. Many parents will be in a hurry, but this can have an unsettling effect.
- Always ensure that the parents say goodbye to their child and say when they are coming back, such as 'after tea', rather than just 'later'.
- 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 when they arrive.

#### Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting these are recorded, and parents are asked to explain and sign

## **Changing shifts and handing over information**

- When the key person leaves or goes on a break, they handover the care of the child to a 'back-up' key person.
- If someone other than the key person receives the child, he/she will share any information from the parent and write a note for the key person. Confidential information should be shared with the manager to pass on.
- The key person shares information with the back-up key person, in this way they ensure that all information is passed on to the parent in the key person's absence.

## **Departures**

- Children are prepared for home, with clean faces, hands and clothes if required.
- The key person always aims to greet parents when they arrive, ensuring that the person who has arrived to collect the child signs the register. They hand over the child personally and enter the time of departure.
- Only persons aged over 16 years should normally collect children. If a parent has no alternative, then this is agreed with the manager and signed by the parent. In all cases the manager will ask the parents to ensure that in future alternative arrangements are made unless the parent is under 16 years of age. No child will be collected by anyone who has not reached 14 years of age. Staff should take account of factors such as age/vulnerability of child, journey travelled, arrangements upon leaving the setting to go home/elsewhere.
- Practitioners verbally exchange information with parents.
- If someone other than the key person is with the child at the end of the day, the key person should pass general information to the other staff or write a note for the parents. Confidential information should be shared with the manager to pass on.