



Albert Village Nursery

Arrivals and Departures Policy and Procedures

Policy Statement: Albert Village Nursery aims to provide a safe and smooth a transition as possible into and from the nursery environment. This policy also covers the scenario of if a child has not been collected as agreed and the unlikely event that a child has gone missing.

Procedures for volunteers, visitors and students:

All volunteers, visitors and students are required to sign in to the visitor's book located in the reception area of the school building. They require a visitor's badge and should only be let into school by a staff member working with them.

Procedures for leaving and collecting children:

Children should be brought to nursery on time and with a familiar adult. On acceptance of a nursery place parents/carers will be asked to complete an admission form and an 'up to date contact details sheet' is circulated to parents/carers termly.

In the event that a child cannot be collected by someone on the admission or contact sheet parents/carers are asked to follow the following procedure:

- Inform the nursery staff by phone on the nursery's direct number of the person who will be collecting the child (ideally someone known to the child).
- Agree a password and a description of the person collecting.
- On arrival the person collecting will also be asked questions relating to the admission form such as, the name of the child's parents etc.

If a parent/carer is going to be late, we request that they ring nursery on the direct number to inform the staff as soon as possible. Please note, paying parents may be charged if a child is not collected at the end of an agreed session.

An uncollected child:

If a child is not collected at the end of a session we will:

- Phone the parents/carers using the information on the admission for and/or up to date contact sheet.
- If no response phone the other names listed on the admission form and up to date contact sheet in order of priority.
- Keep phoning all the names given and if after half an hour contact the First Response Team on 0116 3050005 for children who live in Leicestershire and 01629 533190 for children who live in Derbyshire. 0800 1313126 for children who live in Staffordshire

Please note: at any time the Nursery Manager may request additional information regarding someone different collecting who is unknown to the nursery staff.

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