



Abbey Wood Grange Day Nursery

Arrivals and Departures Policy

At Abbey Wood Grange 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. The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including the child's experiences and observations from home. When a child arrives at the setting asleep, we will follow Safeguarding procedures and ask that the parent wakes their child to ensure they are alert and well before the parent leaves. If the parent requests the child is given medicine during the day the staff member must ensure that the Medication policy 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. A password or photo identification is required, where possible, for the designated adult. Parents are informed about these arrangements and reminded about them. 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, they will be refused the parent will be contacted.

Staff members must plan the departure of each child, this should include opportunities to discuss the child's day with the parent including meals, sleep, activities, progress and interest etc. 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 bag 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 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, the staff member releasing the child must mark the attendance register immediately to show that the child has left the premises.



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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 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.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit, e.g. in the visitors book. 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
February 2026	<i>G.Hannigan</i>	<i>February 2027</i>