

**Arrivals and departure Policy**

**Policy statement**

We aim to keep all children safe by ensuring a safe and efficient arrivals and departure policy. Windmill Pre-School has two main entrances one for Windmill room children and one for Rainbow room children. This is to ensure that all children safely enter and exit the Pre-School.

On arrival at Pre-School there will always be a senior member of staff on each front door. Their main responsibility is greeting parents/carer’s and signing the children in via the ipad (FAMLY app)

Parents/carers **must** inform staff either verbally or in writing via the app if anyone other than themselves will be picking their child up. (All parents/carers are made aware they should have at least two emergency contacts added to the app before child enrols at Windmill.)

***Process for arrival time***

* *Parents must walk their children to the correct entrance door and engage with staff at drop off (please do not assume your child has gone through the door)*
* *If parent/carer needs to pass any information/message to a staff member they must ask to speak to someone directly (This may have to be after all children are in the Pre-School safely.)*
* *Children will be supported with their coats/bags etc then taken straight in to the main play areas for registration/carpet time (if applicable)*

***Process for collection time***

* *Parents must come forward to the door area to collect their child*
* *Once you have collected your child, please move away from the door area*
* *If you wish to come and take your child’s bag, please do so yourself.*
* *Staff will guide children to their parents/carers safely*
* *Children will be seated in the main play rooms for home time (not the lobby areas)*

On registration to the Pre-School families are asked to provide us with a **memorable password.** Anyone new to the setting will be asked this password on collection.

Failure to produce the password will mean the Pre-School will not let the child go with the collector.

On departure of the children the senior staff member who is on the door will again greet the parents, staff will escort children to their parents/carers and they will be signed out via the ipad (Famly)

Staff will ensure that children will only leave the pre-school with an authorised adult.

We will not release a child to a minor unless they are accompanied by an adult or have parental responsibility of that child.

We will not release a child to anyone who is on a mobile phone. We will ask you to end the call before sending your child out.

Mobile phones usage is strictly prohibited in the playground area/in the Pre-School at all times.

Please note children remain the responsibility of the parent/carer during drop off and collection times.

There will always be a member of staff on the internal doors for extra security.

If children are not collected by their parents or an authorised collector every attempt will be made to contact the parents, grandparents, extended family. If we are unable to get a response we will refer to the procedure in our uncollected children Policy.