

Chard NNI & Schools Out

Arrivals and Departures



Prime times of the day make the very best of routine opportunities to promote 'tuning-in' to the child emotionally and create opportunities for learning. Arrivals and departures are key times in the day when children need support from their carer in order to make that transition smooth and happy.

Arrivals

- Babies and toddlers are always greeted by their key person; in the key person's absence there is a 'back-up' key person who steps in which ensures the baby or toddler is being received into the setting by a familiar and trusted adult.
- The key person who greets them signs them in on the register noting the time they arrive
- The key person ensures that the child has been signed in and there is a clear indication of
- The key person greets the parent and makes the most of this time to hear any information the parent needs to share particularly who will be collecting the child and at what time. They inform the parent of any particular aspect of the day that they need to be aware of such as if there is an a different member of staff in that day, which staff will be around later when the parent collects, if they are going out, or about a special planned event.
- The key person receives the baby or child, and tunes in to how he or she is feeling and prepares to meet their needs.
- It is preferable that the parent should spend a few minutes with their child before leaving, parents who are in a hurry can have an unsettling effect on the child.
- Always ensure that the parent says goodbye to the baby or child and, for older children, says when mummy/daddy is coming back – such as 'after tea', rather than 'later'.
- If the staff member receiving the baby or child is not the key person, they hand over the information shared by the parent to the key person when they arrive; this is written in the baby's diary or room diary to make sure it is not accidentally forgotten.

Changing shifts and going on breaks

- When the key person goes on a break or leaves early, they hand over the care of the baby or child to a 'back-up' key person, we try to make sure that this is the same person every day to ensure continuity of care and to ensure that the parent knows who to go to when the usual key person is not there.
- The key person hands over information – using the baby's diary or the room diary to the back up key person, this ensures information is handed over to the parent.

Departures

- When parents/carers arrive to collect children, the key person greets them where possible, they hand over the baby or child personally and mark them off in the register.
- In the case of babies the key person hands the parent their diary, as well as verbally sharing information. For older children the handover is verbal as they do not have diaries.
- At handover any accident or incident forms from the day are also shared with the parent
- If the key person has gone home, or was not in that day, the back up key person takes over this role.
- As parents leave, the key person or back up key person watches them go out of the door in order to ensure that no other child has attempted to follow them.
- In the event of someone different coming to collect they baby or child will not be released to them until authorisation has been obtained from the parent.

Prolonged absences

- Attendance is monitored on the nursery computer system any concerns will be raised with the family/carers. Families are made aware that they need to call us if their child is not attending a session due to illness or holiday.
- In the event of unexplained absence the Nursery Manager may make a courtesy call to ensure that all is well
- If babies or toddlers are absent from the setting for any for periods of time beyond one or two weeks, their attachment to their key persons will have decreased and will need to be built up again.
- Parents are made aware of the need to 're-settle' their children and a plan is agreed.