



Arrivals and Departures

February 2025

At YMCA Childcare 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, parent/carers, visitors, employees, volunteers and students.

We have the following systems in place;

- There is a system for registering children and staff attendance on a daily basis, showing their name and hours of attendance and the name of the staff member assigned as the child's Key Person.
- There is a system for registering the attendance of visitors on a daily basis, showing their name, who they have come to visit, their time in and their time out. The visitors register is kept in the main entrance of each setting. If the visitor is unknown, identification is checked. It is the responsibility of the member of staff overseeing the visitor to ensure that this happens.
- Full details of each child are obtained from the information given to the setting on the registration form. The information must include work, home, and mobile phone numbers, where applicable. Also the named people who may be contacted in an emergency and their details.
- On arrival to the setting children, parents and carers are welcomed into the main entrance of the nursery.
- Parents and carers have the opportunity to discuss their child with their key person, co person or another member of staff.
- The daily register is marked by a staff member when each child enters through the door.
- If a child is unsettled parents and carers are welcome to come into the nursery to help settle their child.
- At collection the parent / carer rings the door bell / intercom where they will be greeted by a member of staff and the child will be brought out to the collecting person.
- As the children depart from the room staff mark the children out on the daily register. At the end of the session the children will not be allowed to leave the premises with anyone who is not a designated responsible person.
- If an adult other than the usual person collecting a child is collecting, then the setting must be notified beforehand by the parents and carers and this information noted on the daily register by staff.
- If anyone is to collect other than the parent/carer, they must be over the age of 16.
- The staff will request the password given by the parents and carers from the authorised person who is collecting.





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- At departure time parents and carers may be asked to wait to talk to a member of staff about any information that needs to be passed on, any forms that may require discussion, or a signature, any concerns or queries a staff member may have.
- Parents and carers are asked to wait until after the children have departed, which is then an ideal opportunity for parents and carers who may wish to discuss their child's day with the staff in more depth and confidentially.
- Parents and carers are welcomed into the setting at any time of the day that is convenient to all parties.

In the event of a non collection of a child the Non Collection of children policy is implemented.

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 what the purpose of their visit is. If needed our lockdown procedure will be initiated by staff and the police will be called. (Refer to lockdown procedure). In any cases where someone has gained unauthorised access to the premises we will revisit our arrivals and departures procedures and risk assessment.

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 reviewed on:	Reviewed by:	Date for next review:
19.02.2025	K. Streater	18.02.2026
Signed on behalf of YMCA Trinity Group:	A.Spence	

