Arrivals and departures Policy

1. Introduction

The Safety of the children at Home from Home is paramount.
Arrivals and departures at the nursery are a time when communication and organisation need to be clear and effective. Home from Home aims to do this in the following ways.

2. Contents

The following sections are included in this policy document:

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3. Arrivals Policy

- On arrival parents/carers will wait on the driveway in a queue on the pathway for an employee from their room to greet them.
- A Senior/Door trained employee will be on the door at our designated drop off time (8.00-9.00). After this parents/carer should ring the doorbell.
- The **Main house** entrance is for Babies and Toddlers. The **Coach house** next door is for Preschool children.
- **Main House -**The key person or 'buddy' should come to greet the parent/carer and child. The parent should 'handover' any important information needed. The children are then encouraged to say goodbye and go inside for breakfast or play.
- **Coach House –** To support independence and school readiness for our 3-5 year olds, an employee will encourage them to say goodbye to their parents at the door before taking them inside to find their peg and key person.

4. Departure Policy

- A child will **ONLY** leave Home from Home with a recognised adult.
- Prior knowledge of, confirmation/details in the communication diary or a phone call, is necessary if someone different is collecting any child.
- **Main house** – Parents/carers are to come inside to collect.
- **Coach House** – Parents/carers will wait outside on the pathway for their child to be taken out to them. An employee will 'handover' and give the parent/carers all items the child brought in with them.

- On departing Home from Home parents/carers are asked to collect all items prior to finding their child and their key person/carer.
- Coats should be placed on their child's peg, in the cloakroom for Toddlers and in the main rooms upstairs for the Babies.
- Any mislaid items of clothing from each day will be displayed in the lost property basket in the cloakroom for Toddlers, next to the shoe box in Babies or in a box by the front door in Preschool.
- Parents are asked to the find their child and key person.
- Once they have been acknowledged and made contact with their child and the key person/carer, they are now responsible for the care of their child.
- Parents/carers will be given feedback from their key person or buddy, please ask for feedback if your child's key person or buddy is not visible.
- Parents/carers are asked that prior to leaving and whilst talking to an employee or another parent/friend that they are aware of where their child is at all times
- When exiting the room, please ensure only yourself and your child leaves the room and inform an employee if another child gains access to the hallway.
- A Senior/Door trained employee will be on the door at our designated pick up time (5.00-6.00).

5. Review

This policy will be reviewed annually and also in line with any changes in statutory guidance.

6. Version Control

Version	Date	Status	Comments	By
1	October 2015	Issued		Emma CM
2	June 2018	Reviewed		Polly Manners
3	March 2020	Reviewed		Cassie Rhodes
4	January 2022	Reviewed		Cassie Jones
5	October 2023	Reviewed	Added Version control and updated as was old policy from before COVID.	Sophie Eade
6	May 2025	Reviewed		Sophie Eade
7	May 2026	Reviewed		Sophie Eade