

ARRIVAL AND DEPARTURE POLICY

PRINCIPLE

We understand the importance of a warm and welcoming greeting when leaving your child off at Primrose Hill and equally the importance of sharing information when you collect him/her in the evenings. We emphasise that parents respect the opening and closing times of Primrose Hill as we are not insured outside of these times.

STATEMENT OF INTENT

Primrose Hill believe that:

- Every parent and child should be greeted by a member of staff on arrival with whom they are familiar
- Staff must share the right information when leaving in the evenings as this is extremely important to all parents
- Staff will have time on arrival to those parents who wish to discuss any information about their child such as medicine or how their child is feeling that day
- On arrival and departure parents and children should always be greeted in a friendly and polite manner

PROCEDURE

When your child arrives at Primrose Hill

- Parents and children will always be greeted in a friendly manner by a member of staff who they are familiar with
- We encourage parents to share important information, especially if the child has been unsettled during the night or has been given any medicine at home before coming into Primrose Hill
- We encourage our parents to assist their children with hanging up their coat or putting any belongings into their individual baskets before leaving Primrose Hill. This may help with your child's belongings not getting swapped, or mixed up with someone else's
- We stress to all our parents or visitor in Primrose Hill to take into consideration the unit's Health and Safety Policy when coming in and out, front door must be closed securely after each person

When leaving the unit

- We will only let your child leave with another person when we have written consent or the names displayed on the enrolment form. Without any of this information we are unable to let any child leave the nursery
- All the current information must be given to parents when leaving Primrose Hill such as how he/she has been throughout the day and how they have eaten. There may be other important things to discuss when collecting your child especially if he/she has had medicine during the day or if there is an accident for to sign. We encourage parents to take the time to sign any additional information as it is a vital part of the nursery's record keeping.
- Staff will help to gather the child's belongings to ensure that everything will go home, especially their school bags and uniforms
- Any parent running late must inform staff so your children can be reassured that you are on your way. A late collection fee will apply
- We do stress that on leaving the unit that your child is always beside you or holding hands especially going through the car park and we also encourage parents to never leave their child unattended on the nursery premises.
- As soon as a child is in a parents company on our premises the parent is responsible in all aspects for their child.