



## 09 Childcare practice procedures

### 09.6 Prime times – arrivals and departures

Prime times of the day make the very best of routine opportunities to promote 'tuning-in' to the child emotionally and to create opportunities for learning. Arrivals and departures are key times in the day when children need support from their carer to make the transition smooth and happy; these times of day also pose a certain level of risk as parents and carers come and go. All staff are aware of the potential risks and take measures to minimise them.

#### Arrivals

- Wherever possible the Supervisor of each session greets the children as they arrive and the keyperson is then free to welcome their key children in to play and has the opportunity to speak to parents if they have any information about the child they need to share.
- The member of staff who greets the child marks their presence and time of arrival in the register.
- If a child who is expected fails to arrive, the child's parents are contacted to find out why the child is absent following procedure 09.2 Absence.
- Notification of who will be collecting the child are recorded and any changes to normal collection time are recorded too.
- When a child arrives the key person tunes in to how he or she is feeling and prepares to meet his/her needs.
- Always ensure that the parents say goodbye to their child and say when they are coming back.
- The member of staff on the door will hand over any information shared by the parents to the key person when once all children have arrived.

#### Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting procedure 6.1 is followed.

#### Changing shifts and handing over information

- If someone other than the key person is working, she will share any information from the parent and write a note for the key person. Confidential information should be shared with the setting manager to pass on.
- The key person shares information with the back-up key person, in this way they ensure that all information is passed on to the parent in the key person's absence.

#### Departures

- Only persons aged over 16 years should normally collect children. If a parent has no alternative, then this is agreed with the setting manager. In all cases the setting manager will ask the parents to ensure that in future alternative arrangements are made. If the parent is under 16 years of age a risk assessment will be completed.
- Practitioners verbally exchange information with parents.
- Confidential information should be shared with the setting manager to pass on.

**Maintaining children's safety and security**

Arrivals and departures pose a particular threat to the safety and security of the children, particularly when parents arrive at the same time. To minimise the risk of a child leaving the building unnoticed, the setting manager conducts a risk assessment that identifies potential risks and the measures put in place to minimise them, such as staff busy talking to individual parents or doors left ajar.