

# Cornhill Nursery ~ Drop off/Pick up Policy



Whilst your child is in the Nursery's care we shall do our utmost to provide a secure environment. The safety of the children is paramount, therefore it is very important that our procedures for drop off/collection of children are clearly known by all parents/carers and are adhered to.

Please remember that these guidelines exist to protect you and your child, as well as nursery staff, and that the children's well-being is always at the heart of the decisions we make.

## **Security Door**

Please note that all Nursery doors are alarmed for the safety of the children.

No access to the Main Nursery Doors will be granted outwith nursery session times unless in special circumstances and at the discretion of the nursery staff (ie Food delivery)

Parents/Carers who arrive at the end of the drop off time frame, will be required to leave via the school office entrance, as the alarm will have been activated for the session.

Late arrivals should enter via the main school office and sign the lateness log book at reception.

If you require to pick up your child earlier than usual, or are late back to nursery, you must enter via the main school door.

## **Drop off procedures**

Parents should enter via the security doors promptly, and exit by 8.55am/12.45pm when the alarm will be reactivated.

Once children are changed and ready for nursery, we recommend you take them to the toilet first, then to their relevant room, ensuring that they are 'handed over' to a member of staff.

Only once the children have entered the room, parents/carers should sign the register and state who will be picking up.

If required, parents/carers may add more than one name to the pick up section, if at that precise moment in time, they cannot confirm exactly who will be collecting the child.

If a Grandparent/Aunt etc is picking up your child, please be explicit by stating their name ie Grandad Harry, Auntie Lindsay, rather than simply 'Grandad'.

If through the course of the morning/afternoon any changes have to be made to the stated pick-up arrangements, please phone the nursery to let them know as soon as possible and we can amend the register.

If for some reason a parent/carer has not filled out who is to collect, we will contact them as soon as possible for confirmation and add this information to the register.

Parents/Carers can use the drop off time to have a very brief chat with staff regarding their child, however if it is a bigger issue, we kindly ask that an appointment is made instead.

Please inform staff of any issues regarding your child's well-being that may be relevant to the day ahead.

If your child has had an accident or injury away from the setting, please inform staff.

### **Collection procedures**

Parents/Carers enter via the security door and wait at their child's nursery class door.

There will be a staff member on door duty for each nursery class and they will ensure you sign the register.

Only then will they call out the child's name and this gives the child permission to leave the gathering area.

On some occasions the children will be playing in the outdoor area at home time, so instead will be signed out and called for from the nursery playground door.

If someone other than the person specified on the sheet arrives to collect the child, it is our duty to make contact with the person who dropped off. Even if a known family member arrives to pick up, for safety measures, if their name is not on the register, we must check for permission.

If we cannot speak with the person who dropped off the child, we will phone a priority contact from the emergency phone numbers list.

Please notify us of any changes in family circumstances which may affect permission to collect, particularly in the case of separated parents/carers.

If a person who is new/unfamiliar to us is picking up your child, please ensure that they have a special password, that you have supplied them with. You must inform us of this special password when you drop off that day.

Please note that at any time, only persons over the age of 16 will be permitted to pick up your child from nursery.

### **Late Collection**

There are always the odd occasions when a parent/carer is held up, or an emergency occurs and they are not able to collect a child on time, due to circumstances beyond their control. We are sympathetic to the circumstances that may arise and will always seek to support families and provide a safe and secure environment for an uncollected child.

Should such a situation arise, please inform the school office as soon as possible to inform them.

If no one turns up to collect the child and we have not had a notification from the parent/carer, we will phone a named person from your child's emergency contact list.

We will try the numbers several times but if we still have no success, the next step would be to advise the Social Services Reception Team.

All lateness will be logged by nursery staff.

### **Persistent Lateness**

Parents/carers who are persistently late to drop off or pick-up will be expected to meet with the Principal Teacher to discuss any difficulties.

We will always try our best to accommodate parents and support their circumstances wherever we can.

**Please ensure that all contact details are kept up to date for emergency purposes.**

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