



Arrivals and Departures Policy

At The Mulberry Bush 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, parents, visitors, employees, volunteers and students.

Parents are requested to pass the care of their child to a specific member of staff who will their care, where possible this will usually be their key person). The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including the child's interests, experiences and observations from home.

If the parent requests the child is given medicine during the day the staff member must ensure that the Medication procedure is followed. Please see medication policy.

If the child is to be collected by someone who is not the known parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Parents must inform the nursery, **in advance by email**, of the identity of anyone other than themselves who will be collecting a child/children. This must include full name and photograph of the person collecting and collection password. Upon arrival at the setting the person collecting will be asked to provide identification with their full name and the password before being allowed to collect the child/ren.

If a Child is to be collected by the parent or carer of another child that already attends the setting and is already known to the setting, parents must inform the nursery in advance by email, this must include the parent/carers name, who's parent they are and a password must be set with the person collecting and the setting. This information will be shared with the staff members. Upon arrival at the setting, the parent must come to the office and notify management of who they are collecting from the setting.

Under normal circumstances we do not allow anyone under the age of 18 to collect a child unless they are the parent or legal guardian. If parents would



like someone aged between 16–18 years old to collect their child/ren they must notify the nursery in writing. If anyone under the age of 18 arrives to collect a child without written notice, the parent/carer will be contacted.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent in addition to what may already be shared via electronic systems, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box or fridge after the parent has arrived and handed to him/her personally.

The nursery will not release a child to anyone other than the known parent unless a prior agreement has been made. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated adult of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the Late collection and non-collection of children policy).



On departure, the staff member releasing the child must mark the attendance register immediately to show that the child has left the premises.

Parents will be informed and reminded not to allow any other person onto the premises when dropping off or collecting to ensure safety at all times.

Adults arriving under the influence of alcohol or drugs

Please refer to the Alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit, e.g. in the visitors book. Please refer to the Supervision of visitors policy for further information.

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 adopted on	Signed on behalf of the nursery	Date for review
12.09.25		12.09.26