

## **Collection of Children Policies & Procedures:**

Parents must note carefully that Merry Kid Day Nursery operates from 8.00am – 18.00pm. Parents should ensure children are brought in no earlier than 8.00am and are collected before 6.00pm. The nursery is closed at 18.00pm. If a parent is unavoidably delayed due to circumstances beyond their control, they should make every effort to phone the nursery to inform them. Parents need to arrive by 17.50pm, which gives enough time to get your child / children organised and for staff to give feedback on your child's day and this will ensure that you have left the nursery by 18.00pm. Parents who have not collected their child by 18.00pm will incur a charge. This will be under the discretion of the management. Please ensure that your child / children are collected on time so that we do not have to take this action. Where a child is uncollected at the end of the morning session and this compromises with the registered number of playrooms, the registered manager or deputy manager must review the occupancy elsewhere in the nursery and take any necessary measure to ensure that adult child ratio is maintained.

Where a child is uncollected at the end of an afternoon session, two members of staff must stay on duty until the situation is resolved.

Please note that if parents have not come by 17.50pm then staff will start to get your child's jacket and belongings together, so that they are ready to go by 18.00pm.

The staff procedures if parents / carers have not arrived at the nursery by 17.50pm are as follows:

- At 18.00 pm, parents are phoned and requested to collect their child immediately.
- If no contact has been made with the parents by 18.10 pm the emergency contact persons are phoned.
- At 18.30 pm if staffs have been unsuccessful in contacting parents or emergency numbers, the nursery manager / owner will be phoned.
- If the child remains uncollected after one hour, and no contact has been established with the child's parents or carers, the nursery owner / manager/ deputy manager will contact Social Services and inform duty officer.
- A full written record must be maintained of the incident including details of the times and telephone numbers used to attempt to contact parents or carers.
- No member of staff should on any account take any child home with them or transport any child home.
- After discussions with the duty officer, the child may be handed over to the Social Services or to the local Police.

### **Signing in and out**

Each day, nursery staff are required to sign child in on arrival, which requires details of drop off time. The child must also be signed out, giving the actual time collected. Merry kidz uses the Blossom app

for the registration of children's attendance.