



# POLICY: Delivery and Collection of Children

## AIM:

Ingle Farm Children's Centre is committed to supporting the health, safety and wellbeing of all children attending our service. The safety and security of all children is of great importance to both staff and parents/guardians.

We ask that you read this policy carefully and speak with staff if you have any issues or questions.

## Arrival:

- ❖ Children must be accompanied by an adult into the kindergarten/occasional care room.
- ❖ Make sure you have been greeted by a staff member to ensure they have seen you so that your child can be marked as present in the roll book. Each morning one of the early childhood workers will be allocated this task. You'll find them near the kitchen bench. If you arrive later in the morning/day please seek out a staff member so they know that your child has arrived.
- ❖ You may also support your child to sign- in, in the children's sign in book which is located near the fees box.
- ❖ If you know that someone new/different other than yourself or the person who regularly collects your child at the end of the day will be coming, please tell a staff member. We also ask that you write this on the "Who's picking up your child form", located on the table near the fees box. Please include:
  - The person's name
  - Relationship to the child
  - Contact phone number
- ❖ Staff will ask this person for photo identification so please ask them to bring this with them when they come to collect your child.
- ❖ We ask where possible that children arrive by 8.45am. The morning routine includes a large group meeting time at approximately 9am after which children divide into small groups for story time, discussions and related activities. Participating in these routines supports children to develop positive, trusting relationships with staff and children as well as supporting their learning.

## Collection:

- ❖ Children will only be released to the parent or person nominated by you in writing on the enrolment form or as told to a staff member.
- ❖ Parents must let a staff member know if someone other than yourself will be collecting your child. This may be done by phone if plans change during the day or in the case of an emergency. That person must provide current identification when collecting children if they are unknown to staff.
- ❖ Staff must be notified when children are leaving. Even if a staff member is present and you think that they have seen you, please tell them personally. Children will be farewelled individually by name at the end of the day group time. We ask that you encourage your children to respond to the farewell.
- ❖ Children will only be released into the care of an adult **over the age of 16 years**. Primary school children are not able to collect kindergarten or occasional care children but they are permitted to wait at the centre until the collecting adult arrives.

- ❖ If the people you have listed as emergency contacts changes please inform staff so that records are accurate and up to date.
- ❖ If your contact details changes, e.g. new mobile number, please inform the centre staff as soon as possible or we may not be able to reach you in an emergency.
- ❖ Limited spaces are available for kindergarten children in before and after school care at the Ingle Farm Primary School Out of Hours School Care (OHSC) programme. Please contact the front office of the school for further information.

### **Late collection of children:**

- ❖ Parents/caregivers must contact the Kindergarten if they are going to be running more than 10 minutes late. Children can become distressed when parents are running late and it is important to their wellbeing to know that parents are on their way and have contacted the staff.
- ❖ If you believe that you may be more than 10 minutes late, wherever possible, arrange for an alternative person to collect your child. The work of staff members does not finish at the end of the session. Once children have gone, they have after work commitments such as planning and preparing for the next day, staff meetings etc. It is difficult to achieve this if there are children on the premises that still need to be supervised. At other times staff may also need to leave the centre shortly after the session to attend professional development.

### **Court orders:**

- ❖ Any parent gaining a court order or injunction against the access of their spouse, ex-spouse or other adult related to their child, must inform the centre either at enrolment or soon after the orders are granted. A copy of that court order must be provided.
- ❖ Should a non-custodial parent try to collect a child from kindergarten, the staff will try to dissuade the parent and may call the police.
- ❖ PLEASE NOTE: THE CENTRE CANNOT DENY CHILD ACCESS TO A PARENT IF THE CENTRE DOES NOT HAVE A COPY OF THE CUSTODY ORDER

### **Arriving and departing the centre and school grounds:**

Please ensure that when you are leaving the kindergarten/occasional care space that you ensure no children are following you out through the door. Do not hold the door open for any child, even if an adult is close by as this may not be their parent.

We ask that you take great care arriving and leaving the school grounds. The beginning and particularly end of the day is very busy with cars and many families walking across the campus. **Please drive slowly** when entering and leaving the car park.

Parents are reminded of the legal requirement to have children restrained in an approved safety seat whilst travelling in a vehicle.

**No parent parking is available immediately outside the children's centre. This is reserved for centre staff and emergency vehicles only.** Parents may park on the surrounding streets or in the visitor car park