

## **Arrivals and Departures**

**We are committed to providing a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.**

### **Admissions**

It is the responsibility of a Step by Step Worker to ensure that an accurate record is kept of all children, and that arrival and departure times are recorded in the register. Records of daily registers should be kept for a minimum period of 3 years.

### **Arrivals**

On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of registration.

Any medication to be administered during the day must have written consent from parents / carers. Medication must be stored in line with the medication policy.

Any controlled drugs should be signed in by a member of staff and parent.

Any information that parents say when they first arrive, will be noted in the day book and shared with the necessary staff.

### **Departures**

A child must only be collected by a parent / carer unless authorisation has been given. Other adults authorised to collect will be documented on the child's profile. Only adults – aged 16 years and over will be authorised to collect children unless the parent has signed to say that a responsible teenager can pick up.

NO adult other than whose is named on the child's profile will be allowed to leave with a child unless this has been agreed with the parents prior to the session. In this case the person should know the password and give it to staff at the door. In the event that someone else should arrive without prior knowledge, Step by Step will telephone the parent / carer immediately.

If the parent / carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this late arrival.

Upon departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

### **Absences**

If a child is going to be absent from a session, parents must indicate this to Step by Step in advance as much as possible. This will be noted in the register.

If a child is absent without explanation for more than one day, staff will contact the parents / carers to try to ascertain the reasons behind this.