



## Security, Arrival & Departure Policy

### Aim of the Policy

*Green Roots Security, Arrival and Departure Policy is in place to address the need to provide a secure environment and to set in place systems and procedures which allow for checks and records to be maintained at both arrival and departure times.*

Whilst it is the policy of Green Roots to create a warm and welcoming environment for children and adults, the safety and security of all users of the facilities, is paramount.

The following barriers and systems are in place to facilitate the secure environment:

- The main front door has a biometric access system fitted for authorised users, including parents/guardians and team members.
- Visitors are not authorised to gain access to the nursery and will not be able to gain access via the biometric system.
- Visitors will be required to use the buzzer entry system, and a reception team member will reply. Visitors will be required to sign in and out of the building and will be escorted by a member of the Green Roots team.
- Parents/guardians will then use the intercom from reception to their child's playroom, the child's Key person\* will then be ready with a warm welcome, or will be ready with the child for collection. This is to help to your child to settle quickly and minimise the disruption to other children. The monitors in the parent room will enable parents/guardians to watch their child playing before they collect and we have regular opportunities for parents/guardians to come and join their child in the playroom for their child to share things they have enjoyed doing.
- Parents/guardians will have the opportunity to talk to their child's Key person\*, if the Key person and parent wish to have a private conversation, this can be arranged, when using the intercom.
- We have TV monitors in the parents/guardians room which you can watch your child in their Green Roots environment. These cameras are placed in the playrooms and not recording. Parents/guardians and the Green Roots team will only be able to view whilst at the nursery.
- No child will be handed over to anyone other than the authorised collection contacts as stated on the Declaration of Consent Form. In the event that the authorised carer cannot collect a child and we have no prior arrangement or consent the Office Manager will call the parent to confirm with them directly that the person is authorised to collect the child. The receptionist will confirm

with the child's Key person\* that consent has been given. If the Key person is unsure they will contact the reception for confirmation.

- If there is a change to the child's normal collection routine or in the case of a one-off emergency, the parent would need to speak to the Office on the day of collection over the phone/in person giving pertinent details of the time of collection and/or details of the individual collecting the child (and this person would need to quote the password on arrival). Their name should then be added to the child's contacts by the parents/guardians completing an "Additional Contact" form the next time they visit the nursery.
- An online register system I-Connect is used through an ipad which is allocated for the use of registering children as they arrive and leave. The register is checked at the start/end of each session amending any discrepancies. Any changes to the children's expected arrival and departure times will be communicated to a Leader who will add the information to the register. A leader is assigned to oversee the registering of children at the start and end of each session.
- On collection, parents/guardians will have the opportunity to discuss their child's day, with a member of Nursery team.
- Only adults aged 16 years and over will be authorised to collect children aged 8 years and under.
- Green Roots operate an "Uncollected Child Policy" in the event of a child remaining uncollected from the nursery beyond their scheduled collection time without prior notification.
- No matter how persuasive or impatient a person is they will not be let through until we are absolutely sure they are authorised to collect the child.

\*When the child Key person is not available the co-Key person or colleague who is a carer for the child will be available.