

## Security, Arrival & Departure 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.

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, parent/carers, visitors, employees, volunteers and students.

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.
- 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.
- Upon registering your child at Green Roots Parents/Carers will be added to our account with a virtual doorbell app called Q-Bell. We then authorise Parent/Carers to be sent an invitation from the app to enable them to use the system. Once the Parent/Carer is registered with the app they can use it to alert the child's room when they arrive to drop off and collect their child. The Key Person\* will then use the app to inform the Parents/Carers when they are ready to meet them at the front door. This is to help to your child to settle quickly and minimise the disruption to other children.
- Parents/Carers 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 Q-Bell app.
- If the parent requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed.
- We have live stream monitors in the reception area which Parents/Carers can watch their 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. We have regular opportunities for Parents/Carers to come and join their child in the playroom for their child to share things they have enjoyed doing.
- 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/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

- No child will be handed over to anyone other than the authorised collection contacts as stated on the Declaration of Consent Form or additional contacts form. In the event that the authorised carer cannot collect a child and we have no prior arrangement or consent the Manager will call the parent to confirm with them directly that the person is authorised to collect the child. The Manager 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 when collecting the child the Key Person does not recognise the authorised person/Parent/Carer they will conduct a security check.
- 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).
- An online register system 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 Practitioner who will add the information to the register. A Practitioner is assigned to oversee the registering of children at the start and end of each session.
- Other than the parent/s or legal guardian of the child, we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect child, the parent/carer will be contacted.
- Parents/carers will be informed and reminded not to allow any other person onto the premises when dropping-off or collecting, this is to ensure the safety at all times.
- In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so, a member of staff will ask the person what the purpose of their visit is. If needed our lockdown procedure will be initiated by staff and the police will be called. In any cases where someone has gained unauthorised access to the premises we will revisit our arrivals and departures procedures and risk assessment.
- 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 the child will not be allowed out of our care until we are absolutely sure they are authorised to collect the child.

**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 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.

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