HANDOVER AND DISCHARGE PROCEDURE POLICY

York Childcare Ltd (YCL) ensures that children are safely welcomed to the Nurseries and handed over to parents/carers at the end of the day.

At the beginning of each session, every parent and child is greeted by a member of staff. Notes are taken on arrival from parents to share any information affecting their child (eg changes to the usual routine such as administering medicine).

Children's attendance registers are completed during each session indicating attendance / departure times. See the nursery's operational plan for details.

At the end of each session, each child is handed over to their parent/carer or a previously identified adult. Any relevant information relating to the child's day is passed on to the parents.

If any other adult is collecting a child, staff will only release children into their care if the following steps have been taken:

1. Nursery staff have been given the name of the adult collecting the child and have issued a security password.
2. The adult collecting the child has been given the password from the parent.

As they leave, Parents/Carers/Staff (in line with the practice at each setting) are required to indicate in the register that their / a child has been collected.

Late collection of children

In the event of a child having not been collected 15 minutes after the nursery closing time, staff will telephone all contact numbers listed on the child's Registration Form in an attempt to contact someone with knowledge of the situation.

If no contact can be made the Manager/Senior member of staff present will contact:

1. The Children's Front Door Service 01904 551900 (who will contact the duty social work team)
2. The Police 101 (non-emergency number)

Once alternative arrangements have been made for the child, a note will be displayed on the nursery door advising parents of who to contact.

The Manager/Senior member of staff present will contact Ofsted the following morning to notify them of the incident (0300 123 1231).

Please read the Security Policy in conjunction with this policy.