

Arrival and Collection Procedure

Arrival

Please ensure that you let me know in advance if you intend to arrive at a different time from the contracted one, as if you arrive unexpectedly early I may not be ready to care for your child.

If you are late arriving, I may have to take children to school/pre-school and will not be able to wait for you. Please discuss with me if you need to change your contracted hours.

There will also be a charge for arriving earlier than the contracted hours unless it has previously been arranged.

Collection

I will only release your child from my care to adults who have permission to collect him/her. I will therefore need you to provide me with a list of people authorised to collect your child. Also I would appreciate if the authorised person is not known to me that you include a description or a photograph for me to keep on file, so I can ensure that your child is picked up by the correct person. It would also be helpful to know what your child calls the people, so that during the day I can prepare them for the arrival of their 'Gran', 'Grandad' or 'Auntie' etc.

I am aware that sometimes certain members of your family may not be allowed contact with your child (a court order for example or if the parent doesn't have Parental Responsibility). In these circumstances a record is kept for each child and the names of those family members who the child is not allowed contact with. If the forbidden member attempts to collect the child they will be refused entry into my home and you will be informed of the incident immediately.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss with me if you would like to use this system.

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. I know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact me and let me know when you expect to arrive. I will normally be able to accommodate the additional care, however if I am unable, I will contact other adults from your authorised list and arrange for them to collect your child. I will reassure your child that you are on the way and if necessary organise additional activities and a meal.

If I have not heard from you and you are very late I will try and make contact with you. I will also attempt to contact the emergency numbers provided.

Written by Sarah Welsh

Date October 2010

Review date: October 2011

I reserve the right to make an additional charge for late collection unless it has previously been arranged with myself.

If you have any concerns regarding this policy please do not hesitate to contact me.



Written by Sarah Welsh

Date October 2010

Review date: October 2011