



Arrival and Collection Policy and Procedure

Arrival: Every child and the accompanying adult will receive a warm and friendly welcome on arrival. Any medical records (medicine/accident) will be completed as necessary. The opportunity will be available for the parent to discuss the child's home environment at this time.

Departure: Written information will be exchanged re: medicine/accident. Verbal information will be exchanged regarding the child's day eg. meals, toileting, visits, activities, and developmental progress/observations.

Non-collection of child: A child will not be released to an unfamiliar adult. Should you be unable to collect your child, arrangements should be made, wherever possible in advance. Information required:

- Name of collector and description
- Password

Failure to collect: After 15 minutes the parents will be contacted to ascertain their whereabouts. If contact fails, the named person on file will be contacted and asked to collect. During this time I will continue to provide care for your child. If a child is not collected within 2 hours of the agreed time I will contact:

- The North Yorkshire Safeguarding Children Board

Further charges may be applied to cover any additional costs that occur.