



LINKS CHILDCARE POLICIES & PROCEDURES

Arrivals and Collections Policy

Last Review Date: 16.10.20

Policy No. 41

Issued: 2012

Policy Statement

Links Childcare aims to ensure the safety of all children as they arrive at and leave the crèche. We aim to provide a welcoming environment for both children and parents during drop off and collection.

Principle

This policy is underwritten by the Child Care Act 1991 (Early Years Services) Regulations 2016.

Procedures

Please refer to Appendix 1 for an amendment to the Arrivals and Collections procedure for Parents/Guardians during COVID-19.

I. Arrivals

- It is the policy of Links Childcare to give a warm welcome to all children arriving at the Centre.
- Entry to the centre is operated by a finger image system on a magnetic release door. Links Childcare staff members and parents are only permitted to use the finger image system. Parents and staff must not allow people enter the building behind them. All persons accessing the building must do so with their finger image.
- Visitors must ring the doorbell at the main door to alert management/members of staff of their arrival. Only members of management are permitted to allow access to visitors. All visitors must sign in and identify the purpose of their visit, proof of identification must be provided by the visitor.
- All children are to be brought to their rooms by their parent/guardian.
- The person dropping off the child must make the Educarer aware of their arrival and do a formal handover.
- The Educarer will ask the person dropping off the child questions to assist in caring for the child during the day. (i.e. Overview of child since last attendance/ What they have eaten before attending crèche/ Have they had medication in past 12 hours and if yes, what? / any other information that may assist in child's day.)
- The arrival will be recorded by the Educarer on the room register
- Any specific information provided by the parents should be recorded and passed onto the relevant Key Educarer.
- If a child requires medication during the day, a member of management must be alerted, and it is his/her responsibility to take the relevant details from the parent and the Medicine Administration Policy should be adhered to
- If a child has an existing injury, parents/carers should inform staff when handing over the child. The staff member should make note of any information relating to existing injury.



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II. Collection Procedure for Parent/Guardian

- During the registration stage the parents of the child will provide the crèche with the names of the persons authorised to collect the child, these persons will be enrolled on the finger image system and will have direct access to the crèche. Children will only be released from the care of the crèche to individuals named by the parent and recorded on the child record form. Once a parent terminates his/her child's childcare in the crèche he/she is removed immediately from the finger image system.
- Upon collection parents will be given a handover from the Educators on their child's day at crèche.
- The staff member responsible for handing the child over must sign the child out of the child register
- Parents must park safely and not cause an obstruction, even for a very short time.

III. Collection Procedure for a person other than Parent/Guardian of the Child

- On attending a service, a written hard copy of each child is obtained and kept with the following details in regard to Authorisation to Collect:
 - ✓ The name and date of birth of the child.
 - ✓ The date the child first attended the service.
 - ✓ The name, address and telephone number of the person/s authorised by a parent or authorised nominee named in the child's record to collect the child from the premises.
 - ✓ The relationship to the child of the persons authorised to collect the child from the premises. The date of birth of the person authorised to collect the child from the premises (must be over 18 years of age)
 - ✓ Details of any court ordered custody arrangements, or relevant legal evidence of individuals that are prohibited from collecting a child.
 - ✓ The signature of the person providing authorisation.
- Procedure for authorisation of collections by a person other than their parents:
 - ✓ Signed parental permission must be in place.
 - ✓ Authorised persons must be over 18 years of age
 - ✓ When an authorised person is to collect a child the parent must inform the setting beforehand on each occasion.
 - ✓ Only persons named and authorised by the parent may collect a child.
 - ✓ The setting should be informed if one parent does not have guardianship and access to the child.
 - ✓ The setting should be informed immediately of any changes to those authorised to collect their child.
 - ✓ If the person authorised to collect the child is unknown to the service staff may ask the individual to produce photographic identification as prove of identity.



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- The service reserves the right to refuse entry to the service of any individual authorised or otherwise if it is determined that they pose a risk of harm to the safety, health and welfare of the service team and children.
- The service reserves the right to contact an alternative authorised contact on the child's record to collect, if they determine the authorised contact that has arrived could pose a risk to the child.
- In the instance that authorisation from a parent/guardian does not meet the requirements outlined the team member will:
 - ✓ Immediately explain to the parent/guardian that their authorisation cannot be accepted, explaining why. Educarers will guide the parent/guardian on how to meet the requirements.
 - ✓ Ensure that the parent/guardian is provided with a copy of the relevant service policy and that they understand the reasons for the refusal of the authorisation if so required.
 - ✓ Request that an appropriate alternative authorisation is provided by the parent/guardian that complies with the requirements of the relevant policy.
 - ✓ Ensure that procedures outlined in the relevant policy are followed where a parent/guardian cannot be immediately contacted to provide an alternative written authorisation
 - ✓ Follow up with the parent/guardian, where required, to ensure that an appropriate written authorisation is obtained.
 - ✓ It is the responsibility of staff to ensure that all authorisations adhere to the requirements.

IV. Separated and Divorced Parents

Married parents are automatically joint guardians of their children. Neither separation nor divorce changes this.

- We cannot refuse either parent the right to collect their child unless a court order is in place.
- We ask that parents give us information on any person who **does not** have legal access to the child.
- Where custody of a child is granted to one parent, we would ask you to clarify the circumstances with us. This information will remain confidential and will only be made known to the relevant staff. If there are any legal documents i.e. custody order, barring order we would ask you to provide us with a copy to keep on file.



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Attempted collection by a parent who has been denied access in a court order

- A parent who has been denied access to a child through a court order will not be permitted on to the premises.
- If the parent who has been denied access becomes threatening or violent and insists on removing the child from the service, this will be viewed as trespassing. The service will in this event contact the local Gardaí.

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V. Late Collections

Should a parent arrive late to collect his/her child we will ensure that the child is cared for by the Educators. Parents must make contact with the crèche before the closing time to give them notice of the late collection

If we do not receive notification of late collection before the closing time from the parents our Educators will try to make contact with them. In the event of us being unsuccessful in making contact with the parent we will contact the people designated to collect the child on the registration form and ask them to collect the child.

We understand that late collections can be unavoidable, however we expect that it will be kept at a minimum during the child's time at the crèche. Should parents frequently collect their child after the closing time, the child's place in the crèche will be reviewed and parents may be asked to withdraw their child from the crèche

It is very unfair and worrying for the children and staff to deal with late collections. We pay our staff for any overtime they work. As this overtime is unforeseen and the staff are usually informed by the parent and provided with short notice, this can impact their transport arrangements / after work engagements.

As a result, a fee of €10 per 15 minutes will apply to any late collections.

VI. Arrivals and Departures of Visitors

For arrivals and departures of visitors, appropriate records must be completed on entry and exit e.g. in the visitor's book.

VII. Drop off and Collection during COVID-19

- Each crèche will implement a specific drop off and collection procedure during COVID-19
- Families will be allocated specific timeslots for drop off and collection.
- Staff members will wear face visors during interactions at drop off and collection times
- Parents/Guardians are asked to wear face masks during interactions at drop off and collection times
- Only one family should enter the drop off zone at any one time
- Families are asked to social distance outside the crèche with 2 meters distance in between families



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- Parents are requested to wash their hands and their children's hands before leaving their home
- Parents are asked to bring their children to the crèche in clean clothes everyday
- Parents are asked not to leave buggies or car seats on the premises

Review

Management, in consultation with staff, monitors and reviews the effectiveness of this policy yearly or as required.

Review Dates:	2013	2014	2015	2016	2017	2018	2019	January 2020	June 2020	October 2020
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