



LINKS CHILDCARE POLICIES & PROCEDURES

Drop-off and Collection from Primary School Policy

Last Review Date: 30.03.21

Policy No. 43

Issued: 2019

Policy Statement

Links Childcare aims to ensure that at all times children in its care are rigorously monitored, and that every effort is made to plan for their safety. The rationale for this policy, therefore, is to outline clearly, protocols and procedures around the dropping off and collection of children to and from their primary schools, in order to maximise their safety. This policy is underpinned by the Child Care Act 1991 (Early Years Services) (Registration of School Age Services) Regulations 2018, the Road Traffic Act, 2016, Safety Health and Welfare at Work Act, 2005. This policy is available to all on www.linkschildcare.ie (<https://linkschildcare.ie/about-us/our-policies/>) or contact us at info@linkschildcare.ie.

It is the responsibility of the Parents/Guardians to:

- Provide the following information to Links Childcare
 - Name of school
 - School drop off and collection time
- Notify the primary school that Links Childcare are permitted to collect their child/ren
- Communicate the drop and collection needs with Links Childcare.
- Notify the manager if there are any changes to the collection times for example, half days, closures, etc. Ideally, two weeks in advance.
- Agree a drop off/collection point at the primary school with Links Childcare. Any changes to this must be agreed in advance.

Role of Authorised Staff Members (The Educarer)

- The role of the Authorised Staff Members must be clearly understood and respected by the School and Parent. The Authorised Staff Members is the named person that undertakes drop off and collection for Named Service.
- The Positive Behaviour Policy will be adhered to by the Authorised Staff Members at all times.
- The Authorised Staff Members carries a charged and working mobile phone with emergency contact details during the drop off and collection service.
- The School Age Service policies must be understood by the Authorised Staff Members.
- If there is an incident, it is recorded upon the arrival back to the School Age Service by the Authorised Staff Member(s). This will follow the School Age Service's accident and incident policy.

Drop-off at Links Childcare

- To ensure effective time keeping children must arrive at Links Childcare at least 10 minutes before the departure time (15 minutes+ if the children require breakfast).
- Children will be dropped into the service by the parent/guardian to the designated drop off point.
- The Educarer will sign the children into the After-School Register.
- Breakfast will be offered to children.



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Drop-Off to School

- Educarers responsible for dropping children to primary schools will be provided with a 'School Run Transport Register'. The register includes:
 - Name of the children due to be dropped to school
 - Number of children due to be dropped to school
 - Name of the Authorised Staff Member(s) due to transport, drop and collect the children.
 - Drop off time
 - The Educarer must mark the children in attendance on the register
- Before departing the creche the Educarer will:
 - Check the 'School Run Transport Register' and gather the children listed on it into a group. The children will collect their belongings (coat, bag, etc.),
 - The Educarer will sign the children out of the 'After-School Register' book to indicate that the children are leaving the service to go to school.
- The Educarer will supervise the children at all times
- The Educarer will walk the child/ren safely to the car.
- The Educarer will ensure each child is seated in a car seat with seat belts safely fastened.
- Upon arrival at the school car park, the Educarer will safely guide the children out of the car and through the car park, into the school grounds.
- The Educarer will supervise the child/ren while on the school grounds until the teacher arrives to collect the children or until the children safely enter the school building.
- The children are expected to always follow the 'Positive Behaviour Policy'.

Collection from School

- The full name of the staff member who is authorized to collect the children from school is clearly noted on the 'School Transport Register'.
- Educarers responsible for dropping children to primary schools will be provided with a 'School Run Transport Register'. The register includes:
 - Name of the children due to be collected from school
 - Number of children due to be collected from school
 - Name of the Authorised Staff Member(s) due to transport, drop and collect the children.
 - Collection time
 - The Educarer must mark the children in attendance on the register
- The Educarer will arrive at the school grounds at/before the allocated collection time
- The Educarer will collect each child on the register
- The Educarer will supervise the children at all times
- The Educarer must make note of any information provided by the teachers in regard to the children collected. This information must be communicated to the Crèche Manager.
- The children should not leave the school until the authorised person collects them.
- Should a child, whose name is on the list, does not present for collection, the Educarer will ring the Crèche Manager and will not leave the school grounds until the Crèche Manager confirms that the child, for explained reasons, is not to be collected on that day.
- The Educarer will safely escort the children to the car
- The Educarer will ensure that children are never left unattended in a car
- The Educarer will ensure each child is seated in a car seat with seat belts safely fastened
- The Educarer will drop the children to the Crèche and ensure that the children are signed in appropriately
- The children are expected to always follow the 'Positive Behaviour Policy'



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Procedure if a non-authorized person arrives to collect a child at the school

- If a non-authorized person arrives to collect a child at the school, the authorized staff member will inform the person that he/she has not been authorized to collect the child.
- If the non-authorized person refuses to accept that they cannot collect the child the authorized staff member will contact the crèche manager, who in turn will contact the parent/guardian. If the situation is not resolved in this way the authorized person will remain mindful of the full group in his or her care, and may need to enlist the help of a colleague or a member of the Primary School personnel, e.g. the School Principal. In an emergency situation the Gardaí may have to be called.

Transportation:

By Vehicle: Car

- Children will be transported by car to/from the service and school.
- All cars will be insured. Children will be adequately insured during the transportation to/from the service and school.
- Safety procedures on the transport for all School Age Service meets the minimum standards set out in Road Traffic (Construction, Equipment and Use of Vehicles) Regulations 1963 to 2006.
- All Educarers responsible for operating the vehicles will receive full training before transporting children.

Walking

In some cases, children will be walk to/from the primary school.

- Appropriate clothing and footwear should always be worn. It is the parents' responsibility to ensure these are provided for their children.
- Safety and welfare of the School Age children is paramount. On a day where walking is deemed as unsafe, Links Childcare will notify the parents as soon as is possible and where possible, agree alternative arrangements.
- Children will be adequately insured while walking to/from the school.

Dropping and collecting from the School Age Childcare Service

Please refer to 'Arrivals and Departures Policy' in Appendix 1

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

Review Dates:	January 2020	October 2020	March 2021
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Appendix 1

LINKS CHILDCARE POLICIES & PROCEDURES

Arrivals and Collections Policy

Last Review Date: 30.03.21

Policy No. 41

Issued: 2019

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. This policy is available to all on www.linkschildcare.ie (<https://linkschildcare.ie/about-us/our-policies/>) or contact us at info@linkschildcare.ie.

Principle

This policy is underwritten by the Child Care Act 1991 (Early Years Services) Regulations 2016, (Registration of School Age Services) Regulations 2018.

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 ad 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



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- 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.

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.

V. Procedures for Unusual Circumstances

a. 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.

b. When a parent, guardian or nominated person does not arrive to collect their child before the closure time

- The manager on duty will attempt to contact the parents/guardians by phone
- If the parents/guardians are uncontactable the manager will contact the nominated persons on the child record forms
- Two Educarers will remain in the service with the child until a parent, guardian or nominated person arrives to collect the child



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c. Late Collections

Should a parent arrive late to collect his/her child we will ensure that the child is cared for by the Educarers. 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 Educarers 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.

d. Parent, guardian or nominated person arrives to collect a child in an unfit state

- The Manager and Educarers will not release a child who is deemed to be at risk.
- If a parent, guardian or nominated person arrive to the service to collect a child who appear to be in an unfit state the manager will contact the other parent or guardian listed on the child record form.
- If the parent refuses assistance and insists on taking the child with them and the manager believes that the child is at risk, the manager will call An Garda Síochána immediately.

e. Non-authorized person arrives to collect a child

- If a non-authorized person arrives to collect a child the Crèche Manager will inform the person that he/she is not authorised to collect the child and ask them to leave the building.
- The Crèche Manager will contact the parent/guardian and inform them.

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
- 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



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