

ARRIVAL AND DEPARTURE INCLUDING COLLECTIONS POLICY

Over the Rainbow Early Learning Centre Ltd is committed to the safety of all children attending the service. It is therefore important to us to ensure children arrive and depart from the premises with a responsible adult as named on the child's registration form. This policy outlines the protocols in relation to the drop-off and collection of preschool children from our service.

Principle

This policy is underwritten by the the Child Care Act 1991 (Early Years Services) Regulations 2016, The Child Care Act 1991 (Early Years Services) (Amendments) Regulations 2016. and Tusla's Quality and Regulatory Framework. This policy has been updated in line with current guidance the HSPC Infection Prevention and Control guidance for services providing childcare during the COVID-19 Pandemic, the DCYA's Return to Work Safely Protocol and Tusla's Children Services Regulations Guidance Document for Early Years Services: COVID-19.

Opening Hours:

The Service is open for 38 weeks per year in accordance with the local school calendar and provides 2 daily sessions Monday to Friday.

Session 1 is from 8:35am – 11:35am

Session 2 is from 12:00pm – 15:00pm.

The service is closed on all public and local school holidays.

As our insurance policy does not extend to cover before 8:35am or after 15:00pm, please ensure that children do not arrive before 8:35am and are not on the premises after 15:00pm

Access:

The service can be accessed through the front door. For safety and security purposes the front gate is always locked.

Only staff are permitted to open the door to parents or visitors.

Staff Roles and responsibilities

- All staff are made aware of their role and responsibilities in relation to the checking in and out and recording the attendance of themselves, the children and all visitors to the service during induction.

Arrival and Departure Procedure

- The service uses the Attendance Record book provided by Early Childhood Ireland which contain the following details of each child attending the service:
 - 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 to collect the child from the premises.
- The Attendance Record book is available and readily accessible to the room leader who is responsible for checking children in and out.

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- Arrival and departure times of children and staff are recorded in the Attendance Record on a daily basis.
- Parents are urged to drop and collect their children on time and to say good-bye.
- Children have to be accompanied by an adult at drop-off time and **handed over to a member of staff. Children are not to be left at the gate to make their own way to the service.**

Authorised collections

- **Only persons named and authorised by the parent or the parent themselves may collect a child.** Collection is from the front door only and children will not be allowed to make their own way to the school gate or car. In the rare event that neither the parents or persons authorised to collect a child, can collect the child, parents can ring the manager and let them know who will collect the child and also provide the manager with a password. The person collecting the child will need to bring photo ID as well as the correct password and sign the visitors book before a child will be handed over.
- If a child is to be collected by a person other than their parent prior signed parental permission is obtained at registration and kept on the child's file. The parent should provide the name, address, contact number of the persons authorised to collect their children and state the relationship of this person to the child. **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, (in person or by phone) and also provide the service with a secret password, used to validate the identity of the authorised person. These passwords are written down in a book known to staff only and kept in a safe place.
- The setting should be informed if one parent does not have guardianship and access to the child. Details of any court ordered custody arrangements, or relevant legal evidence of individuals that are prohibited from collecting a child should be kept on the child's file.
- 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, the manager will contact the parents or guardians to validate collection.
- 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.

Procedure for Refusing Authorisation

The procedure for authorising collections is that parents name two people on the child's registration form when enrolling and then parents tell educators in advance each time an authorised person will be collecting the child. In the instance that authorisation from a parent/guardian does not meet the requirements outlined the manager will:

- Immediately explain to the person collecting the child, that their authorisation cannot be accepted, explaining why. Educators will guide the person collecting the child on how to meet the requirements.

- Ensure that the parent/guardian is provided with a copy of the procedure for authorising collections as stated in the Parent Handbook 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.
- Ensure that procedures outlined in the relevant service 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 the Service to ensure that all authorisations adhere to the requirements.

Late collection of children

- Where a parent knows they will be late collecting their child they are required to contact the manager as soon as possible to make alternative arrangements.
- If a child is not collected by a parent 10 minutes after the agreed time the service will attempt to contact the parents or the emergency contact persons to collect the child.
- The manager will stay with the child and provide comfort until an authorised person collects the child.
- Frequent lateness will not be tolerated and will incur a late collection fee of €30 per day.

Check-in and check-out register for other parties

- A Visitor Book is available at the front door for the daily check-in and check-out of people entering the service **other than**:
 - a child attending the service;
 - an authorised person dropping off or collecting a child;
 - an employee;
 - an unpaid worker.
- The following information is recorded in the Visitor Book for other parties:
 - the date;
 - the person's name;
 - their contact number;
 - the reason for their entry;
 - the name of the person who approved access (employee or unpaid worker details);
 - the check-in time;
 - the check-out time.
- Access to the service is restricted until the Visitor Book is completed by the person requesting access and their details authenticated by an employee or unpaid worker.
- Other parties recorded in the Visitor Book do not have unsupervised access to children in the service.
- Please refer to our policy "Managing visitors during the Covid pandemic" for visitor procedures during Covid.

Collections and drop-offs during the COVID-19 pandemic

No-one with symptoms consistent with Covid-19 should be attending the setting without having discussed it with their GPs. We have been asked to take a precautionary approach meaning if your child is 'off form', **please do not attend**.

If your child does not feel well

- If your child has symptoms of viral respiratory disease, even if they are mild, they must **not attend the setting**.
- Likewise, parents who have respiratory symptoms must not take their child to the setting or pick them up.
- Parents must not take their child to the setting if a parent or anyone else in your home or at work is suspected of having or known to have Covid-19.

Due to the ongoing COVID-19 Pandemic and in the interests of public health and on the advice of the Health Protection Surveillance Centre, the following procedure will be used until advised otherwise:

Emergency Contacts

- All parents/guardians will provide an additional emergency contact should an immediate collection be necessary should their child exhibit symptoms of COVID-19.

Procedures for drop-off and collection

During this period, it is important that parents and guardians are physically distance from each other and from staff when dropping off and collecting their children. We ask that you please note the following rules:

- Parents/guardians cannot enter the service during this time.
- We ask that all parents please be patient during drop off and make provision for drop off taking at least 15 minutes depending on volume of children being dropped at the same time.
- Only 1 adult per family will be allowed to drop off or collect their children.
- The wearing of a face-covering or face mask is mandatory for all adults during drop-off and collection. Children will not be required to wear a face-covering or face mask.
- A one-way system is in place in which parents will be asked to queue, 2 meters apart at the front of the setting and proceed around the back of the setting once your child has been dropped off or collected. Appropriate signage is in place.
- If you and your children walk or cycle to the setting, please note that bikes, scooters, buggies or ride-ons cannot be left at the setting during this time as we cannot provide safe storage and there is an increased risk of infection where bikes, scooters and buggies are kept together.
- Children will have their temperature taken at the door before they are able to enter the setting each morning. 38° or higher is considered a fever. If a child presents with a fever, they will have to return home and contact their GP.
- Parents are asked to please not stop and talk to each other on the premise as this would make it more difficult for other parents to adhere to social distancing within the premise.
- All parents/guardians should follow public health advice and follow social distancing advice and give all other waiting parent/guardians the recommended 2m distance.
- During this time, if parents require to talk to staff, we ask if at all possible, to ring or email either Ann-Marie or Jennifer. With drop-off and collection being very time consuming during the pandemic it is not possible for us to discuss matters at the door.
- Children cannot bring any toys in from home.

- Parents, children and staff are to wash/sanitise their hands, on arrival at the service. Alcohol-based hand gel will be provided at all entry doors safely out of the reach of children as we do not recommend children to use alcohol-based hand gel.
- Please do not linger or congregate in the carpark or at your car as it can cause delays for other parents and also hinders social distancing.

What should I do to prepare my child for drop-off

- Children's hands should be washed before they leave home.
- Children should wear freshly laundered clothes every day to minimise the spread of Covid-19 from clothing. We also recommend that children remove their clothing as soon as they arrive home.
- Children with long hair should have their hair tied up away from their faces.
- As staff have extra responsibilities at the moment and the increased risk of potentially spreading the virus, we are unable to apply sun cream at this time. Please ensure your child has sun cream on before they arrive to the setting.
- Children must not bring their own toys from home.

Collections for Children Exhibiting Symptoms of COVID-19

If you child becomes ill while attending the setting

- They will be kept in our isolation area (with a member of staff), while we contact you to arrange for their collection as quickly as possible. You will be advised to contact your GP straight away and follow HSE advice. **It is vital that we have a contact number for parents/guardians where we can reach you at all times during the day.**
- If a parent/guardian cannot be reached at their provided phone numbers their emergency contacts will be called and asked to collect the child as soon as possible.
- Parent/guardian or authorized person will collect child at the back door (Pitch side). **Please do not enter the setting.**
- For more information, please refer to our Covid Incident Plan.

New Requirement from the HSE

When a child is ready to return to the setting after illness the **'Return to preschool declaration'** must be completed and returned to us before the child can attend.

This declaration is a requirement from the HSE in which the parent/guardian needs to provide a brief written declaration that:

- They are satisfied that the child has recovered.
- They have followed any medical advice given regarding staying away from childcare.
- They have no reason to believe that the child now represents a particular infection risk to other children or to staff (form available on hpsc.ie website).

Retention period

The Visitor Book is retained for one year from the date on which it was created. Please see Record Keeping policy for more details.

Communication

All parents/guardians are informed of this policy on enrolment. Staff members will check with parents that they have read and understood the policy and provide any assistance needed.

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A summary of this policy will be included in the parent handbook. This policy will also be reviewed with staff members at induction and annual staff training.

A copy of all policies will be available during all hours of operation to staff members and parents in the Policy Folder located in the setting or on the website www.overtherainbowelc.com

Parents/guardians may receive a copy of the full policy and procedures at any time upon request. Parents/guardians and all relevant staff members will receive written notification of any updates to this policy.

This policy was adopted by **Over the Rainbow Early Learning Centre Ltd** on:

Date: _____

Manager

co-Manager

Review Date: _____