**Arrivals and Collections**

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child’s key person and or the manager).

Parents need to tick their child in and arrival time. Also they need to give a brief handover to staff. If there are going to be any changes regarding the collection of the child (designated person) they need to notify us.

If the person is not in our list parents need to provide name and description of the person. The person at collection needs to bring a photo identification.

On departure, the parents need to check child/children out of the register with the manager and wait for a member of staff to give them a handover of the child’s day.

If there has been changes for pick up arrangements and staff is unsure, they must call the parents or person with parental responsibility to confirm details. Under no circumstances staff is to release a child if they are unsure.

The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure (incidents, accidents, medication).

Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally.

If a known person arrives to collect a child but is not in a state which we deem suitable to care for a child ( i.e: under the influence of drugs, alcohol, acting violently, etc) we will not allow the child to go with them. The manager will make arrangements for another authorised person to come and collect the child and we will have to notify social services.

In the event of parental disputes that have not been through the courts (both parents had registered their child on the original contract), we cannot prevent the child from being collected by either parent. The only exception to this is a case in which we suspect that the child is at risk of danger.

If only one parent is registered and there are disputes that have not been through the courts we cannot allow the other parent to collect their child without authorisation from the parent who has signed the contract.

We will obey any court orders detailing custody issues or access rights.

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| This policy was adopted by: Being free being me | Date: reviewed on January 2020 |
| To be reviewed: January 2021 | Signed: Maria Souto Varela and Catia Lopes |