

Louie's Helping Hands

ARRIVALS & DEPARTURES POLICY

CHAIRPERSON: SARA LLEWELLYN

DATE AGREED: 22 FEBRUARY 2017

DATE OF NEXT REVIEW: 22 FEBRUARY 2018

ALL, STAFF HAVE ACCESS TO THIS POLICY AND SIGN TO THE EFFECT THAT THEY HAVE READ AND UNDERSTOOD ITS CONTENT

Louie's Helping Hands

Arrivals and Departure Policy and Procedure

It is the policy of Louie's Helping Hands to give a warm welcome to children and parents on arrival

1. Arrival

Entrance into the therapy room is via the grey gate and grey door. This will be open for 30 minutes before the beginning of sessions. Parents and children can then wait in the area between the two grey gates until the second grey gate is opened at 9.00. This area is under cover and has a parents' noticeboard.

- All children are to be taken to the appropriate room by the person who is responsible for the child (parent/guardian)
- All children must be handed over to a staff member
- Both the person dropping off and the staff member can then spend time exchanging information
- The arrival of each child will be recorded on the register.
- Any specific information provided by the parents should be recorded and passed onto all relevant members of staff.
- If a parent/carer requests that their child be given medicine during the day, the staff member must ensure that the medicine consent form 3B is completed and signed (staff should follow administration of medicine policy).
- If a child has an existing injury, bruises, bump etc... Parents/ carers have a responsibility of informing staff of this when dropping the child off and should complete an accident form.

2. Departures

Collecting children from the charity therapy room is in principal the same as for arriving set out in 1 as is the procedure for entering. After allowing access to a parent or visitor, members of staff are then responsible for ensuring the conduct of such persons and that appropriate access to children is allowed and supervised.

- Parents must arrive in good time to ensure collection before the session end
- Parents realising, they may arrive late should ring Louie's helping Hands, if safe to do so, allowing staff to be able to tell the child.
- Parents will be given feedback about their child's time spent within the therapies and the children will be signed out on the register.

3. Arrivals and collection security

Departure arrangements at registration

- Upon registration parents, must provide names for persons other than themselves to collect their child, at least two named persons are required and full contact details are required in cases of emergency
- Children will only be released from the care of the charity to individuals named by the Parent and recorded on their relevant entry record.

In the event of children being collected by those other than them named and recorded

- The parent must inform the charity without delay that they will not be able to collect their child. To help check a member of staff will call the parent back to discuss the details given by that of the person wishing to collect a child.

All staff should be aware that some children are not allowed to come into contact with members of their own family (a court order for example or if the parent doesn't have Parental Responsibility)

In such circumstances a record is kept of each child and the names of those family members with whom that child is forbidden contact. If one of these family members should call at the charity they must not be granted access and the Trustees must deal with the situation and ensure that no contact is permitted. The child's primary carer must be informed of the incident immediately thereafter.

4. Staff

- All staff will enter the building in the same way as the children.
- Staff will sign in and out.
- Staff who are new or volunteering will not open the gate for parents to collect their child until they are sure they know who they are here to collect.

This policy was adopted by Louie's Helping Hands	Date: 19 th May 2016
Reviewed on: 22 nd February 2017	Signed: S J Llewellyn
To be reviewed: 22 nd February 2018	