

## Arrivals and Departures Policy

Malvern Special Families will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

### **ARRIVALS**

- Upon booking, all parents/carers must detail which dates they require their son/daughter to attend the relevant clubs.
- On these days, the parent/carer is responsible for arranging the safe arrival of the child/young person. Malvern Special Families are not responsible for the transport of any children/young people to or from any of the clubs at the beginning or end of the sessions.
- Upon arrival, all parents/carers must detail the child/young person's arrival time on the daily register and sign appropriately
- Upon arrival, all parents/carers must detail who will be picking up the child/young person and record this on the daily register.
- Parents/carers are responsible for ensuring that Malvern Special Families staff are fully informed of all up-to-date medical information for the child/young person, and that the relevant paper work is completed. (See medicine policies)
- Upon arrival any medication should be passed on to the play leader of the club for safe storage.
- Upon arrival the play leader is available to answer all questions, and to provide administrative duties with parents/carers.
- Each child/young person's key worker will greet and welcome them and parents/carers can pass on any relevant information regarding the child/young person's current wellbeing and how this may affect their day.
- Parents/carers will provide stocked toileting bags where necessary, appropriate spare clothing, (sun hats, coats, etc.) and packed lunches with drinks. These will be stored by the child/young person's name in designated areas.

### **DEPARTURES**

- Those people specified to receive the children/young people are made known to the staff through personal introduction. Only adults over the age of 16 will be authorized to collect children/young people.
- It is Malvern Special Families policy that no child/young person will be allowed to leave the club unaccompanied.
- No one other than the specified people may pick up a child/young person from the care of Malvern Special Families unless specified by the parent/carer. In the event that someone else should arrive without prior knowledge, the club will telephone the parent/carer immediately.
- In the event where a parent/carer has last minute change to their plans and cannot pick up their child/young person, they must contact the playleader and inform them of a named person, over the age of 16, who will collect the child/young person on their behalf. In this instance if the named person is not known to Malvern Special Families staff present at the club, a "Password" can be agreed by the parent/carer so that the collecting person is identified as authorised to be in care of the child/young person.
- Each time a child/young person is collected from our care, this person will have to sign the child/young person out on the daily register with the time and their signature. If an unspecified person does call to collect a child/young person, they will be requested to wait off the premises until the main carer of that child/young person can be contacted for confirmation.
- Parents/carers are responsible for ensuring that all the child/young person's possessions are collected at the end of the session including lunch packs, toileting bags and medication.
- Malvern Special Families requests all parents and carers to co-operate with this policy for their children/young person's safety.
- The play leader will positively encourage an exchange of information with parents/carers upon collection of their child/young person. This will ensure that the next session will be planned with as much information as possible.
- Late collections – please refer to the Uncollected Children Policy