

Arrivals and Departures Procedure

This policy applies to both Bus Stop Pre-School and Bus Stop Forest School Holiday Play Scheme.

This policy makes up part of the Collections and Non - Collections policy and procedure.

Bus Stop Pre-School aims to provide a safe and secure environment where parents/carers feel confident to leave their children in the care of the Bus Stop team.

The Bus Stop bungalow has 2 main doors located in the rear garden and operates a one-way system around the bungalow:

- Front door #1 - Children arrive for their Pre-School day through this door,
- Front door #2 - Children exit through this door at the end of their Pre-School day.
- One-Way System - Parents/carers follow the one-way system around the bungalow, during the drop off and pick up times.

Bus Stop Pre-Schools Arrivals Procedure is as follows:

Please note, to comply with our insurance company and our rental agreement with the National Trust we are unable to allow children on the premises until 8am for Breakfast club and 9am for children attending the full day and all children must have left the premises by 5pm.

- The main garden gate is unlocked 15 minutes before the beginning/end of a full day, allowing children and parents to wait along the front pathway. *All children remain the responsibility of their parents/carers whilst waiting outside the bungalow.*
- The Kitchen door is a Fire Exit and is only for staff access.
- The Front door #1 is kept closed until the full day begins at 9am.
- Parents/carers to arrive through the front gate and line up along the front garden path.
- Parents/carers to stop and wait at the internal picket fence gate (by the sandpit). Collection messages and general messages can be placed in the 'Message Basket'.
- A member of the team will greet the parents and allow between two to four families at a time to enter the Pre-School garden to drop off their children.

- Once under the shelter another team member will greet the children and parent/carers and welcome the children into the classroom through Front door#1.
- Parents/carers to support their child to hang up their coat and bag on their chosen peg and place named pebble above peg. Parents/carers to support children to put toys for Show and Tell in their individual trays.
- A team member remains by the picket fence gate and by Front door#1 until every child has arrived and in turn every parent/carer has left the premises.
- Children and adults enter through the Front door #1 at the rear of the bungalow. Due to limited space in the hallway, we advise that parents/carers say goodbye to children at the door.
- A team member writes down the arrival times for every child on the Register and any collection messages on the Register for that day.
- As children arrive inside the bungalow, they will be supported to wash their hands by a team member. Children to sing the Handwashing song.
- The team members in the classroom, welcome each child and encourages the children to settle at an activity.
- Parents/carers to follow the one-way system around the bungalow and exit the premises through the rear gate, leading to the front garden. Parent/carers to exit the front garden through the double gates, taking them along the lane.
- Once all parents/carers have left the premises a team member locks the garden gates, closes the front door, writes down the total number of children on the register and joins the group to say the Good Morning Welcome in the Bug rug room.

To prevent the risk of intruders, unexpected visitors or the risk of children leaving the premises unattended, the front garden gate has a key lock, which can only be opened/closed with a key. The key is carried by the Bus Stop Management team. The rear gate has a bolt and latch, these are placed out of the reach of children at the top of the gate. The bolt is placed in the middle of the gate, preventing intruders from stretching over the gate and reaching the bolt.

Bus Stop Pre-School Departure Procedure is as follows:

- The main garden gate is unlocked 15 minutes before the beginning/end of a full day, allowing parents/carers to wait along the front pathway. **All children remain the responsibility of their parents/carers whilst waiting outside the bungalow.**
- The Kitchen door is a Fire Exit and is only for staff access.

- The Front door #1 and #2 are closed until the end of a full day at 4pm.
- Parents/carers to arrive through the front gate and line up along the front garden path.
- Parents/carers to stop and wait at the internal picket fence gate (by the sandpit). General messages can be placed in the 'Message Basket'.
- A member of the team will greet the parents and allow between two to four families at a time to enter the Pre-School garden to collect their children.
- Parents/carers to collect their child's bag, coat, Show and Tell and any messages from the team, from children's trays. Parents to place their child's pebble back into named tray.
- Once under the shelter another team member will greet the parent/carers at Front door#2. The team member responsible for opening the door and welcoming the parents/carers into Pre-School looks at the Register to see if there is any collection information before opening Front door #2.
- If a person arrives to collect a child and is unknown to the team, the Password system is put into practice. Please refer to the Collections and Non-Collections policy and Photo Collection sheet.
- The team member opening the door, stands outside Front door #2 to ensure each child has been collected by the correct parent/carer and to ensure children do not leave the premises unattended.
- One team member stands by the Bug Rug room door and calls the children by their names to be collected, when parent/carer can be clearly seen.
- A team member goes outside to parents/carers for Accident Forms or Medication Forms to be signed and returns medication if required.
- One team member remains on the carpet with the children waiting for their names to be called.
- Parents/carers to follow the one-way system around the bungalow and exit the premises through the rear gate, leading to the front garden. Parent/carers and children to exit the front garden through the double gates, taking them along the lane.
- A team member remains by the picket fence gate and Front door#2 until every child has been collected and has left the premises with their parent/carer.
- Once all the children and parents/carers have left the premises a team member locks the garden gates and closes the Front door #2.
- The team member at the front door writes down the departure times of each child. Children staying for the Chill Out hour are counted and taken to the Lunch room for a late afternoon snack.
- Parents/carers arriving late to collect their children will be charged.

Breakfast Club: 8am - 9am Arrival Procedure

Please note, to comply with our insurance company and our rental agreement with the National Trust we are unable to open the front door until 8am for Breakfast club children.

- The above Arrivals procedure applies where appropriate.
- Parents can drop off anytime between 8am - 8.30am and understand they are charged for the full Breakfast Club hour.
- Children must arrive before 8.30am to ensure they have time to eat breakfast. Breakfast will not be available after 8.45am and parents arriving at this time will be asked to join the families arriving for the 9am start.

Chill-Out Time: 4pm-5pm Departure Procedure

Please note, to comply with our insurance company and our rental agreement with the National Trust we are unable to have children on the premises after 5pm.

- Parents/carers to ring the Staff Kitchen door bell,
- A team member will welcome parents into the bungalow and help a child to collect their belongings.
- Parents and children exit through the Staff Kitchen door.
- The team member at the front door writes down the departure times of each child.
- Parents/carers may collect children at any time during the hour, however will be charged for the full hour.
- Parents/carers arriving late to collect their children will be charged.
- The above Departure procedure and policy applies if an unknown person arrives to collect.

Forest School Play Scheme Arrivals and Departures

Arrival Procedure:

- A staff member stands at the picket fence gate in the rear garden, welcoming children and parents into the garden. The staff member remains at the gate until every child has arrived and every parent left, following the one-way system.
- The member of staff in the garden writes down the arrival time of the children on the register.
- Children hang up their bags and play in the garden. (The Pre-School classrooms are not in use during play scheme).

- When all children have arrived and all parents have left the premises the garden gates are locked.

Departure Procedure:

- A staff member stands at the picket fence gate in the rear garden, welcoming parents into the garden. The staff member remains at the gate until every child and parent has left the premises, following the one-way system.
- Parents collect their children and bags from the garden.
- The member of staff in the garden writes down the departure time of the children on the register. Parents/carers arriving late to collect their children will be charged.
- When all children and parents have left the premises the garden gates are locked.

One-Way System

To keep a steady flow of parents/carers and children during the Arrivals and Departure times, parent/carers will be directed to follow the One-Way system around the building:

- Parent/carers to enter through the front gate.
- Go through the picket fence gate into the Pre-School garden,
- Walk around the building to the rear gate,
- Leave the premises through the double gates.

Whilst waiting in the queue to come into Pre-School, children should remain with their parent/carers. We do understand that this might be difficult, as children naturally like to run about with their friends. However, for the safety of the children waiting, please can we ask that parents/carers help them to understand why it is important to stand by their parents whilst waiting.

If bringing a sibling along during the Arrival and Departure times, parents/carers are reminded to keep them with them and to remind them not to play on the garden equipment, whilst waiting, this is for health, hygiene and safety reasons.

If parents/carers are running late, they will need to join the queue of waiting parents/carers. Parents/carer are advised not to leave their child with another parent/carer waiting in the queue.

Other Safety Points to consider at Arrival and Departure times

- Please be aware that to operate the One-Way system, the front and back gates at the Pre-School will be open in the gardens at the Arrival and Departure times. It is the parents/carers responsibility to supervise their children during these times.
- As each parents/carer leaves through the rear gate, they must close the gate behind them, ensuring it is on the latch. This is to prevent a child from the next family leaving the premises and entering the front garden unattended.
- As parents/carers and children exit the premises through the double gates, please take extra care to stop, look and listen for vehicles before stepping out onto the lane.
- We strongly advise that parents/carers hold their child/children's hand and walk together, as they exit the premises and walk back to their cars in the National Trust car park.

Another Person Dropping off and or Collecting

If another person is dropping off and or collecting a child, parents/carers must share and clearly explain the above procedure to them before they arrive at the Pre-School.

This policy was adopted September 2006 to be reviewed annually.

This policy was reviewed September 2023 to be reviewed September 2024.

Signed by Owner _____ Manager _____