**The Willow Tree Children’s Centre**

**Collection and Drop Off Policy**

**Drop Off Policy**

We ask that you use the front entrance for entry/ exit to the playschool. Once inside the door the parents/ guardians are asked to sanitize their hands straight away. There is an intercom inside the door to the left, when you press the button on the bottom device, you will be greeted at the door by a member of staff for the handover of your child. At this point your child’s temperature will be taken using an infrared temporal thermometer. Parents/ guardians or any other individual who is not attending or working in the service cannot come further than the lobby. This system ensures the safety and security of all children and staff. Please be aware that you are entering a busy environment and a member of staff will let you in as soon as possible. A staff member will ensure that your child is taken safely to his/her classroom and “play pod”. Both parents and staff should use this time to discuss any significant occurrences during the child’s time at home and/or relevant information. Please inform staff if someone else is going to be dropping your child to the playschool or afterschool.Children must not be left in the foyer at any time or left outside the service prior to the opening hours of the service.We ask all parents to shut any doors behind them and to make sure that the entrance door closes firmly behind them to ensure the safety of all children and staff.We ask parents to adhere to drop off and collection times: 8.15am to 9.00am and either 12.00pm or 1.30pm. If a child needs to be collected outside of these times, please make prior arrangements with staff.

School age children who are coming to the afterschool directly from school via a bus service will be met by one/two members of staff. The staff will have a list of the children who are due to come to afterschool on that given day. The staff will ensure that all children who are on the list are accounted for. We ask that we are carefully informed of children who will be attending our service by Wednesday for the following week and of cancellations as we need to ensure the safety of all children. Upon entering the bus the children will sanitise their hands using a child friendly product. When the children return to the premises a member of staff will check their temperature, sign in their attendance and welcome them into the room.

**Collecting Children Policy**

Children must always be collected on time. The service closes at 5.30pm sharp, parents are asked to be here by this time. Parents are asked to adhere to the one way system which is marked by the Willow Tree Children’s Centre. We advise parents to use the parking provided at the front entrance when dropping/ collecting their child from the service. There is assigned parking for staff members, we ask you to please not use these spaces. As we are based in a busy residential area please be mindful of oncoming traffic when walking from your car to the service.

**Late collection of children**

* Where a parent knows they will be late collecting their child after the agreed time, they are required to consult with the service to make alternative arrangements.
* When a parent is late and does not telephone the service, then a further fee will be charged after 15 minutes.
* If a child is not collected by a parent 30 minutes after the agreed time the service will

attempt to contact the parents or the emergency contact persons.

**Non-collection of children**

* If a child is not collected at the end of the session/day and the service is unable to contact both the parent and the emergency contacts, the following procedures apply:
* A child will stay at the service in the care of two fully-vetted staff members until the premises close, or staff are no longer available to care for the child
* Staff will follow procedures outlined in the Child Protection Policy. Contact Health Service Executive, Child Protection and Social Work Services on (071) 91 23770
* A full written report of the incident is recorded.

**Safety**

Can you please watch your children in the car park/ front entrance at ALL times as the car park/ front entrance can be very busy. Children must NOT climb/play on windowsills / railings.

**Procedure for authorisation of collections**

* If a child is to be collected by a person other than their parent prior signed parental permission must be in place.
* 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 16 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)
* Only persons named and authorised by the parent may collect a child.
* The setting should be informed if one parent does not have guardianship and access to the child.
* 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 staff may ask the individual to produce photographic identification as proof of identity.

The service reserves the right to refuse entry to the service of any individual authorised or otherwise if itis determined that they pose a risk of harm to the safety, health and welfare of the service team andchildren. The service reserves the right to contact an alternative authorised contact on the child’s recordto 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 becollecting the child. In the instance that authorisation from a parent/guardian does not meet therequirements outlined the team member will:

* Immediately explain to the parent/guardian that their authorisation cannot be accepted,explaining why. Educators will guide the parent/guardian on how to meet the requirements.
* Ensure that the parent/guardian is provided with a copy of the relevant service policy and thatthey understand the reasons for the refusal of the authorisation if so required.
* Request that an appropriate alternative authorisation is provided by the parent/guardian thatcomplies with the requirements of the relevant service policy.
* Ensure that procedures outlined in the relevant service policy are followed where aparent/guardian cannot be immediately contacted to provide an alternative writtenauthorisation
* Follow up with the parent/guardian, where required, to ensure that an appropriate writtenauthorisation is obtained.
* It is the responsibility of the Service to ensure that all authorisations adhere to therequirements.

**Procedures for Staff**

* Only staff are permitted to open the entrance door to parents and the classroom door to children. No other visitors are permitted to enter the building during this time.
* Children must be greeted at the lobby door and digitally ‘signed in’ on arrival on the programme which logs and monitors children’s attendance. Children’s temperatures are checked prior to entering the classrooms. Likewise when they are leaving, one staff member should give the ‘hand over’ to the parent/guardian at the lobby door and sign out the child.
* Two members of staff are to be on the premises at all times when children are on the premises.

**Procedure for Collection of Children where the service provider is the agent of collection**

We have a contracted bus service to collect children throughout the day. Staff supervise the children at all times and help them board and dismount the bus if necessary. Staff are required to familiarise themselves with the procedure and relevant risk assessment which is reviewed yearly and/or if circumstances change. The children are adequately insured during transportation to and from the service.

**Communication of Policy**

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

A summary of this policy will be included in the Parent/Guardian Handbook and the full policy is available on the website www.blennerville.playschool.com

This policy will also be reviewed with staff at induction and annual staff training.

A copy of all policies will be available during all hours of operation to staff members and parents/guardians upon request.

Parents/guardians may receive a copy of the policy at any time upon request.

Parents/guardians and the staff team will receive written notification of any updates.

This policy is underwritten by the Child Care Act 1991 (Early Years Services) Regulations 2016 and the Child Care Act 1991 (Early Years Services) (Registration of Pre-school and school-age Services) Regulations 2018.

This policy was adopted by The Willow Tree Children’s Centre on 8th January 2024

Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

On behalf of Management

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