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Charity ref: 1147389  
Ofsted: EY457353

## Arrival and Departure of Children Procedure

- All arrivals and departures of children, staff or volunteers must be entered in the register.
- All other arrivals and departures must be entered in the visitors' book.
- When someone arrives, if staff know who they are, they open the door and then close the door behind them.
- At busy times (e.g. 9.00, 12.00 and 3.00), a member of staff must stay beside the door to ensure that no children leave without their authorised adult. (Information about authorised adults and passwords are in children's files.)
- Only people who have been previously identified as an authorised adult by parents may collect child. If those collecting are not familiar to the members of staff, the person collecting must identify themselves and disclose password for collection that relates to the named child.
- Key persons are available to greet parents and children within their group.
- All information from parents must be relayed to other staff as appropriate or written on the wipe board.
- If an accident form needs to be signed, this should be written in the box on the whiteboard to remind staff. When this child leaves, staff are to ask the child's appropriate adult to sign.
- The Manager (or the deputy manager in her absence) will talk to parents about anything in the incident book.
- Staff to relay information about a child's welfare and achievements to parents and be available to listen to anything parents may wish to say or ask about their child.

This policy was adopted at a staff meeting of The Children's Ark:

Signed.....

Print Name.....

Dated.....

And at The Children's Ark committee meeting:

Signed by chairperson..... Print Name.....

Dated.....

Date of review.....