

River Street Early Learning Centre

Arrival and Departure Policy and Procedure.

Policy

To foster and create authentic relationships between staff and families, arrival and departure times at the centre are an integral part of the day. It is imperative that staff are responsible in promoting effective and professional communication about essential information regarding each child, centre events and any other relevant information. Commencing and concluding a day positively for children, is crucial for developing a connectedness to the environment and relationships that they build within that environment.

Procedures

Arrival

- Upon arrival staff must ensure that the environment is set up with a multitude of age appropriate resources, and has a positive and welcoming atmosphere that invites children of all ages into play and learning situations. Staff are to greet children and families equally and respectfully. Greeting should be characterised by exchange of information that has a mutual respect for all cultural practices.
- Staff must greet families by addressing them appropriately by using their names and reintroducing themselves until all parties become familiar with each other on a first name basis.
- Staff must endeavour to engage parents in a brief conversation about the child's morning, the child's needs and interests for the day, the daily program and any other relevant information. Staff are to direct families where to sign their child in for the day and help to locate each and every child's locker name.
- Centre staff are to encourage parents to follow hand washing and application of sun cream procedures upon arrival (*See Clothing & Sunscreen Policy and Hand Washing Policy*)
- Where a concern is raised staff must take the issue to a confidential place in the centre and the Nominated Supervisor must be informed about the problem if it cannot be dealt with. Any perceived issue must be handled with the upmost respect and care for all parties involved.

- Initial greetings, in particular, with children must be warm and friendly. Staff need to greet each child by coming down to their level, maintaining eye contact, and speaking to them using their name in conversation. This is to develop a respectful relationship with children.
- It is then the staff responsibility to invite children into to play and interactions with others. Some children may need more time to settle in for the day than others, therefore, children must never be left to their own devices to seek play or interactions.
- Staff are to farewell parents for the day and encourage children to farewell their own parents that allows a positive separation procedure where children feel safe and secure. Each child and each family will have their own way of doing this, but it is the staffs' responsibility to provide families with strategies to assist in separation to avoid any anxiety on all parties concerned.

Departure

- When the time comes in the day when children are going home staff must ensure that each child is prepared to do so. Children must have their bags packed with all their belongings i.e:- personal sleep time toys, dummies, clothes, artwork, newsletters etc. All children must look presentable with their hair tidy, face washed and dressed appropriately. Nappies must be checked and older children should be encouraged to go to the toilet at regular intervals.
- Lost items must be addressed and located before parents pick up their child. Parents should never be expected to search for lost items. If a child has lost something it is good practice to help them think where they may have left it and for them to help search for the item to establish the responsibility of ownership of belongings.
- When parents are picking up their child, staff must ensure that they are an authorised person by following the correct procedure (see: Access Policy). Staff must then direct the parent where to sign their child out and fill out any other documents that may have accrued during the day, eg incident reports.
- Staff are to endeavour to engage the parents in a brief exchange about their child's day such as eating and sleeping patterns, toileting, interests and highlights. Any discussion about behavioural concerns must be approached vigilantly and it is good practice to seek advice from the Nominated Supervisor prior to raising the issue.
- Staff are to be aware that departure time in the afternoon is busy and that many parents will want to know about their child's day. Therefore brief exchanges are recommended to ensure fairness and equality.

- Children must be farewelled appropriately regardless of any event that may have occurred throughout the day. For example, if a child has had a day where behavioural issues have been a concern, they still have to right to a caring farewell, so they feel valued and welcome to return to the centre.
- It is the centre' s responsibility that families exit the building safely and behave in reference to guidelines set out for car park areas, particularly in evening when there is less sunlight. Staff are to work in conjunction with families to ensure safety practices are carried out in accordance with speed limits in car parks, seat belts etc. The centre will have policies and resources set in place to support safety practices (*See Child Protection Policy*).