

HOLIDAY CLUBS ARRIVALS AND DEPARTURES POLICY

Arrival at the club will be a positive and calm experience for all children. Staff will welcome all families on arrival and ensure that time is spent communicating with the family about the child. All children are unique, and all require different levels of support and plans for their needs. We will prepare for the arrival of each child carefully. We will cater for their needs during arrival and departure. We aim to make all children feel welcome, safe and confident in their surroundings.

Arrivals

Before a child starts at the club, we will use a variety of ways to provide his/her parent/carers with information. These may include written information, visits to home and schools, and individual meetings with parents. The parents/carers will also be responsible for completing the Passport to Play to ensure the staff receive sufficient information about the child.

- Children and parents/carers will be informed about the club routines and the programme of activities. If appropriate, they will be shown around the venue, told where they can and cannot go and have both registrations and signing out procedures made clear.
- All children will have a daily nominated Key Person who will take responsibility for observing the child and reporting back to the parent/carers, either verbally or through the communication diary.
- Parent/carers will be offered the opportunity to stay with their child for a period of settling in during the first week.
- Staff will ask and observe children, as to how they are feeling, what activities they enjoy and if they are unhappy with anything. Activities will be reviewed weekly to ensure they are appropriate and enjoyable for the child.
- Staff will always be available to discuss any concerns with parents/carers.

The Playleader is responsible for ensuring that an accurate record is kept of all children in the club, and that any arrival or departure is recorded in the register. On arrival a designated member of staff will record the child's attendance in the register, and record the time of arrival.

Departures

Children should be collected by the authorised parent/carer at the end of the day, the name of nominated person to be written on each day of the register by the parent/carer bringing the child in the morning. Staff will only release child to the named person parent/carers written on the register each morning.

If a parent/carer is going to be late collecting their child, staff must be informed on arrival. If they are late without prior warning the Uncollected Children Policy will be activated.