

DOOR POLICY

Arrivals from 7.30 am onwards

Adults dropping off children should ring the doorbell on arrival. This will notify staff inside that there is someone at the door. Any person will be visible on the door camera and can be seen on the monitor by staff inside. If it is a recognisable adult the door release will be activated by the member of staff allowing entry. On entry, please ensure the door is closed behind you, under no circumstances should any parent/carer allow anyone else to enter at the same time, even if they are known to you.

Adults should then wait with their child in reception and then a member of staff will meet them. The child will say goodbye to their parent/carer and be taken into nursery. The child will be encouraged to hang up their bag and coat and then proceed into their room with the member of staff. Lunch boxes will be taken for safe storage.

Collection up to 6.00 pm

Adults collecting a child should ring the doorbell on arrival. A member of staff will activate the door lock to allow entry only if the person is known to them.

Where the person is not known to the setting, then a designated pre-set safety password would need to be used to allow release of any child.

Any forms that need to be completed will be given to the adult collecting the child and should be completed and returned to the box in the reception.

If any parent/carer wishes to **speak briefly** to staff members at the beginning/end of the day this may be accommodated dependant on the time of day. However, if the matter is something that you would like to discuss in more detail an appointment can be arranged. This procedure is for everyone's safety, ensures confidentiality and allows staff to give you their undivided attention.

We strongly encourage the use of the diary system for 2-way communication if there is anything that you want addressing.

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