**DROPPING OFF AND COLLECTION POLICY**

**Dropping off**

Due to Covid restrictions currently in place, we kindly ask all our parents to drop off their child at our door where a member of staff will meet your child.

**Collection**

Due to Covid restrictions, we kindly ask all our parents to wait at the door. A staff member will get your child ready and will walk with him/her to the door to meet you.

We will only release a child from our care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child, but who is able to give the password. Please discuss this with the Management team if you would like to use this system.

Please could you also inform My Childcare and Me if the person who is collecting changes throughout the day. It is important that you arrive no later than the agreed time (5.30pm or 6pm). Even young children learn our routine and know when their parents/carers are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport or travelling during rush hour traffic. If you are delayed, for whatever reason, please contact us and let me know when you expect to arrive. We will normally be able to accommodate the additional care for additional cost (see our fee list). However, if we are unable to, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on your way .

If we have not heard from you and you are very late (30mins or more) we will try to make contact with you. If we are unable to make contact then we will try the emergency contact numbers. During this time we will continue to safely look after your child.

We will continue to try the parents’ contact numbers and emergency numbers, but after a reasonable time we will then tell the local authority duty social worker.