

# ARRIVALS AND DEPARTURES POLICY – April 2016

## INTRODUCTION

The purpose of Marble Hill Playcentres (“MHPC”) Arrivals and Departures Policy is to establish clear systems for children arriving at and leaving the Playcentres.

We recognise that the free flow nature of the adventure playground in particular may be difficult for parents and carers to understand. Through this policy it is our intention to provide as much information as possible to enable parents and carers to make full informed decisions about the suitability of the Playcentres for their families.

## THE PROCEDURE

Across the Playcentres, staff will give a warm and friendly welcome to each user on arrival and ensure that they are acknowledged when leaving.

### Arrivals

On arrival, at the **Adventure Playground (AP)** a member of staff will ask the child or young person to sign their name and age on the daily signing in sheets. It is important that the child/young person is encouraged to do this themselves as it fosters a sense of independence. If a child/young person is uncomfortable with signing their name the Playworker on duty may do it for them.

The child/young person will then be required to show their loyalty card, provide their concessionary number or pay the daily fee. A stamp will then be placed on the user’s hand so that they can come and go as they please.

Parents of new users will be given information on open access play settings and given the opportunity to discuss this with a member of staff if they have any questions. If a parent/carer wants their child to be given medicine during the day by a member of staff, they must complete an Administering Medicines form.

On arrival at the **One O' Clock Club (OOC)** the parent/carer will be required to register their name and the number of children they have in their care and their ages. They will then be required to show their loyalty card, their concessionary card or pay the daily fee. A stamp will then be placed on the user’s hand so that they can come and go as they please.

Records of daily registers should be kept by the Club for at least three years.

### Departures

The AP is an open-access facility and the staff are not responsible for ensuring that children/young people remain on site nor what time they leave. However, staff have a duty of care and will make every effort to ensure children are leaving with a clear understanding of keeping themselves safe.

At the OOC a member of staff will remain at the gate throughout the session to wish farewell to the users and to ensure that no children leave without an adult.

Updated on 13.04.2016	By Kevin Stinton  Playcentres Manager
Reviewed on 26.4.16	By Barbara Morton  Marble Hill Playcentres Committee