



Policy on Authorisation to Collect Children

Policy Statement

This policy outlines the procedures in relation to the drop off and collection of children from Riverside Childcare. Riverside Childcare shall only release children into the care of individuals who have been authorised by the parent(s)/guardian(s) to collect the child. This policy also includes the information and records required for each pre-school child, including children's attendance.

This policy is available and communicated to all parents/guardians.

Principle

This policy is underwritten by the the Child Care Act 1991 (Early Years Services) Regulations 2016, The Child Care Act 1991 (Early Years Services) (Amendments) Regulations 2016. and Tusla's Quality and Regulatory Framework.

Policy:

Routine for drop-off and pick-up:

Riverside Childcare has established routines for drop-off and pick-up times to assist in transition of children into and out of the Service.

- On arrival at Riverside Childcare parents and children are greeted at the door of their care room. Children are welcomed into the room by Riverside Childcare staff and their attendance is noted for our records.
- On departure, children are signed out by Riverside Childcare staff. Sign out is done in line with our Authorisation to Collect policy below.

Supervision when entering and leaving the service:

During collection and drop off times, each child is under the direct supervision of a staff member. During collection time it is ensured that the child leaves the premises in the care of their parent/guardian or a person nominated by their parent/guardian. Staff record in the Little Vista App the time when the child arrives in and leaves the service. The App will automatically add the initials of the person who recorded the time.

Authorisation to collect a child:

On enrolment at Riverside Childcare, the following information is obtained for each child and retained in the service:

- The name and date of birth of the child.
- The date the child first attended the service.



- The name, address and telephone number of the person/s authorised by a parent or authorised nominee named in the child's record to collect the child from the premises.
- The relationship to the child of the persons authorised to collect the child from the premises.
- Details of any court ordered custody arrangements, or relevant legal evidence of individuals that are prohibited from collecting a child.
- The signature of the person providing authorisation.

All staff have a clear understanding of their roles and responsibilities in relation to accessing the Service and the authorisation process required prior to the collection of children from the Service.

Procedure when non-authorised person arrives to collect a child:

- In certain circumstances a parent may need to arrange a person other than those authorized in the application form to pick up their child. If the parent has to organise this arrangement with Riverside Childcare over the phone and staff are not convinced of the authenticity of the caller's identification, they will contact the parent under the contact number provided on the application form.
- To add another person to the list of people authorised for collection, the parent has to do so in writing (message through the Little Vista App for example)
- This is a key requirement for the protection and welfare of the child. If for any reason, Riverside Childcare Staff feel the arrangement is not in the interest of the child's welfare, the parent will be contacted, and the child will remain in the care of Riverside Childcare until the situation is resolved.

Late collections:

- Where a parent knows they will be late collecting their child after the agreed time, they are required to consult with the service to make alternative arrangements.
- Fee may be applied for late collections.
- If a child is not collected by a parent/ guardian by the agreed time, the service will contact the parent/ guardian or emergency contact persons.

When a child is not collected:

- If a child is not collected at the end working hours of Riverside Childcare and the service is unable to contact the parents/guardians and emergency contacts, after 30 min the following procedures apply:
- Staff will follow procedures outlined in the Child Protection Policy. Contact An Garda Síochána and other relevant agencies.

Where person arrives in an unfit state to collect a child:

- The service will not release a child who is deemed to be at risk, if a parent or authorised person arrives at the service and staff are concerned that they are in an unfit state due to drugs or alcohol.



- Staff will explain to the parent or the authorised person who is unfit, why the child should not leave with them and offer to assist them by contacting the other parent or authorised person for collecting the child.
- If the parent/ guardian refuses assistance and insists on taking the child with them although the staff believe the child will be at risk, the manager or staff in charge will call An Garda Síochána immediately.

Riverside Childcare shall ensure that a record in writing is retained for a period of 2 years from the date on which the child ceases to attend the service.

Procedure for authorisation of collections:

- If a child is to be collected by a person other than their parent, prior signed parental permission must be in place.
- Proof of identity, a phone call for verbal permission with an accurate description of the collector and written permission is required before releasing any child to anyone **other than those noted as authorised collectors**. A password is also required.
- Authorised persons must be over 18* years of age (unless exceptional circumstances dictate) If you require somebody under the age of eighteen to collect your child you **MUST** discuss this with management in person prior to the collection. Management will use their discretion as to whether the welfare of the child may be put at risk.
- The parent should provide the name, address, contact number of the persons authorised to collect their children and state the relationship of this person to the child.
- When an authorised person is to collect a child, the parent must inform the setting beforehand on each occasion. (in person or by phone)
- Only persons named and authorised by the parent may collect a child.
- The setting should be informed if one parent does not have guardianship and access to the child.
- The setting should be informed immediately of any changes to those authorised to collect their child.
- If the person authorised to collect the child **is not recognised** the service staff may ask the individual to produce photographic identification as proof of identity.
- The name of the parent/guardian providing authorisation is recorded. The signature of the person providing authorisation is signed and dated.
- Our staff are able to seek emergency medical assistance for a child as required without seeking further authorisation from a parent or guardian (i.e. medical practitioner, ambulance or hospital) including for those emergencies relating to asthma and anaphylaxis.
- Where a non-authorised individual arrives to collect a child, and the parent(s)/guardian(s) are not contactable, the Service will contact the Authorised Nominee(s) listed in the child's record.
- Where no authorised person arrives to collect a child, the Service attempts to contact the parent(s)/guardian(s) and each Authorised Nominee listed in the child's record.

The service reserves the right to refuse entry to the service of any individual authorised or otherwise if it is determined that they pose a risk of harm to the safety, health and welfare of the service team and children. The service reserves the right to contact an alternative authorised contact on the child's record to collect, if they determine the authorised contact that has arrived could pose a risk to the child.



Procedure for Refusing Authorisation

The procedure for authorising collections is that parents name two people on the child's registration form when enrolling and then parents tell educators in advance each time an authorised person will be collecting the child. In the instance that authorisation from a parent/guardian does not meet the requirements outlined the team member will:

- Immediately explain to the parent/guardian that their authorisation cannot be accepted, explaining why. Educators will guide the parent/guardian on how to meet the requirements.
- Ensure that the parent/guardian is provided with a copy of the relevant service policy and that they understand the reasons for the refusal of the authorisation if so required.
- Request that an appropriate alternative authorisation is provided by the parent/guardian that complies with the requirements of the relevant service policy.
- Ensure that procedures outlined within this Authorisation to Collect Policy are followed where a parent/guardian cannot be immediately contacted to provide an alternative written authorisation
- Follow up with the parent/guardian, where required, to ensure that an appropriate written authorisation is obtained.
- It is the responsibility of the Service to ensure that all authorisations adhere to the requirements.

Authorisation form:

Our child record form requires details for up to 2 persons authorised to collect a child (other than the parent) and also two nominated emergency contacts. Riverside Childcare will ensure that the following information on at least two authorised individuals is kept on file for each child.

- First name and surname
- Address
- Home, Work and Mobile Phone Number
- Relationship to child

Person Responsible:

This policy was reviewed by Riverside Childcare on Date: 01/08/23

Signed by: Michael Dunster on behalf of Management (Manager, Owner, Chairperson)

Review Date: 01/08/25