



ARRIVALS and DEPARTURES POLICY

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Arrivals and Departures

LEAPS Suffolk recognise that the safe arrival and departure for everyone in our care is paramount. With this in mind and in order to maintain the health and safety of everyone, LEAPS Suffolk has changed our Arrival and Departure Policy in line with Covid-19 guidance. The manager will ensure that an accurate record is kept of everyone at the Club, and that any arrivals or departures are recorded in the register.

The register is kept with the lead person at all times. In addition, we conduct regular recorded headcounts during a session.

Car park

Please park in the car park and not outside the main door and be very cautious. Arrival and departure times are extremely busy and can pose a health and safety risk, especially as we have some very eager attendees, who may not see your car.

Arrivals

Each group has a different arrival time to ensure safety and minimise cars in the car park. You will be informed of this prior to the attendee's first session. Please only arrive at your time and stay in your car. If you are not coming by car, please wait near the bench.

We will:

- Greet you and the attendee at your car
- Sign the attendee in
- A member of the team will escort the attendee to his/her group
- Show the attendee where to put their belongings and if it is their first day show them where the toilets etc are.
- We encourage everyone to use hand sanitiser before entering the building

If you are late, you may need to wait when you arrive as we will need to get everyone from the other group in first, to avoid mixing. If the door is not manned, please call the club number on 07761397535.

To maintain safety whilst the main doors are open, we encourage everyone to go outside for a while when they first arrive

Departures

Each group has a different departure time to ensure we can keep everyone safe, man the gates etc. You will be informed of this prior to the attendee's first session. Please only arrive at your time and stay in your car. If you are not coming by car, please wait near the bench, but ensure you adhere to social distancing.

If you are going to be late, please let us know as soon as possible. This way we can pre warn the attendee, so they don't get anxious that you are not here to collect them

If a person unknown to us is collecting your child/young person, please make us aware at arrival time. It would be helpful if we could have a photograph of this person. A password is also needed.

The manager will contact the main parent or carer for confirmation if we have any concerns regarding departures. The parent or carer must notify the Club if they will be late for collection. If the Club is not informed, the Uncollected Person's policy will be followed.

An attendee will only be handed over to an authorised person over the age of 16 years

Absences

If an attendee is going to be absent from a session, parents/carers must where possible notify the Club in advance. See our Fees Policy regarding the procedure for loss of fees.

Late Collection Procedures

Please see Late Collection Policy.

Covid

There may be times when we will need to put some additional measures in place to ensure everyone is kept safe. This includes

1. We will take the attendee's temperature before you leave. If an attendee has a temperature over 37.8C they will not be permitted to stay
2. We will record the temperature and we will sign the attendee in
3. Where possible the attendee should carry their own bag. Please only bring one bag
4. Both parties wearing a face covering when 2 metres cannot be maintained