

### Purpose

This policy sets out a clear framework for the identification of designated people authorised to pick-up a child from the Nursery. In the parents absence and to handle challenging or exceptional circumstances related to the pick-up of children.

This policy is underpinned by Federal Decree Law No. (3) of 2016 Concerning Child's Rights (Wadeema)

### Definitions

<b>Administration</b>	The staff responsible for carrying out the administrative affairs of the EEI such as the accountant, receptionist, secretary, clerk, nurses and other.
<b>Child</b>	A person under the age of 4 years, as per Federal Decree Law No (51) of 2022 Regulating Nurseries.
<b>Early Education Institute (EEI's)</b>	All ADEK licensed institutions that offer early years service (e.g. nurseries)
<b>Key Person</b>	A key staff member who is the primary contact for a key group of children and helps them feel safe and cared for.
<b>Key Team</b>	The team of staff in a child's key group, whom they interact with daily and take care of their physical, emotional and educational need. Typically including the EE Educator, EE Assistant and EE Aide
<b>Management</b>	The staff responsible for overseeing the EEI-based staff an daily operations, such as the EEI Director, their deputy as well as any other members of staff to whom they have delegated specific authority.
<b>Manual Attendance System</b>	A register where a child's attendance and departure are both entered manually along with the child's full name, key group, days enrolled, date and time.
<b>Parent</b>	The person legally liable for a child or entrusted with their care , defined as the custodian of the child as per Federal Decree Law No. (3) of 2016 Concerning Child Rights (Wadeema)
<b>Pick-Up Authority</b>	The person authorised by a child's parent to collect the child from the EEI
<b>Restraining Order</b>	An order used by UAE courts to protect an individual/child from the restrained person as per Article 6 of Federal Law No. (10) of 2019 Concerning Protecting Against Domestic Violence.



## **Policy Statement**

Little Haven Nursery has developed this policy to outline the processes, procedures and guidelines to be followed regarding:

1. Management responsibilities
2. Staff responsibilities
3. Parent communication

### **a) Management Responsibilities**

- a) Nursery management will always ensure that the rules and regulations of the Child Pick-Up Authority Policy are always upheld and clearly communicated to parents.
- b) Nursery management provides parents with the Child Pick-Up Authority as part of the registration form.
- c) The criteria designating a pick-up authority are: above 18 years of age and hold a valid ID, Eid or passport.

### **1.1 Verification of Information**

The Nursery administrator is responsible for verifying the completeness and accuracy of the information on the child pick-up authority form at the time of registration.

### **1.2 Updating Information**

The Nursery management regularly review the child pick-up authority form and any changes received are updated immediately.

### **1.3 Communication with Key Team**

The Nursery management always keeps the team informed of children's current pick-up details by:

- a) Providing correct and up to date information about a child's authorised pick-up person.
- b) Helping them to identify the authorised pick-up person.
- c) Maintaining a copy of the Child Pick-Up Authority form at reception.
- d) Directly sharing details of sudden changes.
- e) Immediately removing outdated or inaccurate information.

### **1.4 Record Keeping**

The Nursery management maintains and keeps all records relating to arrangements for picking up children for a minimum of 2 years from the date the child leaves the Nursery and ensures that each child has a file that includes:

- a) Child registration details
- b) Parent ID and details
- c) Signed Pick-Up Authority form
- d) ID and recent photograph of pick-up authority

## **2. Staff Responsibilities**

The Nursery ensures that all staff are trained and guided in the policy relating to Child Pick-Up Authority, including:

- a) Awareness that a child cannot be allowed, under any circumstances to leave with any person other than those identified as pick-up authorities in writing by the parents.
- b) Drop-off and pick-up process
- c) Procedure to be followed if a child is not picked up at the designated time and the parent's pick-up authority cannot be reached.
- d) Procedure to identify the child's pick-up authority.
- e) Procedure to be followed if an unauthorised person arrives to pick up a child.
- f) Procedure to follow in case a discrepancy is identified concerning whom the child should leave with.
- g) Process to ensure a child's safety and well-being in case of unusual circumstances.
- h) Legal framework and provisions for denying a parent access to their child (e.g. court order requirement).
- i) Awareness that staff members are not allowed under any circumstances to leave the Nursery premises to search for the parent, nor take the child to their own home, or the child's home, without exception.
- j) Skills to manage and deal with unusual or unexpected situations concerning a child's pick-up authority.

## **3. Parent Communication**

Little Haven Nursery informs parents about the Child Pick-Up Authority Policy at the time of registration and during the parent induction.

The Child Pick-Up Authority Policy is included in the Parent Handbook.

## **References**

- Federal Decree Law No. (3) of 2016 Concerning Child's Rights (Wadeema)
- Federal Decree Law No. (31) of 2021 Promulgating the crimes and Penalties and its Amendments
- Federal Decree Law No. (10) of 2021 Promulgating the Crimes and Penalties and its amendments.

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