



Multiple Contact Policy



It is not uncommon for families to share care and the dropping off and collection of children with other family members and friends. As stated in our dropping off / collection policy, only adults who you have added to your collection list will be permitted to collect your child from the setting.

It is very important in these circumstances that we ensure that important information is shared amongst all adults who may drop off and collect your child on a regular basis. Without an effective system in place important messages may not be passed on or information lost. An example of this may be where a grandparent normally collects a child on a Monday but has forgotten to pass on the message that children are to wear fancy dress that Friday. This could result in unnecessary upset for the child, a confused parent and a grandparent left feeling guilty for simply mislaying the note.

A more serious situation could be where a child has had an accident and hit their head on auntie's pick-up day. Despite being made aware on collection of the incident, auntie then later forgets to pass on this information as the child has been fine in her care for the remainder of the afternoon. Later that evening, the child becomes very ill and is in fact suffering from concussion. The parent fails to recognise the symptoms as they have no idea that their child had bumped their head earlier that day. To help with this, we complete our accident forms on the Family app, meaning that parents have access and are notified once their child has had an accident.

Another important thing to consider is your wishes as to what information you want us to share or discuss with other adults who collect your child. For example, you may not feel it is appropriate for us to discuss potty training or weaning techniques with grandparents or prefer we discuss developmental progress only with you.

Should you have any concerns regarding this policy, please do not hesitate to discuss them with the management team.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	31/10/2024
Name and role of signatory	Leahna Welch (Deputy Manager)