

Child Care Centre Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: The Elora Cooperative Preschool Inc

Date Policy and Procedures Established: January 2023

Date Policy and Procedures Updated: November 2023

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- The Elora Cooperative Preschool will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- The Elora Cooperative Preschool will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Additional Policy Statements

Children will only be released to authorized adults by parent/guradian or authorized persons
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Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is

listed in the Emergency File located in the Blue Binder in the back pack, or office drawer or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the Supervisor and Staff and they must commence contacting the child's parent/guardian no later than 9:15 (half day), 9:45 (full day). The Supervisor will conduct calls to all parents who have not informed the Elora Cooperative Preschool that their child will be absent.
 - In the event the Supervisor cannot reach the Primary Caregiver, the Secondary Caregiver will be called.
 - In the event that the Supervisor cannot reach either contact, attempts will be made 15 min later, and if no response then unexplained absence will be recorded.
 - The Supervisor will make note on the daily attendance log the absent child, and the reason they are absent
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up by 11:30 (half day), 3:00 pm (half day pm, full day) the Supervisor shall contact the parent/guardian phone call and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must attempt to call the secondary caregiver. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall continue to try to contact the primary caregiver or authorized pick ups/emergency contact. The staff will keep the child at the centre until pick up has been concluded.
- Upon pick up, the parent/guardian or authorized individual will be reminded of the Late Pick Up Fee (non base fee) as outlined in the Parent Handbook. It is as follows:
 - 1st Late Pick Up is a Warning
 - 2nd Late Pick Up is \$3/minute
 - 3rd Late Pick Up is a Board Meeting where further actions will be discussed.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 11:30 am, or 3:00 pm staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall inform the parents/authorized persons the importance of arriving on time for pick up. The parents/authorized persons will also be told of the penalty payment that applies to the family in the case of late pick ups.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall continue trying to reach the authorized persons on the child's Registration Forms. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 12:30pm, or 4:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) at [519-824-2410](tel:519-824-2410). Staff shall follow the CAS's direction with respect to next steps.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.