

## CHAPTER SIX: SUPERVISION OF CHILDREN

### Policy: SAFE ARRIVAL & DISMISSAL POLICY

Approved Date: Dec 6/23  
Revision Date:

Policy Number: 06 05  
Reviewed/Approved: Karen Eilersen RECE  
Signature:

### Purpose

To help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, families 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.

### Policy

Discovery Child Care Centre 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 to the child care centre may release the child to.

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.

Any persons whom the staff has not met before will be required to show one piece of photo ID before the child is released. Children will only be released to authorized persons over the age of 16

It is the responsibility of the staff to document any attendance messages (arrival later than usual, absent and why etc.) from the parent/guardian in their classroom log book, and on the daily attendance record.

### Procedures

#### Accepting a child into care

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 on the emergency card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing to the office (email or written signed note). Remind the parent/guardian that a photo ID is required for any person whom we have not met yet.
- sign the child in on the classroom attendance record.

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#### Where a child has not arrived in care as expected

It is the responsibility of the parent/guardian to inform Discovery Child Care Centre no later than 9am if their child will be absent for any reason. You can phone and leave a message at 705-733-2052 or email [dccsafearrival@gmail.com](mailto:dccsafearrival@gmail.com). Chronic contravention of this policy will lead to termination of services by Discovery Child Care Centre.

If you will be consistently dropping off at the centre after 9 am each morning, please send us an e-mail for your file letting us know what time you will be dropping off your child and when we should call you for example. *"I will often drop off between 10:00 AM - 10:30 AM, please give us a call after 10:30 AM if you have not heard from us to check in"*

When a child does not arrive at the child care centre by 9 am 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 or designate in charge.
- The supervisor or designate shall email the child's parents/guardians (or phone & leave a message) to inform the parents/guardians that their child is not in attendance and request a response as to why their child is absent.

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 classroom log book.

#### Releasing a child from care

Staff must check the enrolment forms (or the emergency card) to confirm that the person picking up the child is listed as authorized to do so by the parent/guardian.

Staff must confirm the identity of the person picking up the child by:

- ◆ Checking PHOTO ID of any person whom they have not met before
- or
- ◆ Checking with another staff or the supervisor who can confirm their identity
- or
- ◆ By the staff member calling the parent/legal guardian and receiving a verbal confirmation that the person is who they say they are and approved to pick up the child. (if this method is used, a note must be made in classroom log book indicating who the staff spoke with and the time of the call)

Staff must not assume that the person who is doing drop off is also authorized to pick up the child as this may not be the case.

Staff are not to release a child to a person who appears intoxicated or impaired. In such cases, staff are to assist in making other pick-up arrangements (i.e., a spouse or other authorized person). Staff members are legally responsible for protecting the children in their care from any perceived risk.

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

When a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within half an hour of the time specified, the staff shall inform the supervisor or designated in charge who will contact the parent/guardian via email and advise that the child is still in care and has not been picked up.

- When the individual picking up the child is an authorized individual and their contact information is available, the supervisor 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 supervisor has not heard back from the parent/guardian or authorized individual who was to pick up 15 minutes after emailing, the supervisor will call the parent/guardian.

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

When a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

One staff shall stay with the child, while a second staff proceeds to call the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual (if contact information is available) if unable to reach the parent/guardian.

If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call the emergency contacts as listed on the Emergency Card.

Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file by 5:45pm the staff shall proceed with contacting the local Children's Aid Society (CAS) 1-800-461-4236 Staff shall follow the CAS's direction with respect to next steps.

#### **Dismissing a child from care without supervision procedures**

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.