



## **Safe Arrival and Dismissal Policy and Procedures**

Name of Child Care Centre: Thorncliffe Park Day Care Centre

Date Policy and Procedures Established: November 17<sup>th</sup>, 2023

Date Policy and Procedures Updated: March 2025

### **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.

### **Policy**

#### **General**

- Thorncliffe Park Day Care Centre and School Age Program 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.
- Thorncliffe Park Day Care Centre and School Age Program 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. Any person picking up a child must be 16 years of age or older.
- 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. All staff are responsible for ensuring that a phone call is made to parents/guardians of absent children starting at 10:00am and the information is to document in the communication book daily. If all children are present, that is to be documented in the communication book as well.

All individuals picking up children for the first time must present a photo identification. If the identification is not available at the time of pick up the child will not be released into their care. At anytime a parent may be ask to show their photo identification during pick-up of their children.

Parents or guardians collecting children for the first time are required to provide a photo identification. If the identification is unavailable during the pick-up, the child will not be released into their custody. **Additionally, parents may be asked to present their photo identification at any time during the pick-up process. For example, the staff releasing the child into adult care may not have seen the adult before as such photo id is needed.**

## 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 on the child's emergency contact sheet or on **Lillio (HiMama)** 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.

### Accepting a school aged child into care

- Children who attend the school age program are to be with the parent / drop off person during the sign in process at the child's classroom or if required the main door to the childcare where the daily health check will be conducted. Any child who is not with the parent will not be signed in. Staff will do a daily health check on the child, the parent will complete the sign in procedure, (time and signature). Staff will note any changes in the pickup person as given to them by the parent. It will be noted both in the sign in / out binder and the daily logbook. If the person is to be added to the pick-up list permanently a message will be left for the supervisor and staff to add the name and information to the child's file and emergency binder. o

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

1. Where a child does not arrive at the childcare 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:

- must commence contacting the child's parent/guardian no later than **10:00am** by phone and then follow-up with an email via Lillio (HiMama) and document it in the communication book / safe arrival book. After making the initial call, and documentation in the communication book, the staff is then responsible for notifying the management / designate about the child's absence, when no contact is made.
  - The designate /management team will contact the emergency contact to inform them that such child is not present today and we have tried to contact the parents/guardians, but we have not been successful in getting a response.
  - The emergency contact person will be asked:
    - Are you able to contact the parent/guardian and have them call us immediately or within the next 15 mins. If no contact is made, the police at **53 division 416-808-5300 / 416-808-2222** will be called to make a wellness check. The call to the authorities will be documented. (ie, communication book, and Lilio)
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 communication book.

**Where a school aged child has not arrived in care as expected**

3. Where a child does not arrive at the childcare 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:
- must commence contacting the child's parent/guardian no later than **9:00am** by phone and document it in the safe arrival communication book. After making the initial call, and documentation in the communication book, the staff is then responsible for notifying the management / **designate** about the child's absence, when no contact is made.
  - The **designate** /management team will contact the emergency contact to inform them that such child is not present today and we have tried to contact the parents/guardians but we have not been successful in getting a response.
  - The emergency contact person will be asked:
    - Are you able to contact the parent/guardian and have them call us immediately or within the next 15 mins. If no contact is made, the police at **53 division 416-808-5300 / 416-808-2222** will be called to make a wellness check. The call to the authorities will be documented. (i.e., communication book, and Lilio)
4. 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 communication book / (safe arrival book)

### **Where a school aged child has not arrived in care as expected**

1. The school-age staff will issue a reminder for the submission of the Google form (bus children) at 11:45. Parents who have not responded by 12 noon will receive a phone call to inquire about their child's attendance and to remind them to submit the Google form. Absences for the day will be recorded on the attendance sheet and in the daily log book. Upon the children's return from school, a daily head count will be conducted, noting any missing child who was expected to be at school. Staff will promptly contact parents and the supervisor to check for any Safe Arrival and Dismissal Procedures changes in the child's pickup arrangements since noon. It is advisable to track children who typically attend in the morning and call at 9:00am if they are absent.
2. Children who do not return after school by 3:25pm, despite being marked present in the morning attendance, will prompt staff to visit the child's classroom for inquiries. If the teacher is unavailable, staff will check the child's line outside the school and then proceed to the school office to confirm if the child was picked up early by a parent. If a child is at school, not marked out by school staff, and has not returned to the childcare, staff will contact the supervisor and parents for further information. In cases where parents confirm they did not pick up the child, a staff member, accompanied by the supervisor, will search for the child on the school premises. Parents will be kept informed of the ongoing process of locating their child. Any child requiring support will be picked up from school and safely escorted back to the childcare.
3. **Parents who do not notify the childcare of their child's absence will have a verbal warning and a conversation will follow reiterating our safe arrival policy.**

### **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 childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - Check the emergency information in Lillio or the emergency bag in the child's classroom confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above 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 timeframe that their child is to be picked up from care and the child has not been picked up, the staff will reach out to the parent/guardian within 1 hour to revisit the conversation about the pick-up time and a documentation is to be noted in the communication book. Otherwise, it is to be assumed that the child will be pick-up by 6:00pm.
  - Where the staff is unable to reach the parent/guardian, staff must inform the management team. Where the individual picking up the child is an authorized individual (i.e. emergency contact) 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 leave a message and wait until 5:55pm to contact the parent/guardian about picking up their child, reminding them that if they do not hear from them by 7:00pm **Children's Aid Society (CAS) 416-924-4646** will be called.

#### **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 6:00pm, 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 about their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall clearly and concisely communicate the efforts that has been made to contact the parent/guardian and do a follow up call to the parent/guardian to inform them that the authorized individual by the name of \_\_\_ has picked up \_\_\_ (child's name and time).
3. Where the staff unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) **416-924-4646**. The staff shall follow the CAS's direction with respect to next steps.
4. Once contact has been made and the parent has notified staff they are running late, the staff will ask for an approximate arrival time and if that time is approaching, the parent must contact the center to inform of further delays at which time the staff can suggest if there is anyone else who can pick up the child. If a child is not picked up by 7pm, after contact has been made with the parent the management team will be notified and kept abreast of any changes.

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

***Note: Please select from the below which option fits your program and delete all other options.***

Option 1: 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 (applicable to school age children).

I have read and understand my responsibilities as a parent / guardian to the safe arrival and dismissal policy.

Parent / Guardian Name: \_\_\_\_\_

Parent / Guardian Signature: \_\_\_\_\_

Date: (D/M/Y): \_\_\_\_\_