



Children's Circle of St. Barnabas Policy and Procedure Manual

Policy Name	Safe Arrival and Dismissal Policy and Procedure		
Approved By: Board of Directors	Last Approval Date: January 16, 2024	Last Review Date: December 29, 2023	Last Revision Date: December 29, 2023

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care at Children's Circle Daycare.

This policy will provide staff, placement 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

Children's Circle Daycare 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 or verbal authorization to whom the child may be released to.

Children's Circle Daycare will only dismiss children into the care of their parent/guardian or another authorized individual who is 16 years of age or older. Children's Circle Daycare 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.

Procedures

Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- o greet the parent/guardian and child



Children's Circle of St. Barnabas Policy and Procedure Manual

- 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 release on the child's record 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 room communication log book
- sign the child in on the classroom attendance record

Where a full-day child has not arrived in care as expected (Sweet Pea, Toddler, Hunny Bear, Sesame and Dino Rooms)

Where a child does not arrive at Children's Circle Daycare as expected and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, sent an email or advised the closing staff at pick-up), the staff in the classroom must inform the office staff and they must commence contacting the child's parent/guardian no later than 10:30am when a child is typically dropped off in the morning, or by 2:30pm when the child is typically dropped off after 12pm. Staff shall call and email the parents/guardians, and if no response is received within an hour, the child will be deemed to be absent from care for the day.

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 room communication log book.

Where a kindergarten or school-age child has not arrived in care as expected (Cool Cat, Hot Shot and Room Above Rooms)

If a child in the Cool Cat, Hot Shot or Room Above rooms does not arrive in the morning on all TDSB instructional days, we will automatically record them as absent, as these are all school children and attendance is not mandatory in the morning.

Parents are required to email or call the daycare office by 2:30pm, if we are not picking up their child from school.

If a child in the Cool Cat, Hot Shot or Room Above rooms is not in the designated location for pick up after school on all TDSB instructional days, and is not marked absent on the school pick up list, the staff will ask the TDSB school personnel (teacher



Children's Circle of St. Barnabas Policy and Procedure Manual

and or office) about the child's whereabouts. If the TDSB school personnel indicates that the child was released as usual, the staff will call the daycare office to inform them and double-check that no message was received after the staff left for the pick up. The daycare office or staff will call and or email the parent/guardian to inquire about the child's whereabouts.

On all TDSB non-instructional days (P.A. Days, Winter Break, March Break, summer), the procedure for full-day children will apply.

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 room communication log book.

Releasing a child from care

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 or verbal authorization that Children's Circle Daycare 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 record or written authorization.

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

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 within one hour of this time, the office or program staff shall contact the parent/guardian by phone and leave a message or email and advise that the child is still in care and has not been picked up.

- Where the individual picking up the child is an authorized individual and their contact information is available, the office or program 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 Children's Circle Daycare.



Children's Circle of St. Barnabas Policy and Procedure Manual

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until the centre is closed and follow procedures for where a child has not been picked up and the centre is closed.

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

Where a parent/guardian or authorized individual who was supposed to pick up a child from Children's Circle Daycare and has not arrived by 6pm, the designated late 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 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 contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up 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 by 6:30pm, the staff shall start calling the emergency contacts on the child's record.

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 7pm, the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS worker's direction with respect to next steps (name and contact information of CAS worker is to be documented in the office communication log book).

Monitoring & Review

Children's Circle will monitor this policy and update it whenever necessary. The policy along with other relevant policies will be reviewed with all employees, placement students, clients, and volunteers on an annual basis. If an employee has any concerns with this policy, they should be brought to the attention of the Executive Director or the Board of Directors.