



## Parent Handbook

Welcome!

Please take the time to review all contents.

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## **Parent Handbook**

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### **Services Offered and Hours of Operation**

Bhakta Prahlad Montessori School (BPMS) offers early childhood education to children ages 2.5-6 years old (casa) using the pedagogical method designed by Dr. Maria Montessori.

Between our two locations at 1097 Concession St. and 1122 Concession St., we have 3 licensed Montessori programs (classrooms) operating from 9:00 am to 3:30 pm, Monday - Friday. They are mixed aged classrooms for children 2.5 - 6 years (this includes junior and senior kindergarten age children). At 1122 Concession St. we have programs with slightly extended hours that vary starting at 7:00 am and finishing at 5:30 pm. There will be a prioritized waiting list for the extended care, based on the needs of families and registration will be determined based on the hours available.

BPMS provides licensed before and after school care for the primary junior age group (68 months to 12 years) during the hours of 7:00 am - 9:30 am and 2:30 pm – 5:30 pm at 1097 Concession St.

Any parents arriving after the agreed pick-up time will be considered late and the Late Parent Policy will apply.

### **Program Statement**

BPMS' Program Statement is based on, and inspired by, the Ontario Minister of Education's guide to programming and pedagogy, entitled "How Does Learning Happen?" The following Program Statement is in keeping with the philosophies and frameworks set out in "How Does Learning Happen?" The Montessori pedagogical approach implemented and practiced in the classroom supports "How Does Learning Happen." BPMS' Program Statement will be reviewed yearly to ensure that it remains consistent with Ontario Ministry standards.

BPMS believes that children are competent, capable, curious, and rich in potential. BPMS is dedicated to nurturing each child's individual potential. To accomplish this goal, BPMS promotes

the health, safety, nutrition, and well-being of each child by offering healthy and nutritional snacks and meals. BPMS offers positive support and responsible interactions among the children, teachers, educators, and staff who are affiliated with BPMS by encouraging parent teacher meetings to discuss educational strategies. BPMS encourages children to interact and communicate in a positive way and supports each child's ability to self-regulate, offering programming which encourages cooperation amongst the children while also allowing for individual interests or needs.

BPMS dedicates itself to fostering each child's sense of exploration, play, work, and inquiry by offering a variety of outings designed to encourage children to engage with the world around them, while providing child-initiated and adult-supported experiences by allowing children to choose between activities wherever possible. BPMS plans for and creates a positive learning environment and experience in which each child's learning and development will be supported by maintaining low child-to-teacher ratios, incorporating indoor and outdoor play using outdoor and indoor space, our outdoor play yards, neighbourhood walks, public parks, and outings/special guests, as well as rest and/or quiet time, and considering the individual needs of the children.

BPMS dedicates itself to fostering the engagement of and ongoing communication with parents about the program and the children within the program through daily interactions, a closed App for parents to view pictures, videos, notes and share comments, email updates regarding upcoming events and updates and an open communication policy to call, email or request a meeting at any time to discuss progress. The Parental Issues and Concerns Policy is included in the Parent Handbook, to direct parents to the proper channels.

BPMS makes every effort to involve local community partners and allow those partners to support the children, their families, and the staff by encouraging community partners to participate and support local events or host outings. We also work closely with our "sister school" (or second location) to give the children a larger sense of community, and friendship between the schools. All staff, volunteers, and students who interact with the children at BPMS will receive full support and resources from the BPMS administration and management in training, weekly debriefings, and yearly policy reviews. BPMS commits to documenting and reviewing the impact of the policies, programs, and educational activities in which each child participates through means of progress reports, parents/teacher interviews, lesson plans and

professional development days, staff meetings, ongoing communication, and yearly policy reviews.

BPMS is committed to providing a non-violent, inclusive learning environment for all families regardless of race, religion, gender, ability, or orientation and attempts to recognize the needs of children, parents, and staff.

BPMS believes that the staff are an integral part of the learning environment and have a strong commitment to the healthy development of children. Open communication and respectful interactions are a fundamental part of the cooperating working environment.

### **Enrollment**

Any parent or guardian may apply for a space at the school if their child is between the ages of 2.5 – 6 years for our Montessori Casa program, and 4-12 years old for our Before and Afterschool School-Age program. Administrators will arrange for a meeting with the parent and child, show the facility and discuss our program. At that time, if it is a good fit for both parties, the registration process can begin. The administrator will send the registration link via our online portal (Digibot). Prior to starting within the program, registration forms and a copy of immunization records must be submitted. The first month's tuition is due at the time of registration.

### **Waiting List**

If there is no vacancy within the school, the child can be placed on the BPMS' waiting list and can also choose to register their child on the Centralized Waiting list for the Township of Russell. Parents can email ([bpmontessori.info@gmail.com](mailto:bpmontessori.info@gmail.com)) or call (613-668-6320) to be placed on the waiting list. You will be requested to provide the child's name, date of birth, anticipated start date, query of preference of program (extended or school day), parent's name and contact information and this information will be recorded in addition to the date that they have been placed on the waiting list.

When a space opens, priority will be given to siblings of the children currently enrolled, and children of the staff. After this the designate will call in chronological order from when a child was placed on the waiting list to offer parent's the opportunity to arrange a Meet and Greet and

tour the space. Once contacted, parents have a time frame of 7 days to respond, before the next child is contacted.

No fees will be charged to parents to be placed on a waiting list.

The waiting list protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents. Names of other families and children will not be shared.

### **Fees (base fees)**

Bhakta Prahlad Montessori School fees are as follows:

BPMS is working in partnership with the Government of Ontario and is enrolled in the Canada Wide Early Learning and Childcare system (CWELCC). They are subsidizing daily fees by percentage up to \$12.00/day. To qualify for this reduction in fees, children must be under six years old. The below fee schedule is reflective of the current reduction in fees as of January 2025.

Montessori Casa Program (2.5 - 6 years old) \$22.00/day

Before and Afterschool (School Age Program) \$35.75/day (CWELCC reduction - \$16.90/day)

Afterschool Care only (School Age Program) \$22.00/day (CWELCC reduction - \$12.00/day)

Before school Care only (School Age Program) \$16.50/day (CWELCC reduction - \$12.00/day)

Parent's will be billed for the entire month, including PD days, Statutory holidays and closure for prep days (at the beginning and end of the summer). Parent's will not be billed during school closures (Christmas and March breaks). No reimbursement will be issued for unforeseen closures such as weather, heating, flooding or other emergencies relating to health and safety. Monthly fees can be viewed on Digibot, an online platform used for registrations and billing.

Fees are processed through pre authorized debit (PAD) via Digibot on the first of each month. The payment is automatically withdrawn for the upcoming month. For example: April fees will be

withdrawn on April 1st. Parents who are unable to sign up for PAD payments can speak to the administrator to discuss alternative payment options.

### **Discontinuation and Dismissal Policy**

#### **Notice of Discontinuation of Enrollment**

If parents or guardians wish to discontinue enrollment at BPMS, a 60-day notice is required. The notice must be submitted in writing via email, addressed to the supervisor, and sent to [bpmontessori.info@gmail.com](mailto:bpmontessori.info@gmail.com). Please note that verbal notice given during drop-off or pick-up will not be considered valid and will not be included in the 60-day notice period. Parents will remain financially responsible for the full 60 days, even if care is discontinued prior to the end of the notice period.

#### **BPMS Dismissal Policy**

BPMS reserves the right to dismiss any child from its program for various reasons, including but not limited to behavioral issues, the program's inability to adequately meet the child's needs, or instances of parental aggression. Each case will be carefully reviewed and addressed on an individual basis. If BPMS determines that immediate dismissal is necessary, no additional fees will be charged to parents beyond the current billing cycle. However, no refunds will be issued for the month that has already been paid. In cases where circumstances permit, BPMS will provide a 60-day notice prior to discontinuation, allowing families time to make alternative childcare arrangements. During this notice period, parents will remain responsible for payment.

#### **Vacation**

BPMS should be notified of your vacation plans when possible. There is no refund for absence (sickness, exclusion, or vacation).

#### **Calendar (Days Open):**

BPMS will create an annual academic year and summer months calendar and provide it to each family outlining closure days and other planned event dates.

BPMS will be closed on the following statutory holidays:

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day.

BPMS will be closed 2 weeks during Christmas Holidays, 1 week during March break and days leading up to the summer program and proceeding the summer program (prior to the restart of the fall academic year).

**Field Trips: (non base fees)**

All activities which occur off the premises of BPMS will be planned in advance. Parental permission forms will be sent out in advance of any outings, as well as a letter informing parents of the location of the outings, the activities planned, the durations of the outings, and ways to contact staff during these outings in cases of emergencies. During outings, all children will be supervised by BPMS staff at all times, in addition to any students or volunteers who may be present.

**Sickness and Illness:**

Any child unwell should be kept home. Children exhibiting symptoms including but not limited to fever, diarrhea, vomiting, flushing, pallor or listlessness, an acute cold, nasal discharge or coughing, red or discharging eyes or ears, undiagnosed skin rashes or infections, ear pain, unusual irritability, fussiness or an inability to actively participate in the program will receive a telephone call to discuss the symptoms and possibly a request for pick up if required.

Children who have experienced vomiting or diarrhea are to be kept home for a minimum of 48 hours after the last episode of vomiting or stools are formed. If the child only has a fever, he/she should remain at home until fever free for 24 hours without medication. Rashes and eye infections should be cleared by a doctor prior to returning.

When in our care, if there is any change in the health or well-being of a child, staff may use their judgment and decide to call a parent to discuss their concern, inform the parent of the child's health status or to ask for the child to be picked up.

If you are unsure whether your child can return to school or if their symptoms should exclude them from the program, contact the office at any time to discuss.

COVID-19: Please follow the school screening COVID link daily.

<https://www.ontario.ca/school-screening/>

### Outbreaks

It is considered an Outbreak when a greater than expected number of children and/or staff are absent with the same symptoms on the same day. It is the Eastern Ontario Health Unit who determines if we are in an Outbreak situation. If an Outbreak is declared, a sign will be posted. There are two types of outbreaks which are gastrointestinal or respiratory. During an outbreak the Eastern Ontario Health Unit public health nurse may contact families to offer swab or stool sample collection for ill children.

During an outbreak, children and staff exclusion period is as follows:

Gastrointestinal Outbreak: 48 hours after stool has returned to normal or 48 hours after all symptoms (vomiting/fever or other) have stopped.

Respiratory Outbreak: 5 days or until no longer ill, whichever is shortest in a respiratory outbreak.

Fever: 48-hour symptom free (without the use of fever medication).

### Health Regulations:

BPMS follows the EOHU guidelines as a minimum standard. Some school policies exceed these standards.

### Immunization Policy:

According to the Child Care and Early Years Act, 2014, O.Reg. 137/15:

All children not enrolled in school who attend a licensed preschool facility must be immunized as required by the local Medical Officer of Health.

This includes immunization against; diphtheria, pertussis, tetanus, polio, haemophilus influenzae type b, measles, mumps, rubella, varicella, meningitis, pneumococcal infections, rotavirus.

Children who are 4 years of age or older must speak to an Ontario Health Unit nurse to obtain a school affidavit or exemption for immunization. Families with children aged 4 or older can contact the EOHU at 1-800-267-7120 to inquire about the immunization or exemption process. Exemptions for medical reasons or for reasons of conscience, or religious belief, must be provided in writing using the appropriate exemption forms (copies available at BPMS on request). Section 72 of the regulation also requires childcare operators to keep, at all times, an up-to-date copy of all preschool attendees' immunization records, to be provided upon registration and updated yearly.

Note: BPMS works closely with the Eastern Ontario Health Unit to ensure the health and best interests of all its students. Copies of immunization records and health assessments will be securely stored with the EOHU as necessary.

#### Sanitary Policy:

BPMS helps to prevent the spread of illness by using routine sanitary practices such as hand washing, by following a cleaning and disinfecting schedule and by exclusion of children/staff when ill. Please notify us if your child will be absent due to illness or has been in contact with a communicable disease. When contacting us please describe symptoms of the illness at the time of report.

Staff are responsible for the daily cleanliness and housekeeping procedures and follow regional Health Unit guidelines. Whenever possible "green" products will be used. BPMS is responsible for the weekly washing of the cot sheets. Cots are cleaned, with soap and water, and sanitized each Friday. Individual security items, such as stuffed animals or blankets are sent home weekly for washing.

#### Medication:

Only drugs prescribed by a doctor and in their original container will be administered by the staff. Parents must complete a drug administration form on the Digibot platform before staff can administer it.

#### Lunches:

BPMS places an emphasis on health and nutrition. We are a vegetarian centre. The children's lunches will be prepared in accordance with the EOHU regulations. Snacks are prepared following the same guidelines (with the exception of offering fish weekly). Unless approved by

management, we request that parents do not pack separate food for children. If circumstances demand an alternative diet, all food provided by a parent must:

- Meet the nutritional recommendations of the Canada Food Guide;
- All containers must be labeled with the child's name;
- Respect Bhakta Prahlad Montessori School's allergy awareness procedures, including prohibited foods (e.g, egg, sesame, peanuts, cashew, pistachio, walnut & other tree nuts) and vegetarian food policy.
- Practice proper food storage procedures
- Have written instructions provided by the parent for all children younger than 44 months of age.

Any parents that would like to bring food in as a "treat" for birthdays or other events will need to contact the office administrator first to show a list of ingredients and receive the approval, prior to bringing in the items.

\*Please note that BPMS does not serve breakfast, and therefore all parents are requested to ensure children eat breakfast at home. Morning snacks are not meant as a replacement to breakfast.

### **Emergency Policy and Procedure**

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. These procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response
2. Net Steps during an Emergency
3. Recovery

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of children from the school, the meeting place to gather immediately is: 1119 Concession St., Russell, ON. (Pronto convenience store).

If it is deemed “unsafe to return” to the 1122 Concession St. location, the evacuation site to proceed to is located at 1097 Concession St. Russell, ON. (Sister-school location).

If it is deemed “unsafe to return” to the 1097 Concession St. location, the evacuation site to proceed to is located at 1122 Concession St., Russell, ON. (Sister-school location).

NOTE: All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child’s individualized plan will be followed. If any emergency situations happen that are not described in this document, the school directors will provide direction to staff for the immediate response and next steps. Staff will follow the direction given. If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed. All emergency situations will be documented in detail by the administrator in the daily written record.

In the event of an emergency (fire, gas leak, natural disaster, etc.) staff are required to contact both management and the appropriate authorities (911). Staff are also required to ensure all children are brought to a safe location and are always accounted for. Should evacuation be necessary, staff will escort all children to the off-site meeting place. Staff will use the Emergency Contact form to phone all parents to advise them of the emergency and arrange for pick up when necessary.

### **Prohibited Practices**

BPMS is a smoke-free zone. No parent, volunteer, or staff member is permitted to smoke on or near the premises. Parents, volunteers, or staff members who wish to smoke must move a minimum of 10 feet away from the premises.

BPMS does not support or allow for the following actions or methods of conduct on or off of its premises.

- Corporal punishment of any child
- Physical restraint of any child, including but not limited to confining a child in a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the school facility for the purpose of confining any child or confining any child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of hard or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
- Depriving any child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting any bodily harm on children, including making children eat or drink against their will.

BPMS is dedicated to supporting positive interactions between children, families, staff, and the community.

### **Staff, Student and Volunteer Policies and Procedures**

Bhakta Prahlad Montessori School will ensure that every volunteer or student on Bhakta Prahlad Montessori School's premises is always supervised by an employee and is not permitted to be alone with any child.

The supervising employee shall be responsible for: supervising volunteers and students, creating, implementing, and enforcing BPMS policies, addressing parental issues and concerns, controlling and de-escalating emergency situations, planning all curriculum and programming and supervising children.

The volunteers and students at BPMS will be responsible for: supporting the licensee and employees, implementing BPMS policies, implementing programming, supervising children,

under the direction of BPMS employees. All students and volunteers will be always supervised by BPMS staff.

### **Parental Issues and Concerns Policy and Procedures**

The purpose of this policy is to provide a transparent process for parents/guardians, the preschool and childcare licensee and staff to use when parents/guardians bring forward issues/concerns.

Parents/guardians are encouraged to take an active role in our school and regularly discuss what their child(ren) are experiencing within the class and during the day. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, teachers, educators and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by the supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible.

Issues and concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

### **Reporting Procedures Reference Table**

Natures of Issue or Concern	Steps for Parents and/or	Steps for Staff and/or Licensee
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	Guardian to Report Issue/Concern:	in responding to issue/concern:
<p>Program Room Related</p> <p>Example: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ol style="list-style-type: none"> <li>1. The classroom staff directly or</li> <li>2. The supervisor or licensee</li> </ol>	<ol style="list-style-type: none"> <li>1. Address the issue at the time it is raised or arrange for a meeting with the parent within 5 days</li> <li>2. Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> <li>- The date and time the issue/concern was received</li> <li>- The name of the person who received the issue</li> <li>- The name of the person reporting the issue</li> </ul> </li> </ol>
<p>General, School or Operations Related</p> <p>Example: tuition fees, hours of operation, staffing, waiting lists, menus etc.</p>	<p>Raise the issue of concern to: 1. The supervisor or licensee</p>	<p>Record the details of the issue/concern and any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the nature.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document any reasons for delays in writing.</p>

		Provide a resolution or outcome to the parents/guardians who raised the issue.
Supervisor, and/or Licensee Related	<p>The individual directly or 2.</p> <p>The supervisor or licensee</p> <p>All issues or concerns about the conduct of staff, duty parents etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	Reference to the above listed steps.
Student/Volunteer Related	<p>Raise the issue or concern to:</p> <ol style="list-style-type: none"> <li>1. The staff responsible for supervising the volunteer or student or</li> <li>2. The supervisor and/or licensee</li> </ol> <p>All issues or concerns about the conduct of staff, duty parents etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon</p>	Reference to the above listed steps.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement, Children Aid's Society etc.)

### Conduct

Our school maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent, or staff feels uncomfortable, threatened, abused, or belittled, they immediately end the conversation and report the situation to the supervisor and or licensee.

### **Concerns about the Suspected Abuse or Neglect of a Child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent expresses concerns that a child is being abused or neglected, the parents will be advised to contact the local Children's Aid Society (CAS) directly (Valoris [Abuse and Neglect - Valoris](#)). Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act. For more information, visit:

<http://www.children.gov.on.ca/htdocs/Englist/childrensaids/reportingabuse/index.aspx>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Ministry of Education. Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act.2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, fire department, etc.) where appropriate.

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

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

Bhakta Prahlad Montessori School 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.

Bhakta Prahlad Montessori School will only dismiss preschool and kindergarten age children into the care of their parent/guardian or another authorized person. Otherwise, the centre will not release any children from care without supervision.

A parent/guardian may request that a child who is in the primary junior school age category be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.

Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.

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

1. 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.
  - o 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 emergency evacuation form (permission to pick up my child) in the emergency backpack or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).

- o document the change in pick-up procedure in the daily written record.
- o 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:
  - o inform the office staff and they must commence contacting the child's parent/guardian no later than 10:00am. Staff shall call the parent via telephone and request a call or email back to acknowledge the arrival of the child. If staff are unable to reach the parent/guardian over the telephone, they will send a follow up email immediately after.
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 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),
  - o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - o 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 3:30 pm (1097), 4:30 pm (1122) or 5:30 pm (1122), the program staff should check telephone and email messages before proceeding to contacting the parent. If no message has been received, the staff can wait 15 minutes and then shall contact the

parent/guardian by telephone to advise that the child is still in care and has not been picked up.

- o Where the staff is unable to reach the parent/guardian, staff must leave a message and indicate that you will be calling the other parent. 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.
- o Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall send a follow up email and keep the child active and participating in the program until the centre closes at 5:30 pm. They can then refer to the policy "where a child has not been picked up and program is closed".

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 5:35 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 supervisor and/or office staff (to ensure no messages were missed) and to keep them informed. After the supervisor has been informed, the staff will 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, and the staff are unable to contact the parent/guardian, the staff shall call the authorized person responsible for pick-up.
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 proceed with contacting other people on the emergency contact form located in the emergency backpack.
4. 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 6:00 pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) 2-1-1 or 613-673-5148. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Where a parent/guardian has provided written authorization for their child to be released from care without supervision, one staff member in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initials on the attendance record.

### 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.

Regulatory Requirements: Ontario Regulation 137/15

### Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises,  
or

(ii) a child is not picked up as expected from the centre or home child care premises.