

Air-O-Down Child Care Centre
Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Air-O-Down Child Care Centre

Date Policy and Procedures Established: Decembe,2023

Date Policy and Procedures Updated: [Click here to enter text.](#)

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 Air-O-Down 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

Parents/legal guardians are required to call the Centre by 9:30am to report their child's absence and the reason for their absence.

Air-O-Down 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 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 in this policy.

Any persons whom the staff has not meet 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 or 14 years of age or older, provided that the parent/guardian provides a signed and has completed an underage consent form, releasing the centre of any responsibilities for any incidences that may occur with the release of under age.

Only those individuals listed on the Authorized Pick-up form will be allowed to pick-up the child. Parents must phone the centre, and email or send a signed note of consent if someone other than the authorized individual; is scheduled to pick-up the child. The Centre reserves the right to request photo identification from those receiving the child.

- The Centre is required to release children to either parent, unless a court order indicates otherwise. A copy of the court order is required and will be stored in the child's file at the

Centre. Parents agree that if a child is involved in a custody dispute, they will inform the Executive Director in writing.

It is the responsibility of the staff to document any attendance messages (arrival later than usual, absent or why ect.) from the parent/guardian in the 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 including any health issues or concerns 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 pick-up list or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., written signed consent or email). Remind the parent/guardian that a photo ID is required for any person whom we have not met yet.
- In order to allow the child to settle into the program and to maintain the continuity and smooth operation of the planned activities for all children, children should arrive no later than 9:30am. Parent/guardian are required to call the child care centre, if their child would be arriving after 9:30am.
- If the child is sick and/or will not be in, the parent/guardian is to call the Centre and notify the staff of their absence and the reason for the absence.
- document the change in pick-up procedure in the daily room log.
- sign the child in on the classroom attendance sign in record.

Where a child has not arrived in care as expected

- It is the responsibility of the parent/guardian to inform Air-O-Down Child Care Centre no later than 9:30 am if their child will be absent for any reason. You can phone and leave a message at 416-633-2014 or email air-o-downchildcarectr@bellnet.ca.
- When 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 or designate in charge and they must commence contacting the child's parent/guardian no later than 11:00 am.
- The supervisor or designate shall email the child's parents/guardians (or phone and 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 and any additional information about the child's absence in the daily classroom log/communication book.

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.
2. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - The staff will confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - Call the parent to receive the verbal confirmation that the person is whom they say they are and approved to pick up the child. (if this method is used, a note must be made in the classroom log book indicating who the staff spoke with and the time of the call)
 - 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. Also call the supervisor or designate before releasing the child.
 - Staff must not assume that the person who is dropping off is also authorized to pick up the child as this may not be the case.

Please note: The centre will not release any child to any authorized person suspected of being under the influence/intoxicated. The centre, is obligated by law to ensure that no child enter a motor vehicle with a person suspected of intoxication and reserves that right to insist that a taxi or another authorized person be called to accompany the child home. Should this person attempt to leave the centre with the child who is thought to be in danger, the staff reserves the right to call the police.

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 half an hour of the time specified, the staff shall inform the supervisor or designated in charge who will contact the parent/guardian 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 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 contact the emergency

contact, wait until program closes and then refer to procedures under “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 5:30 p.m. , 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 contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
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 call the emergency contacts as listed on the child’s file.
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 7:00 p.m., the staff shall proceed with contacting the local Children’s Aid Society (CAS) 416-924-4640. 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.