

Balmy Beach Community Day Care Safe Arrival and Dismissal Policy and Procedures

Approval Date:	December 20 th , 2023
Revision Date	

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

- Balmy Beach Community Day Care Centre (the Centre) will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to.
- The Centre 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.
- Children will only be released to authorized individual 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.

To help with the administration of the Safe Arrival Program ***kindergarten and school age*** parents/guardians may complete the Centre's Before Care Release Form to indicate that their child will not typically attend before care and opt out of being contacted when their child does not attend the before school care portion of the child care program. In this case the parent/guardian will not be contacted when their child does not attend before care. However, families can continue to use before school care as required and does not impact eligibility for the program. On non instructional school days an attempt to contact the primary parent/guardian will be made when a child does not arrive. **It is important that parents/guardians keep their contact information up to date with the Centre.**

Procedures

Accepting a child into care

1. As per Ministry requirements, when accepting a child into care at the time of drop-off, program staff in the room must complete a wellness check that may entail the following:
 - 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 Pick-Up Authorization form where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email) or complete the centre's Pick-Up Exemption form.
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Note: Parents/guardians are required to escort their child into the Centre and be sure to connect with a program staff to ensure their child is signed in. This avoids any grey areas regarding who is in charge of the child's care.

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:
 - inform the Supervisor/Assistant Supervisor or designate in charge and they must commence contacting the child's primary parent/guardian by 10:00 am. Staff shall place one call to the primary contact listed in the child's file and if no response is provided within 15 minutes an email will be delivered to the child's primary parent/guardian. If parent/guardian does not answer the call a voice mail will be left notifying the parent/guardian that the child has not arrived and request a call back. If no response thereafter, it will be assumed that the child was meant to be absent.
2. In the event that the designate is following up on an absence they are required to notify the Supervisor or Assistant Supervisor when they are unable to reach a parent/guardian. Once the child's absence has been confirmed, the individual who communicated with the parent/guardian will inform the program staff who shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Note: Parents/guardians are expected to notify the Centre when their child will not be attending daycare. This is helpful with the administration of the Save Arrival Program.

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. 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 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 parent/guardian will be notified by the Supervisor/Assistant Supervisor or designate in charge. The communication will be made by telephone 30 minutes before the Centre closes, if parent/guardian indicated the child was to be pick up by then to advise that the child is still in care.
 - Where parent/guardian cannot be reached, staff will leave a voice mail on the primary parent/guardian's telephone line and an email will be sent. 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.
 - Where the Centre has not heard back from the parent/guardian or authorized individual who was to pick up the child the emergency contact will be notified. If unable to reach the emergency contact once the program closes the procedures for when a child has not been picked up and program is closed will be followed.

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 6:00 pm, staff shall ensure that the child is offered 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 contact authorized individuals 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 pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) at 416-924-4646. 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.