

EAST TORONTO VILLAGE CHILDREN'S CENTRE
43 Kimberley Avenue, Toronto, M4E 2Z4
Telephone: 416-694-1733
www.easttorontovillage.com

Safe Arrival and Dismissal Policy and Procedures

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.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

- East Toronto Village Children's 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(s)/guardian(s) 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 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(s)/guardian(s) and child.
 - o ask the parent(s)/guardian(s) 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(s)/guardian(s) picking up). Where the parent(s)/guardian(s) has indicated that someone other than the child's parent(s)/guardian(s) will be picking up, the staff must confirm that the person is listed on emergency contact list or

where the individual is not listed, ask the parent(s)/guardian(s) 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(s)/guardian(s) has not communicated a change in drop-off (e.g., left a voice message, advised the closing staff at pick-up, sent a message on Storypark, sent an email), the staff in the classroom must:
 - o Inform the management team and they must commence contacting the child's parent(s)/guardian(s) no later than 10am. Staff shall call parent(s)/guardian(s) and ask what time the child will be dropped off. If they don't answer, then the teachers will leave a message. If the parent(s)/guardian(s) hasn't called back in ½, then they will call a second time (leave a message if they don't pick up). If the parent(s)/guardian(s) doesn't call back, then the staff will notify the management team. The management team will then send out an email and wait for a response. If no one responds, then a follow up email/call will be made the next day.
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(s)/guardian(s) or individual that the parent(s)/guardian(s) 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(s)/guardian(s) or authorized individual),
 - o confirm with another staff member that the individual picking up is the child's parent(s)/guardian(s)/authorized individual.
 - o where the above is not possible, ask the parent(s)/guardian(s)/authorized individual for photo identification and confirm the individual's information against the parent(s)/guardian(s)/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(s)/guardian(s) 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 program staff shall contact the parent(s)/guardian(s) via phone call ½ after the time that was provided and advise that the child is still in care and has not been picked up.

- o Where the staff is unable to reach the parent(s)/guardian(s), staff must call again and leave a message for the parent(s)/guardian(s). 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(s)/guardian(s) instructions or leave a voice message to contact the centre.
- o Where the staff has not heard back from the parent(s)/guardian(s) or authorized individual who was to pick up the child the staff shall wait until the program closes at 6pm and then refer to the steps below “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

1. Where a parent(s)/guardian(s) or authorized individual who was supposed to pick up a child from care and has not arrived by 6pm 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(s)/guardian(s) 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(s)/guardian(s) first and then proceed to release the child to the authorized individual.
3. If the staff is unable to reach the parent(s)/guardian(s) or authorized individual who was responsible for picking up the child, the staff shall contact the emergency contact on file which has been authorized by the parent/guardian.
4. Where the staff is unable to reach the parent(s)/guardian(s) 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’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(s)/guardian(s) or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent(s)/guardian(s) 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(s)/guardian(s): A person(s) having lawful custody of a child or a person(s) 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.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Child Care and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual.