

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES			
Section:	PROGRAM DELIVERY	Policy No.	1.3.5
Title:	SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES	Date of Last Revision	December2023
Issue to:	ALL EMPLOYEES, VOLUNTEERS AND MEMBERS OF THE BOARD	Effective Date	January 1 2024
		Annual Review Required	YES
Issued by:	BOARD OF DIRECTORS	Date of Last Review	December21,2023

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

POLICY

1. 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.

2. SCOPE

This Policy applies to all children and families currently enrolled with West Oakville Preschool Centre

3. RESPONSIBILITY

The Employer, in accordance with the procedures set forth in this policy, is responsible for: providing safe guidelines for the arrival and departure of children at WOPC.

4. DEFINITIONS

“Workplace” means any place where business or work-related activities are conducted. It includes, but is not limited to, the physical work premises (e.g. office, classrooms, playrooms, etc.), work-related social functions, work-related travel, and work-related conferences or training sessions.

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 license 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.

PROCEDURE

West Oakville Preschool 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.

West Oakville Preschool 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. Under no circumstances will children be released from care to walk home alone.

Children will only be released to an authorized adult over the age of 18 years old. Staff will only release children from care to the parent/guardian or other authorized adult.

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.

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - a. Greet the parent/guardian and child.
 - b. 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 children's Pick-up list or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - c. Document the change in pick-up procedure in the daily written record.
 - d. 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., sent a message via Lillio, left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - a. Inform the Supervisor or designated supervisor and they must commence contacting the child's parent/guardian no later than 10:00am. Supervisor or designated supervisor will contact the parents via Lillio messaging system.
 - b. If we do not hear back from the parent/guardian by 11:00am, the supervisor or designated supervisor shall contact the parent/guardian by phone. If parent is not able

to reach by phone, or did not reply after voice mail is being left by 12:00pm, the supervisor or designated supervisor will contact the emergency contacts listed on file.

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 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),
 - a. Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - b. Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against parent/guardian/authorized individual's name on the child's file or written authorization.
2. Upon pick up time, parents (or authorized pick up persons) are responsible for coming directly to the child's classroom to pick up their child. It is also the parents' responsibility to get their child(children)dressed and ready to leave with all of their necessary belongings.
3. Once the child is in the parents (or authorized pick up persons) company, the staff will record the child's departure time on the classroom attendance form.

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 at 5:55pm, the program staff shall contact the parent/guardian by phone call, text message, email via Lillio etc.)) and advise that the child is still in care and has not been picked up.
 - a. Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. 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.
 - b. 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 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 has not arrived by 6:00pm, 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 contact the emergency contact 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 6:30pm , the staff shall proceed with contacting Halton Children's Aid Society Office Phone at 905-333-4441. Staff shall follow the CAS's direction with respect to next steps.

Drop off and pick up times must adhere to our working hours at WOPC. (After 7:00 am and before 6:00 pm). If pick up occurs after 6:00 pm, there will be a LATE FEE CHARGE of \$5.00 for the first 5 minutes, whereafter a charge of \$1.00 per minute will be enforced. Staff on site will present the authorized pick up person with a "LATE FEE FORM". This must be filled out and signed by the pick up person. All late fees must be paid in cash to the designated late staff on duty at the time of pick up.

RECORD KEEPING

Personal information pertaining to this policy will be kept in accordance with applicable privacy policies and will be kept for a period of 3 years.

The Drop Off and Pick up Policy will be reviewed on an annual basis, and in the event the legislation pertaining to this policy changes.

APPENDIX A:

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.

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APPENDIX B:

Late pick up form



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