Child Care Centre Safe Arrival and Dismissal Policy

Niagara Region Directly Operated Child Care Centres
APPROVED BY: Director, Children's Services
DATE: January 1, 2024
EFFECTIVE DATE: January 1, 2024
LATEST REVISION:
Authority: Child Care and Early Years Act, 2014: Regulatory Requirements: Ontario Regulation 137/15

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff and students 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

- Niagara Region Child Care Centres 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 permitting the child care centre to release the child to.
- Niagara Region Child Care Centres 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.
- Parents and/or guardians understand that Niagara Region Children's Services recommends that children under sixteen (16) years of age do not pick up children from child care programs. However, if a parent or guardian chooses to have a

child who is under sixteen (16) years of age but thirteen (13) years of age or older to pick up their child, the centre will release the child to the authorized individual. The "Release of child to person under age of 16" form must be completed. The parent/guardian is aware that the Niagara Region Child Care Centre is no longer responsible for that child upon their dismissal. Please note identification is required on pick up (i.e., health card).

- 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:
    - 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 Enrollment Form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
    - document the change in pick-up procedure in the daily written record.
    - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. It is the responsibility of the parent/guardian to inform he child care centre no later than 10am if their child will be absent from child care for any reason. Parents are required to call the child care centre or contact the centre via email. Continued contravention of this policy will result in further follow up from the centre Supervisor and or the Program Manager.
2. 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, Lead RECE or designate who must commence contacting the child's parent/guardian no later than approximately 10 am. However, if child(ren) are expected to arrive after 10am, notification should be made no later than approximately 1 hr after the child's expected

arrival. Staff shall notify the parent(s)/guardian(s) through a phone call, where a voicemail must be left wherever possible; text message or email.

- Ensure that all contact information for parent/guardian(s) found on the child's enrollment form has been exhausted for confirmation of the child's well-being.
- If and or when 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.

3. Where a school age child does not arrive at the child care centre the Supervision Plans & Strategies Port Colborne Regional Child care Centre will be followed.

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 a parent/guardian-authorized individual. 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, written authorization, or verbal confirmation from the parent/guardian.
2. Please refer to Release of a Child Policy for additional information and further steps.

Where a child has not been picked up as expected (before and after centre closes)

- Before Centre Closure: 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 approximately 30 minutes as expected, the staff shall notify the parent(s)/guardian(s) through a phone call where a voicemail must be left, text message or email. Where a response is not received from the parent/guardian the emergency contacts will be contacted and advise that the child is still in care and has not been picked up.
- After Centre Closure: Where the staff unable to reach and or has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall within approximately 30 minutes of centre closure, staff must check voicemail, notify the Supervisor or Designate and Program Manager then proceed to call Family and Children's Services (FACS). Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 10 minutes after centre

closure, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

Niagara Region

Appendix A

Safe Arrival Absentee Tracking Log

Child Care Centre_____

**Absences are to be confirmed starting at approximately 10am or within approximately 1 hr. of expected arrival, if after 10am*

Child's Full Name:	Date of Absence (dd/mm/yyyy)	Parent/Guardian Contacted via: ☐Phone Call/Voicemail ☐Text Message ☐Email	Absence confirmed ☐Yes ☐No Comments:	Staff Signature
Child's Full Name:	Date of Absence (dd/mm/yyyy)	Parent/Guardian Contacted via: ☐Phone Call/Voicemail ☐Text Message ☐Email	Absence confirmed ☐Yes ☐No Comments:	Staff Signature
Child's Full Name:	Date of Absence (dd/mm/yyyy)	Parent/Guardian Contacted via: ☐Phone Call/Voicemail ☐Text Message ☐Email	Absence confirmed ☐Yes ☐No Comments:	Staff Signature
Child's Full Name:	Date of Absence (dd/mm/yyyy)	Parent/Guardian Contacted via: ☐Phone Call/Voicemail ☐Text Message ☐Email	Absence confirmed ☐Yes ☐No Comments:	Staff Signature
Child's Full Name:	Date of Absence (dd/mm/yyyy)	Parent/Guardian Contacted via: ☐Phone Call/Voicemail ☐Text Message ☐Email	Absence confirmed ☐Yes ☐No Comments:	Staff Signature

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