



SAFE ARRIVAL AND SAFE DISMISSAL POLICY

WEST NIPISSING CHILD CARE CORPORATION

POLICY

Purpose

The purpose of this policy is to ensure that child care providers comply with the obligations set out in Ontario Regulation 137/15 in regard to policies and procedures for the safe arrival and return of children in the care of the West Nipissing Child Care Corporation.

This policy and its administrative guidelines will enable staff members, providers, students, and volunteers to clearly understand their roles and responsibilities with respect to the safe arrival and return of children in care. This includes the steps to be taken when a child does not arrive at the daycare or home based service as expected, as well as the steps to be taken to ensure the safe return of the child.

ADMINISTRATIVE GUIDELINES

General

The West Nipissing Child Care Corporation's child care centres or home child care services will ensure that any child receiving child care is only released to the child's parent/guardian or to an individual that the parent/guardian has provided written authorization that the child care centres or home child care may release the child to. They will not release any children from care without supervision.

Where a child does not arrive at the child care centre or home child care service, as expected or is not picked up as expected, staff and providers must follow the safe arrival and dismissal procedures set out below.

Procedures

Receiving a child into a care centre or a home based child care service

1. When welcoming a child into a daycare center or family daycare program, at the time of drop-off, staff members or providers in charge of the program must:
 - welcome the parent/guardian and the child;
 - ask the parent/guardian how the child's evening/morning went, and if there are any changes in the pick-up procedure (i.e. if someone other than the parent/guardian needs to pick up the child). If the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up the child, staff members or providers must confirm that this person is on the emergency contact list. If the person is not on the list, they must ask the parent/guardian for written authorization to pick him/her up;
 - document the change in the child's pick-up procedure in the written daily register.
 - sign the attendance register to confirm that the child is indeed present at the daycare center or home based child care service.



Where a child has not arrived in care as expected at the centre or home child care service

1. When a child fails to arrive at the daycare center or home-based services and the parent/guardian has not communicated a change in the drop-off procedure (e.g., has not left a voicemail message to explain the child's delay, or has not notified the closing staff or outfitter about the pick-up), staff members or providers must:
 - inform the Supervisor or Assistant Supervisor and begin trying to communicate with the child's parent/guardian **by 9:30 am or within 30 minutes of the child's expected arrival time.** Staff members or caregivers should either call the parent/guardian, send an e-mail using the program's communication application, DOJO Class or others. They should continue to try to contact the parent/guardian at least twice if there is no response and leave a message. They must establish contact with an adult to confirm the child's absence.
2. Once the child's absence has been confirmed, the staff or provider shall document the child's absence on the attendance record and fill in any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff or provider who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or to an individual that the parent/guardian has provided written authorization that the child care staff or provider may release the child to.
2. **Where the staff does not know the individual picking up the child, staff or providers must:**
 - confirm with other staff or supervisor 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 the centre or home based child care service closes)

1. Where a parent/guardian has previously communicated with the staff or provider a specific time or timeframe that their child is to be picked up from care and the child has **not** been picked up, the staff member or provider shall proceed with contacting the parent/guardian, by telephone or by text message and advise that the child is still in care and has not been picked up.
2. Where the staff or provider is unable to reach the parent/guardian, staff or provider must call again and leave a message.
3. Where the individual picking up the child is an authorized individual and their contact information is available, the staff or providers shall proceed with contacting the individual to confirm pick-up as per the parent/guardian instructions or leave a voice message to contact the centre or home child care.
4. Where the staff or provider has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff or provider shall:
 - communicate with the Emergency contact,
 - wait until the program closes and then,



- refer to the following procedures:

Where a child has not been picked up and the centre or home 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 closing time**, staff or providers, shall ensure that the child is given a snack and activity, while they wait for pick-up.
2. A staff member, or the provider shall stay with the child, and proceed calling the parent/guardian to advise that the child is still in care and inquire regarding their pick-up time. Where the person picking up the child is an authorized individual, the staff or provider will 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 or providers are unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff or provider will contact the individuals on the Emergency contact list.
4. Where the staff or providers are unable to reach the parent/guardian or any other authorized individual listed on the child's file, **after closing time**, the staff or providers shall proceed with contacting the local Children's Aid Society (CAS) 705-472-0910. Staff or providers shall follow the CAS's direction with respect to the next steps, and inform the supervisor.

Dismissing a child from care without supervision procedures

The home child care provider or 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.

I, _____ (employee, provider, student, volunteer) understand and support the West Nipissing Child Care Corporation's Safe Arrival and Safe Dismissal Policy.

Signature: _____ Date: _____