

HAWTHORNE ON ESSEX DAYCARE

Safe Arrival and Dismissal Policy and Procedures

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Date Policy and Procedures effective: January 1, 2024

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care at Hawthorne-On-Essex Daycare.

This policy will provide parents/guardians, and Hawthorne-On-Essex daycare staff, with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what step to be taken when a child does not arrive at the 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

- Hawthorne-On-Essex Daycare will ensure that any child receiving childcare 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.
- 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.
- Staff will dismiss children into the care of a parent/guardian or authorized only.

Procedures

For Parents: When a child is absent, or care instructions change:

1. When a child will not be attending childcare PARENTS/GUARDIANS must:

- Contact the centre by 10:30a.m. Parents can email the centre at info@hawthornedaycare.ca, message on classroom app (Lillio) or call the room line 416-393-0953 or office line 416-393-9291. **The email or voice message must include:**
- **1) absent child's name 2) date(s) of absence and 3) reason for absence.** Voicemail and email are accessible 24 hours and will be checked daily.
- If there are any changes to the child's pick-up procedure it is the parent/guardian responsibility to communicate this to the childcare staff (i.e., someone other than the parent /guardian picking up).
- Where there are legal custody documents, it is the responsibility of the main caregiver to provide us with a copy of the documents which we will keep on file and follow release of the child/ren accordingly.

For Staff Members: Accepting a child into care.

- 2. 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/do a general well being check.
- Document the change in pick-up procedure in the daily written record if applicable 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 individuals' pick-up authorization form & Emergency contact. If the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., written note)
- Sign the child in on the classroom attendance record.
- By 10:30 a.m. daily the opening RECE/Designate Staff will check Lillio app or the Executive Director or Assistant Supervisor will check centres voicemail/email for absences reported and enter them into the daily communication log book and follow where a child has not arrived in care as expected procedure.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, email or advised the closing staff at pick-up), the RECE in the classroom must:
 - Must commence contacting the child's parent/guardian no later than 10:30a.m. The RECE/Designate must initially email parents or guardian to confirm child's absence, "(Child's name) is absent. Please reply to this email to confirm and state reason for the absence by 12 p.m. today" if no reply to this email to is made by 12p.m. they must contact secondary contact listed on the Child's enrollment form/ pick -up authorization form. Note: where a child regularly gets dropped off later than 11 a.m., parents/guardians will be contacted no later than 12:00 p.m.
 - Since the child's safety is the highest priority and the designated RECE is not able to reach the parents or guardian to confirm the child's absence parents will be reminded of this policy. Should it be reoccurring concern more than two unreported absences. Should there be a third reoccurrence of an unreported absence by the parent/guardian the centre may issue a withdrawal to parents, Toronto Children Services will be informed if applicable.
2. Once the child's absence has been confirmed, RECE/Designate shall document the child's absence on the attendance record and any addition information about the child's absence in the daily written communication book including expected day of return.

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 childcare 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 and document this confirmation in the communication book.
- 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 name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closing time)

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 **closing RECE/Program staff** shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up yet.
- Where the staff is unable to reach the parent/guardian within 30 minutes of initial call or leaving initial voice mail, staff must contact the next individual listed on the individual enrollment form & Authorized pick-ups and inquire if pick-up instructions have changed.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall within an hour of pick-up time frame staff will wait until the centre has closed and follow procedure: Where a child has not been picked up and the centre is closed (read below)

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 15 minutes before closing time, staff shall ensure that the child is given an activity to engage in, while they await their pick-up.
2. Staff will call 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 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 or guardian or authorized individual who was responsible for picking up the child, the staff shall contact the next authorized individuals listed on the authorized pick-up list on enrollment form or emergency contact form kept in Emergency binders found in closest or Emergency bags.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed child's form (e.g., emergency contacts) by 6:15 p.m. the staff shall notify the Executive Director, in the Director's absence they will contact the Designate and proceed with contacting the local Children's Aid Society (CAS) at 416-924-4646 unless otherwise instructed. When calling CAS, Staff shall document worker's name and time of call. Staff will follow the CAS's direction with respect to next steps and document these in the communication logbook, these will include details regarding result of call. Staff must also up Director or Designate via email, text message or phone call as soon as possible regarding when the child was picked up and whom.

5. While the child waits for the staff member, he/she shall be comforted, given a snack, drink (as needed). TDSB Caretaking shall be notified of the late pick-up, if possible, by late staff members by calling head caretaker.

Dismissing a child from care without supervision procedures

1. Where a parent/guardian has provided written authorization for their child to be released from care without supervision **must be 10 years or older**, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care as well as their initials on the attendance record.

