



## *Park Lawn Preschool Inc.*

*Parklawn Preschool\*  
Humber Bay Child Care Centre\*  
PLP Early Learning Centre at St. Mark*

**PLP 106 Safe Arrival and Dismissal**

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## **Safe Arrival and Dismissal Policy and Procedures**

Park Lawn Preschool Inc. is committed to working with families to ensure children's safety during arrival and dismissal times.

### **Purpose**

This policy and the procedures will 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.

### **Policy**

#### **General**

- Park Lawn Preschool Inc. will ensure that any child receiving child care at their child care centres 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.
- Park Lawn Preschool Inc. 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.
- Youth 12 years of age and older may be given consent to act as an escort for younger children. Written consent of the parent or guardian is required of the younger child. The Supervisor/Designate will determine on a case by case basis what are reasonable circumstances, as age is not a guarantee of capability to act as an escort.
- 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.

## Additional Policy Statements

### **Safe Arrival:**

Parents and/or Guardians must escort the child directly into the child care program where one of our staff will receive them and record the child's arrival time in the centre attendance. In circumstances where children are dropped off during outdoor play time or neighbourhood walks, parents/guardians are asked to meet up with their child's group. Due to ratio requirements, we will not be able to accommodate children in other programs if the group is offsite. Parents/guardians are required to contact the child care centre in the event that the child will be dropped off late to programs.

Park Lawn Preschool Inc. staff will ensure that children who attend Kindergarten classes in the school will be escorted safely between the child care program and their Kindergarten classroom.

Park Lawn Preschool Inc. is not responsible for children that walk into the child care program without a parent escort.

### **Safe Departure / Dismissal**

Each child's departure time must be recorded by a Park Lawn Preschool Inc. staff member.

Parents/guardians can provide their School Age child with an Extra-Curricular School Activities Consent Form in which gives their School Age child permission to leave the centre to attend specified activities during specified release and return times.

Parents/guardians are required to contact the child care centre in the event the child is being picked up early from school or is absent. This is particularly important if the child is walking back to the child care program, this will help eliminate any confusion during after-school pick up time.

## 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/guardian and child.
  - o 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's registration form/emergency contact 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 communication).
  - o document the change in pick-up procedure in the daily written record/communication book.
  - 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/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up or emailed the centre), the staff in the classroom must:
  - o inform the Supervisor or Assistant Supervisor or the designate.
    - Kindergarten and School Age Before School Programs - commence contacting the child's parent/guardian as soon as possible.
    - Kindergarten and School Age After School Programs - commence contacting the child's parent/guardian no later than 10 minutes after the schools' instructional day ends.
    - Toddler, Preschool and Full Day Programs (i.e. PA Days) - commence contacting the child's parent/guardian no later than 10:00 am.
  - o contact the parent/guardian via email communication, if the parent/guardian does not respond to the email communication within 30-45 minutes of the time sent then a phone call to the parent/guardian will be made.
  - o contact the child's emergency contact listed in the child's registration form via phone, if the parent/guardian does not respond to the email communication and the initial phone call.
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/communication book.

### **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),
  - o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - o where the above is not possible, ask the parent/guardian/authorized individual for government issued photo identification and confirm the individual's information against the parent/guardian/authorized individual's full name on the registration form/emergency contact information or written authorization.

### **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 time frame that their child is to be picked up from care and the child has not been picked up, the program staff will notify the Supervisor or Assistant Supervisor or designate and will proceed with contacting the the parent/guardian via phone 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/guardian, staff must contact the parent/guardian via phone again and leave a voice message.

- o 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.
- o 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 authorized individuals via phone (authorized individuals are listed in the child's registration form/emergency contact list)

#### **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 by the child care centre's closing time (6:00 pm), the program 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 contacting the parent/guardian via phone 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 via phone the parent/guardian first and then proceed to contacting 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 call authorized individuals/emergency contacts listed on the child's registration form.
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 7:00 pm the staff shall proceed with contacting the local Children's Aid Society (CAS) 416-924-4646 or toll free at 1-866-527-0833. 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/guardian 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/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 licence 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.

### 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.