



Dublin Heights

COMMUNITY CHILD CARE

Safe Arrival and Dismissal

Original Date: Jan. 2024

Purpose

Dublin Heights Community Child Care Inc. considers the safety of all enrolled children a top priority. The purpose of this policy is to help support the safe arrival and dismissal of children receiving care.

The policy will outline to staff, students, and volunteers clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of all children receiving care. This includes steps that must be taken if a child does not arrive to the Centre as expected.

Policy

Staff are to be aware of all children in their respective program, and this includes being aware of any absences. Staff will be notified of any absences that has been made known to management.

Further, all children entering the program are dropped off by authorized individuals, and must be signed in by program staff. Program staff will mark the time the child arrived and who dropped them off. This also applies to releasing children at the end of their day. It is the responsibility of the parent/guardian to notify the Centre if there are changes to their list of authorized individuals that can pick up their child/ren.

At no point are children to be released to unauthorized individuals, and if a parent/guardian cannot be reached then the children will not be released. Similarly, children will not be released unsupervised under any circumstance.

If a child does not arrive to care as expected or is not picked up as expected, staff must follow the procedures listed below.



Procedures

Accepting Children into Child Care

The Centre opens at 7:30 AM. Due to licensing and insurance regulations, children will not be accepted before this time.

When accepting a child into care, program staff must:

- Greet/make contact with the parent/guardian and child. Only after contact has been made will the child be signed in on the attendance.
- Do a quick check of the child and inquire about their day so far. This is also a good opportunity to discuss any possible changes to the child's pick-up procedure. If there is a change, staff will ensure that the individual is listed as an authorized person able to pick-up. If the person is not listed, then staff must get the child's parent/guardian to provide written (such as email) authorization.
- Document this in the program's daily communication log, and also in the main Centre's daily communication log.

Where a Child Has Not Arrived as Expected

In the event a child does not arrive as expected and the parent/guardian has not communicated a change in drop-off/absence, the program staff must:

- Inform Centre management and contact the child's parent/guardian. For Toddler and Preschool programs, the cutoff time is 9:30 AM. For Kindergarten and School-age Afterschool programs, the cutoff time is 3:45 PM.
- Management will contact parent/guardians via phone starting at 10:00 AM for full-day programs and 3:45 PM for afterschool programs. If there is no response, a message will be left indicating that they are calling to inform about their child's unexpected absence.
- Management will call twice, and if a parent/guardian cannot be reached then emergency contacts will be contacted. A voicemail message will be left with information regarding the reason of the call.

Kindergarten and School-age Afterschool Programs

If a child is only enrolled in an afterschool program, program staff must complete the following:

- Take attendance of the children as they arrive
- By 3:45 PM, if a child has not yet arrived and no notice of an absence has been received, the staff must follow a series of checks:
 - Confirm with the communication log in the main daycare



Dublin Heights

COMMUNITY CHILD CARE

- Ask the child's school teacher or classmates
- Contact Dublin Heights Elementary and Middle School's main office to confirm the attendance status of the child. Were they picked up early? Were they absent all day?
- If there is no record of the child being picked up early/absent, then contact Centre management.
- Management will contact the child's parent/guardian
- If a child was in class, but did not arrive to daycare as expected and an alternate arrangement was not made, then that child is considered missing. In this event, the local police department will be called.
- If a child is considered missing, then that is a Serious Occurrence, and the steps outlined in the Serious Occurrence policy are to be followed.

Releasing a Child from Care

Program staff supervising the child at the time of pick-up shall only release the child to child's parent/guardian or authorized individual (such as an emergency contact or someone that the parent/guardian has expressed written authorization).

Where the staff does not know the individual picking up the child, program staff are to:

- Confirm with another staff, or Centre management, that the individual is authorized to pick-up the child.
- Where the above is not possible, ask the individual for photo identification and confirm their individual's identity against the information listed in the child's file/contact information card.
- If the identity cannot be confirmed by the above, then program staff shall not release the child, and will contact the listed parent/guardian to confirm the identity of the individual.
- Children will not be released to individuals under the age of 18, unless the child's parent/guardian provides written notice that they will assume full responsibility and will absolve the Centre from any liability.

In the event a School-aged child will be going home directly after school, whether walking home or with another family, their parent/guardian must provide advanced written notice.

If a Child Has Not Been Picked-up as Expected (Before the Centre Closes)

If a child has not yet been picked-up as expected, i.e. it is later than usual, there has not been communication indicating a change in pick-up, and it is past 5:45 PM,



Dublin Heights

COMMUNITY CHILD CARE

then program staff will contact the parent/guardian via phone and advise that the child is still at the Centre and has not yet been picked-up.

If program staff are unable to reach the parent/guardian, program staff will leave a message indicating that their child is still at the Centre. If a parent/guardian cannot be reached, program staff will contact authorized individuals/emergency contacts.

If a Child Has Not Been Picked-up and the Centre is Closed

Where a child has not been picked-up by the Centre's closing time of 6:00 PM, the child is considered late and the program staff will commence the Late Fee policy. Program staff will provide the child with a snack and activity while they await their pick-up.

A total of two staff are required to stay with the late child, and one must be from that child's respective program. One staff will supervise the child while the second staff will begin contacting the parent/guardian and inform them that their child is still at the Centre, that they are now considered late, and that a late-fee will be charged. Program staff should also inquire an estimated arrival time.

If program staff are unable to reach a parent/guardian, they will contact any authorized individuals and emergency contacts.

If no contact to any of the above can be made by 7:00 PM, then program staff shall proceed with contacting Children's Aid Society (CAS) at (416) 924-4646 and follow their instructions.

The Centre can be contacted at (416) 638-0612 ext.0 or info@dhccc.ca.