
Safe Arrival and Dismissal Policy and Procedures

Purpose

This policy outlines the procedures to ensure the safe arrival and dismissal of children receiving care at Kinder College Early Learning Centre.

The policy provides staff, students, and volunteers with a clear understanding of their responsibilities regarding:

- the safe arrival of children into care
- the safe dismissal of children from care
- steps to follow when a child does not arrive as expected
- steps to follow when a child is not picked up as expected

This policy fulfills the requirements outlined in Ontario Regulation 137/15 under the Child Care and Early Years Act (CCEYA) regarding the safe arrival and dismissal of children in care.

Policy

Kinder College Early Learning Centre will ensure that:

- children are only released to a parent/guardian or an individual authorized in writing by the parent/guardian
- staff verify the identity of individuals picking up children when necessary
- children are not released from care without supervision, unless written authorization has been provided by the parent/guardian and permitted by regulation
- staff follow the procedures outlined in this policy when a child does not arrive as expected or is not picked up as expected

Procedures

Accepting a Child into Care (Arrival)

When accepting a child into care at drop-off, program staff must:

- greet the parent/guardian and child
- receive any important information about the child's well-being
- ask if there are any changes to the child's pick-up arrangements
- ensure the child is signed in through the HiMama attendance system

Where a parent/guardian indicates that someone other than themselves will be picking up the child:

- staff must confirm the individual is listed on the child's authorized pick-up list, or
- the parent/guardian must provide written authorization through HiMama, email, or written note

Any changes to pick-up arrangements must be communicated to the classroom staff and Supervisor.

Where a Child Does Not Arrive as Expected

If a child does not arrive at the centre and the parent/guardian has not communicated an absence:

1. Classroom staff must notify the Site Supervisor.
2. The Supervisor will contact the parent/guardian to confirm the child's absence.
3. If the parent/guardian cannot be reached, staff will attempt to contact the emergency contacts listed in the child's file.
4. Once the absence has been confirmed, staff must record the information in the attendance record and classroom communication log.
5. If the centre cannot confirm the child's absence and there are safety concerns, the Supervisor may contact appropriate authorities as a last resort.

Documentation of Safe Arrival Follow-Up

All attempts to contact parents/guardians regarding a child who has not arrived as expected must be documented in the classroom communication log or daily program record.

The documentation must include:

- the child's name
- the date and time of the follow-up attempt
- the method of contact attempted (phone call, message, email, etc.)
- the result of the contact attempt
- the name or initials of the staff member completing the follow-up

If the absence is confirmed by the parent/guardian, the reason for the absence should also be recorded when provided.

Releasing a Child from Care (Dismissal)

Children will only be released to:

- a parent or guardian, or
- an individual authorized in writing by the parent/guardian.

At pick-up:

- the child must be signed out using the HiMama application
- staff must ensure the child is released directly to the authorized individual
- where staff do not recognize the individual picking up the child, photo identification may be requested

Staff must verify that the individual picking up the child is listed on the authorized pick-up list in the child's file.

If the individual is not authorized:

- staff must not release the child
- staff will contact the Supervisor and the parent/guardian for further direction.

Changes to Pick-Up Arrangements

Parents/guardians must notify the centre in advance if someone other than the usual caregiver will be picking up their child.

Notification may be provided through:

- the HiMama application
- email communication
- direct communication with the Supervisor

If authorization is provided verbally by phone:

- staff may conduct a callback to verify the request before releasing the child.

Responsibility Upon Parent Arrival

Once a parent/guardian arrives at the centre and assumes care of their child, the parent/guardian becomes responsible for supervising their child, including toileting or diaper changes if required.

Late Pick-Up (Before Centre Closing)

If a child has not been picked up at the expected time:

- staff will contact the parent/guardian to confirm pick-up arrangements
- staff may contact the authorized individual listed for pick-up
- if necessary, staff will contact emergency contacts listed in the child's file

Where a Child Has Not Been Picked Up and the Centre Is Closed

Kinder College Early Learning Centre closes at 6:00 PM.

If a child has not been picked up by closing time:

1. Staff will remain with the child while continuing to contact the parent/guardian and authorized individuals.
2. If the parent/guardian or authorized individual cannot be reached, staff will contact the emergency contacts listed in the child's file.
3. If no responsible individual can be reached within a reasonable time after closing, staff will contact the local Children's Aid Society (CAS) and follow their direction.

Roles and Responsibilities

Program Staff

Program staff are responsible for:

- maintaining accurate daily attendance records using HiMama
- verifying authorized individuals at pick-up
- reporting unexpected absences to the Supervisor
- following the safe arrival and dismissal procedures outlined in this policy

Supervisor

The Supervisor is responsible for:

- overseeing the implementation of this policy
- contacting parents/guardians when a child is absent without notice
- ensuring all safe arrival and dismissal procedures are followed

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- escalating situations where a child's absence or late pick-up cannot be confirmed

Definitions

Authorized Individual

A person identified in writing by the parent/guardian as permitted to pick up the child from the centre.

Parent/Guardian

A person having lawful custody of the child or demonstrating a settled intention to treat the child as part of their family.

Licensee

The individual or corporation named on the child care licence issued by the Ministry of Education responsible for the operation of the child care centre.