



Aurora Early Learning Centre Safe Arrival and Dismissal Policy and Procedures

Name of Childcare Centre: Aurora Early Learning Centre

Date Policy and Procedures Established: December 2023

Date Policy and Procedures Updated: January 2, 2024

Policy

General

- Aurora Early Learning Centre will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided authorization the child care centre may release the child to.
- Aurora Early Learning Centre 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.
- 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

Safety is our priority. We ask that you, upon arrival, escort children into their room, make contact with a staff member to ensure that they are under the supervision of the centre's staff. This allows us to welcome your child and record attendance. It also allows parents an opportunity to communicate relevant information regarding the child to the staff. At departure time, we also require families to make contact with staff. This allows staff an opportunity to share significant information regarding the day's events and to record children's departure.

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:
 - greet the parent/guardian and child.
 - Perform the wellness check.
 - 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 childcare centre by 10:00 am, or their expected arrival time, and the parent/guardian has not communicated a change in drop-off, the staff in the classroom must:
 - Phone parent/ guardian to inquire about the child. In the insistance parent/ guardian is unavailable, staff will leave a voicemail message.
 - If no response, the Centre will wait 2 hours and then reach out to other guardians
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.

Releasing a child from care

1. At the time of pick-up, staff shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child,
 - confirm with another staff member 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.

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 timeframe that their child is to be picked up from care and the child has not been picked up by communicated time, the staff shall contact the parent/guardian via telephone and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must leave a message for the parent/ guardian. 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.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under where a child has not been picked up and program is closed.

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 6:00 pm, staff shall ensure that child is supervised at all times while they await their pick-up.
2. staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where staff are unable to reach the parent/ guardian, the staff shall proceed to contact the emergency contacts on the registration package.



3. 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. 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.