Safe Arrival and Dismissal Policy and Procedure

Created: November 21, 2023
Reference: Regulatory Requirements: Ontario Regulation 137/15
Date Approved by the Board of Directors: November 23, 2023, March 26, 2026, May 25, 2026, November 12, 2026
Revision: March 19, 2026

Purpose

This policy and the procedures within 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

- Orde Day Care will ensure that any child receiving care 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 that the child care centre may release the child to.
- Orde Day Care 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.
- **Children must be accompanied into the daycare by an adult at all times. Parents must ensure that they communicate to the staff of their child's arrival upon entering the room/playground.**
- **Children are not to arrive unattended to the full day programs or morning care program for FDK/School age daycare. Failure to adhere to this requirement may lead to withdrawal of your child from our program.**
- 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

- Authorized persons must be thirteen (13) years of age or older to pick up a child from the childcare and must be able to provide the staff on duty picture identification to confirm identity, or their identity is confirmed by another on staff member on duty
- Any changes to the pick-up person must be received in writing to the centre/program room prior to pick up.
- Parents who provide verbal changes to pick up must be instructed to confirm the change in writing to the daycare by a note or email to the staff/supervisor
- The change in pick up of an authorized individual will be documented in the staff room message book if received by the supervisor. Staff are required to check the staff room message book and room daily log at the start of their shift.
- Changes to the authorized pick up of a child must be noted in the daily log of the classroom the child attends
- Any individual listed as parent 1 or 2 listed on the child's emergency sheet cannot be removed unless a court or restraining order is on file
- If no emergency contact is provided on the child's emergency sheet, in the event of an emergency or late pick up and we cannot reach the parent/family member we will then proceed to contact the local children's aid society.

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.
    - 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 emergency contact sheet or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
    - document the change in pick-up procedure in the daily written record.
    - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected in the full day program (INFANT TO PRE AND FDK and SA programs on non instructional days)

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 informed the Supervisor via email), the staff in the classroom must:
    - inform the Supervisor and the staff must commence contacting the child's parent/guardian no later 10:15 a.m. The Supervisor or designate shall email all/both parents /guardians listed on the emergency contact sheet to confirm the child's absence from care if the staff is unable to reach them by telephone.

The script for the parent/guardian email is as follows:

" Please confirm your child's absence from the daycare within the **next 15 minutes** by either responding to this email or calling the centre directly "

Please email absence@ordedaycare.org to inform us of your child's absence for the day or call the centre

@ 416 598 3412 Orde Site

@416 591 0040 Satellite Site

We strongly encourage you to contact the daycare if your child is going to be absent or arriving later than 10:00 a.m."

- If the staff has not heard back from the parent/parents/guardian within 15 minutes of calling the parent, the Supervisor will email the parents.
- If the Supervisor has not heard back from the parent by 10:45 a.m. the child will be considered absent for the day and will be marked accordingly on the room attendance

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

- Parents/guardian must come directly to the classroom/playground at the pick-up time and greet/inform the educators of their arrival
- Educator's will acknowledge the parent's arrival before beginning the transition to home.
- Parents/Guardians are asked to avoid waiting in hallways without making contact with educators
- Parents/Guardians are asked to accompany their child from the classroom/playground
- Children will not be allowed to leave the daycare to attend a school function – this does not apply to afterschool programs where a designated adult receives the child

Verbal Confirmation

To prevent misunderstandings, if a parent or authorized pick up arrives at the centre and is seen by the on-duty educator, the parent /authorized person is responsible for informing the educator that they are not picking up at this time. They must also inform their child that will be returning later to pick them up.

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),
    - confirm with another on duty 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 against the parent/guardian/authorized individual's name on the child's file 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 timeframe that their child is to be picked up from care; if after 30 minutes, the child has not been picked up, the program staff shall contact the parent/guardian by phone 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 inform the Supervisor, who will email 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 p.m., 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 calling 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 and then proceed to contact the authorized individuals 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 contact the emergency back up individuals on the child's emergency sheet.
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 6:30 p.m. 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. If CAS does not answer the call, the staff are directed to call 911 and report a child not picked up from childcare.

Intoxicated Pick up Parent/Authorized Individual

If a parent/guardian or authorized person for pick up appears to be intoxicated or under the influence of medication, alcohol or drugs when they arrive to pick up a child, educators will request that the person

call a family member or friend to come get them and the child. The educator will request that the parent remain at the centre until the individual arrives.

If the person does not observe this request, the educator will call the Police. The Children's Aid Society will be contacted if deemed necessary.

Additional Procedures

Before and After School Programs

- Families are required to notify the daycare if their child will be absent, arriving later than scheduled or being picked up directly from school All absences or late arrival notification mu be submitted by email to absence@ordedaycare.org by 2:30 p.m.

- Should a school age or fdk child not arrive to the lunch **or after school program** but is expected, or their absence has not been confirmed by another adult, the staff will compile a list of children who are absent and provide this to the Supervisor/Designate upon the attendance completion for the lunch/afterschool program.

- The Supervisor will immediately check with the school office to confirm the child's absence from school that day.

- If the child is absence is confirmed by an office staff, the Supervisor will inform the educators

- The Supervisor will contact the parent/guardian via phone/ email to request that that the parent inform the daycare of their child' absence in future.

- If the child was present at school but did not arrive at the daycare, the Supervisor will check the yard /classroom teacher and any other afterschool programs to inquire of the child's whereabouts.

- If the child cannot be found in the yard/classroom/other afterschool program, the Supervisor will call the child's parents immediately and inform them that their child did not arrive at the childcare.

- If the parent cannot be contacted via phone and a message cannot be left, the Supervisor will send the parent/guardian an email to inform them to contact the centre immediately.

- If the child absence cannot be confirmed or the parent/guardian is not aware of the child's whereabouts, the Supervisor will call 911.

- The Supervisor/Designate will ask all available staff to check inside and outside the school premise for the child.

- Once children have been signed into the program and are under the supervision of our educators, they will not be released except to a parent/guardian or authorized pick-up person

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.

Supervisor/Designate The individual responsible for overseeing the day-to-day operations of the childcare centre

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.

Policy Review:

This policy and procedure will be reviewed and signed off by all employees before commencing employment, annually, and at any time changes are made.

I acknowledge receipt of Orde Day Care's **Safe Arrival and Dismissal Policy and Procedure**

I understand it is my responsibility to read, understand, and comply with the **Safe Arrival and Dismissal Policy and Procedure.** I understand that if I have questions, at any time, regarding the policy and procedure**,** I will consult with my immediate supervisor.

Please read the **Safe Arrival and Dismissal Policy and Procedure** carefully to ensure that you understand the policy before signing this document

Staff Name:	Supervisor Name:
Staff Signature:	Supervisor Signature:
Date:	Date:

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.