SECTION:	Other
POLICY:	Safe Arrival and Dismissal Policy and Procedures
POLICY NUMBER:	5.6
EFFECTIVE DATE:	October 7, 2026
REPLACES:	May 22 2025

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 center 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

- Social Enterprise for Canada (SEC) will ensure that any child receiving child 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 the child care centre may release the child to.
- Social Enterprise for Canada (SEC) 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.

Procedures

<u>Accepting a child into care</u>

1. Upon arrival at the center, children must be escorted (by Parent or Guardian) into their classroom to a staff member. The staff will then mark your child as present on the attendance form. Program staff will;
    - greet the parent/guardian and child.
    - During drop off if 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 authorized pick up list on the child's emergency card 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

Before School Arrival Procedures:

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), the staff in the classroom must:
    a. Mark the child as absent on the attendance and document it in the communication log book. At the end of morning program the staff will give a list to the school office to inform them of absent children from program (without prior communication) and the school will follow the safe arrivals school policy in place. No Additional steps will be taken as the school will follow their protocols on safe arrivals.
2. On non-instructional days, when a school-aged child scheduled for full-day care does not arrive, the educator must:
    a. inform the supervisor/designate and begin contacting the child's parent/guardian by 10:00 a.m. Educators will attempt to reach the parent/guardian by phone, leaving a detailed message if necessary.
    b. If no response is received within 30 minutes, by 10:30 a.m., an email will be sent to notify the parent/guardian of the child's absence.
    c. If no contact is made by 11:00 a.m., a second phone call will be made as a follow-up.If the supervisor /designate/Educator are unable to confirm a child's absence as per the procedure above, they are to contact the child's emergency contact to assist in reaching the parent/guardian.
    d. Once the child's absence has been confirmed by the parent, the Educator shall document the child's absence on the attendance record and any additional information about the child's absence in the communication books.
    e. If the staff have not received a response from the parent/guardian or authorized individual scheduled to drop off the child by 12:00 p.m., they will notify the licensee and/or childcare manager to assess whether, and when, it is appropriate to contact the Children's Aid Society and/or York Regional Police.

After School Arrival Procedures:

1. Before afternoon program begins, program staff or supervisor will check with the school office of any absent children from the day that relates to childcare where parents/guardians have confirmed child absence.
2. Where a parent/guardian has not informed the school office or program and the child does not arrive in the afterschool program as expected,
    a. program staff must inform the supervisor/designate as soon as afternoon attendance is done and they must commence contacting the child's parent/guardian right away.

b. The program supervisor/designate will call parent/guardian or send text message, the supervisor must make contact with an adult to confirm absence.

c. If contact with a parent/guardian is not made in 15 minutes of the initial call the program supervisor/designate will contact the names on the emergency contact list. If after that there is no contact children's aid or police may be contacted

d. 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. 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 childcare may release the child to.
2. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), staff will:
    a. confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
    b. 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 and the child has not been picked up the program staff or supervisor will contact parent/guardian through phone call and/or text message 15mins after the missed pick up time and advise that the child is still in care and has not been picked up.

Or

2. Where a parent/guardian has not communicated with the staff and the child has not been picked up when the centre is closed, the program staff or supervisor will contact parent/guardian through phone call or text message 15mins after the end of program and advise that the child is still in care and has not been picked up.
    a. Where the staff is unable to reach the parent/guardian, staff must call and/or text and leave a message. 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.
    b. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child by 6:45pm the staff may contact the Children's Aid Society and/or York Regional Police

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