

THE CANDY FACTORY DAY CARE

1411 Bloor Street West, Toronto Ontario, M6P 3L4 Tel: 416 537-3682 email: info@candyfactorydaycare.com



Safe Arrival and Dismissal Policy and Procedures

Name Of Child Care Centre: **Candy Factory Day Care**

Date Policy and Procedures Established: **December 1st, 2023**

Date Policy and Procedures updated: Jan 2, 2024

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.

Policy

General

- **Candy Factory Day Care** 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 for the child care centre to release their child to.
- **Candy Factory 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.
- 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.
- An individual picking up a child must be a minimum of 16 years of age.

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 profile in Lilio {Formerly High Mama} or in the child's file. Where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing {eg: an email, a note, or a message through Lilio system} .
 - Document the change in pick-up procedure in the daily written record.

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- Sign the child in on the classroom attendance record and Lilio System.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare 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:
 - o Check in with the absent child's parents/guardian, by sending an email through the Lilio System at 10:30 am. Staff will inform the supervisor or designate immediately should the Lilio system fail to send out a message to the child's family. If parent/guardian does not respond to Lilio message, staff will then attempt to contact the parent/guardian at 11:30am through their personal or work phone numbers.
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. 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),
 - o Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - o 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 the 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 6:00pm, the closing staff shall contact the parent/guardian and advise that the child is still in care and has not been picked up.
 - o Where the staff is unable to reach the parent/guardian, staff must call and send a message using the Lilio app to the child's Parents/guardian email. Where the staff has not heard back from the parent/guardian the staff shall inform the supervisor or designate that the child has not been picked up and move to next section 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 6:15pm staff shall ensure that the child is given a snack and provide an 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.
3. Where the staff is unable to reach the parent/guardian 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.