



SECTION: Operations
SUBJECT: Safe Arrival and Dismissal Policy

Issued: January 2024
Revised: September 2024

Scope

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

Children may only be released from a PLASP program:

to authorized adults or individuals specified by a parent/guardian or on their child's *Registration Confirmation Form*, or in accordance with a parent/guardian's *Dismissal Authorization Form* that provided written authorization to release their child in grade 4, 5 and 6 from a PLASP program at a specified time without supervision. Exemptions may be made on a case-by-case basis for children in grade 1, 2 or 3 to participate in extra-curricular programs offered by the school. Approval must be granted by PLASP, in accordance with a parent/guardian's *Exception to Dismissal Request Form*.

All children must be dismissed under the supervision of a parent/guardian or an authorized adult/individual **13 years of age or older**. Authorized adults must be prepared to show photo I.D.

Procedures

ELCCC Expected Absences

Parents/guardians are required to call the centre's phone number directly to leave a voicemail message before 10:00 a.m. to report an expected absence from an (ELCCC). ELCCC families are not required to call the school.

Staff will record the reported absence on the attendance record once received.

ELCCC Absence Monitoring:

Prior to the centre opens staff will:

1. Check the program's voicemail, email, and the daily log sheets for any messages regarding absences.

If an infant/toddler/preschool child has **not arrived** at the program as expected:

1. Staff will attempt to contact the parents/guardians with the provided contact information that morning.
2. If there is no answer, staff will provide a message identifying:
 - a. the name of the child
 - b. the program
 - c. the date and time and
 - d. the reason for the message
3. Staff will document the message details **in the follow up comment section in the attendance app.**
4. Staff will record the absence on the attendance record.

Kindergarten/School Age Expected Absences:

Parents/guardians are required to call the phone extension for your child's Kindergarten/School age program location to report an expected absence before the start of program. Kindergarten and School age families are required to call the school separately to report an absence.

Staff will record the reported absence on the attendance record once received.

Kindergarten/School Age Absence Monitoring:

Prior to the program beginning each program component staff will:

1. Check the program's voicemail, email, and the daily log sheet for any messages regarding an absence.

If a kindergarten/school aged child has **not arrived** at the program as expected:

1. Staff will attempt to contact the kindergarten/school age parent/guardian as soon as possible at the contact information provided.
2. Check the school office and teacher, to confirm if any PLASP children were dismissed early from the school (if the unexpected absence is after school).
3. Staff will document the time, date and reason for the message **in the follow up comment section in the attendance app.**

(Ex. _____ called. Absence confirmed. **OR** _____ Called. Left Absence Voicemail **OR** _____ Called. No Answer/ voicemail available.)

4. Staff will contact their Area Manager/designate to escalate as appropriate, if unavailable contact the Support Services Duty Line.
5. Staff will record the absence on the attendance record.

In the event a child is determined to be missing, staff are required to refer to the *Serious Occurrence Policy and Procedure*.

Unsupervised Dismissal

Children are not permitted to be dismissed from a PLASP program unsupervised.

School age children in grades 4, 5 and 6 are permitted to be dismissed from a PLASP program unsupervised and or participate in extra-curricular activities offered by the school, once a parent/guardian has completed and signed a *Dismissal Authorization Form*.

Dismissal Authorization Forms must be completed and signed by a parent/guardian before a child in grades 4, 5 and 6 is dismissed from a PLASP program.

Staff will check that all children with *Dismissal Authorization Forms* have left before the program ends at 6:00pm.

Unsupervised dismissals are subject to PLASP Child Care Services discretion.

Extra-Curricular Dismissal Requests

Extra-curricular dismissals for grades 4, 5, and 6 are permitted once a parent/guardian completes and signs a Dismissal Authorization Form.

Exemptions may be made on a case-by-case basis for children in grade 1, 2 or 3 to arrive or be dismissed unsupervised to the PLASP program at a specified time to order to participate in extra-curricular programs offered by the school.

Parents/guardians submit a completed and signed *Exemption to Dismissal Request Form*.

Requests will be reviewed and must be approved by PLASP.

Once reviewed and approved by PLASP a child may participate in the extra-curricular activity in accordance with *Exemption to Dismissal Request Form*.

Expected Late

Parents/guardians are required to arrange for an alternate authorized adult/individual to pick up if they are going to be late. Parents/Guardians can also notify their child's program of an expected late.

Late Departure Procedure

Prior to the ELCCC, Kindergarten or school age program ending:

1. Staff will check the program's voicemail, and email for any messages regarding a late departure or alternate authorized adult or individual.

If a child has not departed the program **by 6:00pm**:

1. Staff will call the parent/guardians at the provided contact numbers at **6:00pm**.
2. If there is still no answer, staff will call an emergency contact.
4. Staff will document the time and date of the call **in the follow up comment section in the attendance app**.
5. Staff will supervise the child until they are picked up by the parent/guardian or an emergency contact.
6. Staff will record the time of departure on the attendance record immediately when the child is picked up.
7. Staff will have parent/guardian sign a *late departure record* if a child departs the program **after 6:00pm** and file the document in the child's registration.
8. Staff will contact their Area Manager if a child has not been picked up and no contact has been made with a parent/guardian or emergency contact.
9. Area Manager to escalate as appropriate.

Parents/guardians will be required to sign a *Late Departure Record* for each child and each late pick up. A *Late Departure Notice* will be issued to parents/guardians after the 3rd late within a year.