



Safe Arrival/Departure Policy

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

Paragraph 5 of subsection 72 (1) of the Regulation is revoked and the following substituted:

5. *The names of persons to whom the child may be released and, if applicable, a copy of any written permission signed by a parent of the child permitting the child to be released from the program at a specified time on their own, without supervision.*

Safe Arrival of Children (ALL children, ALL programs)

If a scheduled child does not arrive at their Before School Program, Full Day Child Care program, or Home Child Care Program, the following steps will be taken:

1. The supervisor (or designate) will call the parent to ask where the child is.
2. In order to ensure that there is a written record of the call, the time of call will be recorded on the Attendance Sheet or Log Book in the appropriate column. (see appendix A for examples)
3. The first call will be made in the early morning (i.e. 9:00 am); if the parent does not answer the phone call, the supervisor will leave a message asking the parent to return the call.
4. If the supervisor has still not made contact with the parent by late morning, (i.e. 11:00 am), a second attempt will be made to contact the parent.
5. If a half hour later the parent has still not contacted the child care centre, the supervisor will attempt to contact the second emergency contact to inquire about the child's absence.

It is the Responsibility of the Supervisor of the child care centre to ensure that Safe Arrival Wellness Check calls are being made. If the supervisor is not available (i.e. they are on vacation, ill, or away from the centre) they will be responsible to assign a designate person to make these phone calls.

A parent can request a later safe arrival call; these requests must be provided in writing from the parent and given to the supervisor.



Safe Arrival of Children (From School)

It is the responsibility of the child's parent to arrange for transportation to and from school to child care. We ask families to provide a written release (**Consent for Transportation of Children (by bus or taxi)**) containing the information of the bus line and approximate time of arrival and/or departure.

Please note that it is the expectation of school boards that children attend the school located within the zone of their residence or the address where a student is picked-up and dropped-off on a daily basis.

Families who have registered their child(ren) or who wish to register their child(ren) to attend an out of zone school are required to complete an optional zone form that can be obtained from the out of school zone, however, transportation is not guaranteed. This must be taken into consideration before accepting school-age children into care.

Important guidelines for the safety of children upon arrival to our child care programs:

- YMCA staff will escort your child to and from the bus into the YMCA program;
- If in a school where we have a YMCA program, our staff will greet the school-age children into our program. All JK/SK children are escorted by either our child care staff or a school official (and then signed-in by our YMCA staff).
- If the parent has made arrangements for the child to be **transported to and from school via taxi**, the taxi driver must consistently be the same person and must be listed as an authorized pick-up person for your child; and
- Child care staff sign in children immediately upon arrival.

Steps to follow when a child does **not** arrive from school to our YMCA school-age program:

1. Child care staff is to check if there were phone messages regarding the child's absence.
2. If no messages were received, verify with the child's school to determine if the child has been reported absent and note this on the attendance list (sign-in and out sheet). If the child was reported absent for school, there is no need to worry about them.
3. If the child was **not** reported absent, contact the bus or taxi company to determine whether they are delayed.
4. If bus or taxi company are not delayed or cannot confirm the child's whereabouts, contact the parent to inquire about the child's absence (Parent 1 first. If not successful, Parent 2); leave a message, if necessary.

Steps to follow if a parent cannot be contacted to confirm their child's whereabouts:

1. If unable to speak with any parent, staff will then attempt to contact the emergency contacts (1, 2, then 3) to ask for their assistance in locating the parent of the child or the child.
2. If unable to reach any parent or emergency contact person, the supervisor is to inform the Manager and, **within 15 minutes** of not hearing from anyone about the child's whereabouts, the next step is initiating the YMCA emergency procedure, which is contacting the police (911) and/or Children's Aid Society (C.A.S.).
3. A final attempt is made to contact the parent; leaving a message, when possible, about having to contact the police and/or C.A.S. with the time and date.
4. Staff are to document in their log book the attempts to contact including the date, time and person called and the outcome.
5. Additional safety measures per location may be developed unique to that centre.



Safe Arrival of Children: Walking Unaccompanied (Consent to Release for Walking Children)

If a parent requests that their child walk from the YMCA to their school or from school to the YMCA, it is the responsibility of the parent(s) of the child to reinforce the appropriate safety rules. The YMCA strongly encourages supervision of children 12 and under at all times and we will not consider this situation for a child that is under the age of 10. If the family is persistent, we will consult with our VP, local MOE Program Advisor and C.A.S. if deemed a Child Protection concern.

Parent(s) wishing their child to walk to school or from school must complete a **Consent To Release for Walking Children**, acknowledging their roles and responsibilities, and that of the YMCA.

In the event a child that is approved to walk does not arrive at the YMCA program **within 15 minutes** of the agreed upon time, following the direction of the supervisor, the YMCA staff shall follow the YMCA's emergency procedure as noted below:

1. If no message was received by the parent, contact the school to determine whether the child was present or absent.
 - i. If they were absent, no other contacts are required.
 - ii. If they were present and did not yet arrive and the school cannot confirm the child's whereabouts, contact the parent to inquire about the child's absence (Parent 1, if not successful, then Parent 2); leave a message if unable to speak with them.
2. If parent is unavailable or you could not reach them, you would then contact emergency contacts (1, then 2, then 3).
3. If unable to reach any parent or emergency contact person, the supervisor is to inform the Manager and, **within 15 minutes** of not hearing from anyone about the child's whereabouts, the next step is initiating the YMCA emergency procedure, which is contacting the police (911) and/or Children's Aid Society (C.A.S.).
4. A final attempt is made to contact the parent; leaving a message, when possible, about having to contact the police and/or C.A.S. with the time and date.
5. Staff are to document in their log book the attempts to contact including the date, time and person called and the outcome.
6. Additional safety measures per location may be developed unique to that centre.

Important for families to understand:

The YMCA is **not responsible** for children **until they arrive** (signed-in by a YMCA Staff Member) at the YMCA program or **after they leave** (signed-out by a YMCA Staff Member) the YMCA program.



Safe Departure of Children: Activities During YMCA Program (Consent to Release to Supporting Agencies)

There may be circumstances where School Age Children will be participating in extra-curricular, school-sanctioned activities such as sports and/or music lessons, or will be receiving additional support from third-party agencies such as Child and Community Resources, NEOKids, or others, during YMCA Program hours.

Parent(s) wishing their child to participate in these activities must complete a **Consent To Release to Supporting Agencies**, acknowledging their role and responsibility, and that of the YMCA. This form will contain all pertinent information, such as the name of the person to whom the child will be released, the dates that the activity will start and end, the dates and times of release, and the time of return to the YMCA program.

Educators will sign the child in and out for these events on the Attendance and/or in the Log Book.

Safe Departure of Children (Authorized Pick-ups)

Staff need to ensure that the parent identifies the individuals and provides contact information for whom their child may be released to on the child care centre registration form.

Staff are to ensure parents provide phone numbers where they can be contacted during the program hours and emergency contact information should the parent not be able to be contacted on the child care centre registration form.

Staff are to document in the Centre Log/Message Book the attempts to contact including the date, time and person called and the outcome.

Staff are to advise parents that under no circumstances will children be released to unauthorized individuals (not on the “authorized pick-up list”) until verbal or written consent is obtained directly from the parent.

Ensure parents are aware that authorized individuals will be required to show photo ID when picking up children and ask them to inform the authorized person of the same.

Staff are required to call the parent to get consent in the event that an adult arrives to pick up a child without prior authorization. During this time, the child will be kept with a staff and not left with the individual. Explain to the individual that you have no authorization to release the child. The child will not be released until consent is verified.

Call 911 if a conflict develops and inform the supervisor or Manager immediately.

Transportation of Children by Staff

YMCA staff, students, and/or volunteers do **not** transport YMCA Registered children, other YMCA volunteers, or staff due to insurance liability.