



DOC REF: QP-001

REV/ISSUE: 00/01

DATE: Sep 1, 2025

Policy & Procedure: Safe Arrival and Dismissal

Date Policy and Procedures Established: September 1, 2025

Date Policy and Procedures Updated: -

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 direction as to what steps are to be taken when a child does not arrive as expected, as well as procedures to follow to ensure the safe arrival and 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

- CedarBrook Montessori School will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release to.
- CedarBrook Montessori School will only dismiss children into the care of their parents/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 procedure set out below

Procedures

Accepting a child into care

When accepting a child into care at the time of drop-off program staff in the room must

- a) Greet the parent/guardian of a child
- b) 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)



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pick up). Where the parent/guardian has indicated that someone other than the parent/guardian will be picking up, the staff must confirm that the person is listed on authorised pick up list found in the enrollment package or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up procedure in daily written record.

- c) Document the change in pick-up procedure in the daily written record.
- d) Sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a message via Lilio or voice message or advised the closing staff at pick-up the previous day), the staff in the classroom must.
 - Inform the supervisor and all classroom staff and they must commence contacting the child's parent/guardian no later than 09:30 am. Supervisor/Staff shall send child's parent/guardian a message via Lilio. If there is no response within 30 minutes, then supervisor/staff must contact parents/guardian again via telephone. Supervisor/Staff must continue to contact till an adult is reached.
 - Supervisor, Assistant director, director, licensee should be notified for further guidance if school was not able to confirm child's absence from care
2. Once the child's absence has been confirmed, Supervisor/program staff shall document the child's absence on the attendance record on Lilio app and any additional information about the child's absence in the daily communication logbook.

Releasing a child from care

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 be released to.

Where the staff does not know the individual picking up the child (i.e., child parent/guardian or authorized individual)

1. Confirm with another staff member that the individual picking up the child is child's parent/guardian/authorized individual
2. 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 enrollment form on written authorization.



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Where a child has not been picked up as expected (before center closes)

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 by 04:30 PM pick up for children without extended care and 06:00 PM for children with extended care. The staff/supervisor shall contact the parent/guardian via the Lilio app or telephone 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 again and leave a message for 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.
- b) Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall contact emergency contact and contact supervisor. 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 center 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 awaiting their pick-up time. In the case where the person picking up the child is an authorized individual; staff shall contact the parent/guardian first and then proceed to contact the authorized individual 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, the staff shall contact the authorized individual listed on the child's file. Staff shall also call and notify the supervisor/assistant director/director.
4. Where the staff is unable to reach the parent/guardian or any other authorized individuals listed on the child's file (e.g., parent/guardian, authorized pick-up, the emergency contact) by 7:00 p.m., the staff shall proceed with contacting the local Children's Aid Society (CAS) (905) 433-1551. Staff shall follow the CAS's direction with respect to next steps.



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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 childcare 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 home childcare 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.

