

Parents in the **morning program** must inform the centre no later than **9:45 am** to report an absence or late arrival. Parents in the **afternoon program** must inform the centre **no later than 1:00 pm** to report an absence or late arrival. Confirmed absences must be documented by staff in the Daily Written Log.

Parents notify the centre by:

- 1) informing staff in-person
- 2) calling the centre, leaving a voice message if there is no answer **(226-806-5552)**

If parents do not inform the centre, we will begin by calling parents/guardians at **10:00 am (AM program) and 1:15 (PM program)**. If we are not able to speak with a parent/guardian directly, we will then call emergency contacts on file for the child.

## Dropping off

- Children must be accompanied to the classroom or playground by a parent or guardian.
- Upon arrival, the educator will sign the child in by recording the time of arrival to the program in the daily attendance.
- The staff member will speak with the parent as to child's well-being that day and will do a quick, visual head to toe check of child, this information is used to note the child's condition in the health check area of the daily attendance. Children who exhibit fever, rashes, heavy colds, and diarrhea or appear too unable to participate in the program will not be admitted to the program.
- Any additional notes about health or changes to pick up are entered in the Daily Written Log.
- Once these steps are completed parents may leave.

## Departure and Release from Program

- At pick up time, a parent/guardian must make sure an educator knows they have arrived to pick up their child and the educator must record the departure time of each child.
- Children will not be released to anyone who is not listed on the on the child's registration form or written consent from parent. The individual must have photo identification when picking up the first time, or when an educator is unfamiliar with the person picking up.

- If a situation occurs where the educators are not aware of the person who is picking up a child, the parent(s) will be contacted immediately to confirm consent before the child is released.

### **For non-LINC families only:**

If a parent arranges to have another adult pick up their child, they must provide notice in writing. Parents do this by adding an authorized person to the child registration form or filling out a consent to release form, when this is not possible an email will be accepted. Staff will document any changes in the pick-up procedure, communicated by parents in the Daily Written Log.

### **Where a child has not been picked up as expected**

Due to Ministry licensing, children's attendance at Spots for Tots cannot exceed 6 hours/day. We request that parents promptly pick up their child at **11:40 am** for lunch break and/or **3:25 pm** for afternoon closing.

- When a child is not picked up as expected, at either **3:10 pm** (LINC families) or **3:45 pm** for other families we will begin calling parents /emergency contacts, or LINC classroom.
- Where the staff is unable to reach the parent/guardian, staff must call again and leave a message, if possible.
- Where the individual picking up the child is an authorized individual and their contact information is available, 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.
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file by **4:00 pm** and there has been no communication from the parents or other contacts, the staff will contact Family and Children's Services at 519-576-0540.
- Under no circumstances will children be released from care to walk home alone.