

Runnymede Adventure Club Policies and Procedures
From the RAC Parent/Family Handbook
Current to 2024-01-15

Safe Arrival Policy

Every child enters RAC each day with their parent/guardian of 14 years or older.

No child is to arrive alone, regardless of their age. RAC is not responsible for a child until he/she is signed into the Centre once a parent/guardian has dropped off a child/ren and acknowledges a RAC staff OR the doorbell is rung at the School Age Opening Room, Door #6D, and staff promptly sign children into their care by noting the time of arrival. Any relevant information about the child that day including: special pick-up information, wellness information can be emailed to the Centre (preferred) or given to the RAC Staff at time of drop off.

Safe Arrival during Full Childcare Days – ie. March Break, PA Days and Summer

The safe arrival policy described above applies and additionally:

Please ensure your child/ren arrives to RAC by 10:00am on all full childcare days.

If the child/ren will be arriving past 10:00am, parents must contact (email or call) the Centre to inform staff of their child/ren's late arrival.

If the RAC Staff have not heard from a family by 10am, they are to let their supervisor know, and the Supervisor will call or email the parents/guardian of each child that is not yet in care. If the parents are unable to be reached within 15 minutes, the Supervisor will call other Emergency contacts that are listed on the *Emergency Contact Form*.

Early arrival may be required for field trips or special events. Please note that late arrival for a field trip may result in your child/ren not permitted to attend the trip.

Safe Departure Policy

(a) Children must be picked up no later than 6:00pm on school instructional days. For PA Days and Summer Program, etc. children must be picked up by 5:00pm. The parent/guardian is responsible for their child/ren upon entering their child/ren's RAC room/school yard at the time of pick-up.

(b) Parents/guardian are required to acknowledge a RAC Staff to let the staff know they are picking up their child/ren. At that time, a RAC Staff person will sign the child/ren out on the attendance sheet with the time the child is leaving and their initials underneath.

(c) If your child/ren is picked up before 3pm on school days, please notify RAC by email (preferred) or leave a message on the RAC answering machine (available 24 hours a day).

(d) The RAC Staff are required to follow this policy strictly: Children will **only** be permitted to leave the Centre with their parent unless their parent/guardian has stated otherwise. Staff will not allow a child to leave the Centre with another person, except under the following circumstances:

- (i) the signed *Emergency Contact Form* authorizes pick-up by named persons;
- (ii) written authorization by the custodial parent/s which permits the release of the child to a named person is given to RAC staff. The staff will then check photo ID of the pick-up person and fill out a *Child Release Form*;
- (iii) a copy of a court order or written separation agreement which permits the release of the child to another person is provided to the Centre and is on file.

(e) RAC Children cannot be picked up by anyone younger than fourteen years of age. When a teenager does pick-up, we require written authorization provided by the parent.

(f) Written authorizations must include the child's name and the times and the dates that the authorization covers.

Emergency Procedure for Late Pick-Up

In the event that a child is not picked up by a parent/guardian or authorized person by 6:00pm (or posted closing time), and the parent has not contacted the Centre, the staff on duty will:

- (i) Reassure the child/ren and offer a snack and an activity;
- (ii) Check RAC's answering machine for any messages;
- (iii) Call the parent/authorized person at all cell, work, and home phone numbers listed on the *Emergency Contact Form*;
- (iv) If the parent/authorized person cannot be reached, they will be called continuously until 6:15pm and then the staff will telephone all the Emergency Contact Persons listed;
- (v) If no one on the *Emergency Contact Form* can be reached, the staff will notify the Supervisor;
- (vi) If a child is not picked up 45-60 minutes after the Centre has closed, and no contact is made with anyone, the staff will call the Child Protection Agency, i.e. Children's Aid Society. **Please note that late fees will apply.**

When Your Child Does Not Arrive as Expected at Lunch And/or After School

(a) Let RAC staff know if your child will not be attending the program on a particular day or if they will be late, i.e. if they are attending a school field trip or an after-school activity. This can be done by telling a staff member, sending an email (preferred) or leaving a message on the RAC answering machine (available 24 hours).

(b) When a child does not arrive (without prior notice from a parent) as expected, one or possibly two staff are taken out of regular programming to conduct the search. If a child has not arrived at lunch or after school, the staff begin an extensive search of the school, beginning with your child's school classroom teacher, the school office and a phone call to your home and/or office and/or cell phone. If a child cannot be located within the extensive search time of 30-45mins., the police are contacted and your child is reported missing!

Change of Address/Phone Numbers/Email Addresses

Notify RAC **as soon as possible** when there are any changes to addresses, phone numbers, names of contacts or other information on the *Emergency Contact Form*. The staff rely on the information on this *Form* when there is an emergency.