



Drop in Child Care

## **Drop off & Pick up Policy**

### **Dropping off:**

When dropping off your child you will be asked if any contact information has been changed; so we may then change it in our system. You will be asked if you have your cell phone, or will be at a phone where you may be reached in case of an emergency situation. If you do not have a number where you can be reached, you will be issued a pager. You will be asked who will be picking up your child; if it is anyone other than yourself, there is a place on the sign in sheet to write that persons name. Your child will be issued a cubby in which all belongings will be stored until your return. We will print labels for your child and you will sign verifying all contact and other information is correct.

### **Picking up:**

You will be charged at the time of pick up, our system actually charges by the minute, so you don't have to worry about being back exactly on the hour. If you have written someone else in to pick up your child be sure they bring their photo ID. If it happens that neither you nor the person you have written in to pick up can make it; you may utilize the family code word. You simply call Maui PlayCare and let them know the situation, we will then call you on the contact number you have left us for the day to verify the information. When the person you state comes in to pick up your child, we will need photo ID and they will need to know the family code word you wrote down on your enrollment papers.

Maui PlayCare will charge a late fee for every minute the child stays past closing.

Release records are kept for 6 months. Video of the center are kept for up to 1 year.

If there is a person who may never pick up your child, please indicate that on your enrollment papers.

All enrollment information is kept in our database until it is updated.

### **Emergency Pick up Policy:**

In the event that a child is not picked up by closing, staff shall use all contact information in attempting to arrange for the earliest possible pick-up of any child remaining at Maui PlayCare. Staff shall attempt to contact the Director and or Owner in the event that parents are unreachable and an alternate pick up may be arranged. If we have not had phone contact with a parent by 15 minutes after closing, we will begin calling emergency contacts. If a child is released to an emergency contact, the information will be left on the parent answering machine whenever possible, and the information will also be left on the front door of the center.

If a child has not been picked up by one hour after Maui PlayCare closing time or notification of emergency evacuation, and all attempts to reach parents/guardians have been unsuccessful, staff shall call the police for the jurisdiction in which the child lives and request that they assist in locating a responsible adult to pick up the child. If the police are unable to contact an adult for pick up, Maui PlayCare will immediately call Child Protective Services for the jurisdiction in which the child lives and request that they arrange to have the child picked up as soon as possible.

Maui PlayCare will fully document all efforts throughout this process and provide the documentation to the Director the following workday.