

## Late Pick Up Procedure

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**When completing the Emergency Care form, discuss with families the importance of timely pick-up and what the late pick up procedure steps are and encourage on-going communication between each family and site if something comes up that might cause a child to be picked up after class ends.**

- Five minutes after class is over, call the parent/guardian on the pick-up list. If there is no answer, leave a message, wait another five minutes and try this number one more time.
- If there is no answer after the first step (10 minutes late), staff will call the next person on the pick-up list and continue trying to contact people on the pick-up list and arrange for someone to safely pick up the child.
- After 30 minutes of trying to contact someone or if 30 minutes has passed without communication from the parent or any emergency contacts, staff will contact law enforcement and ask for assistance.
- Staff will contact their supervisor to advise them of the situation.
- One staff person will remain with the child until a representative from the police/sheriff's department arrives and gives staff instruction as to what they plan to do with the child.
- If the parent/guardian arrives after staff has called law enforcement, inform the parents that law enforcement has been contacted. Call 911 back immediately and let them know the parent/guardian arrived. Staff will ask law enforcement what their follow-up instructions are with the child and inform the family.
- Document the activity

Continue to partner with families to ensure they have resources to ensure timely pick up of their child from center based care.