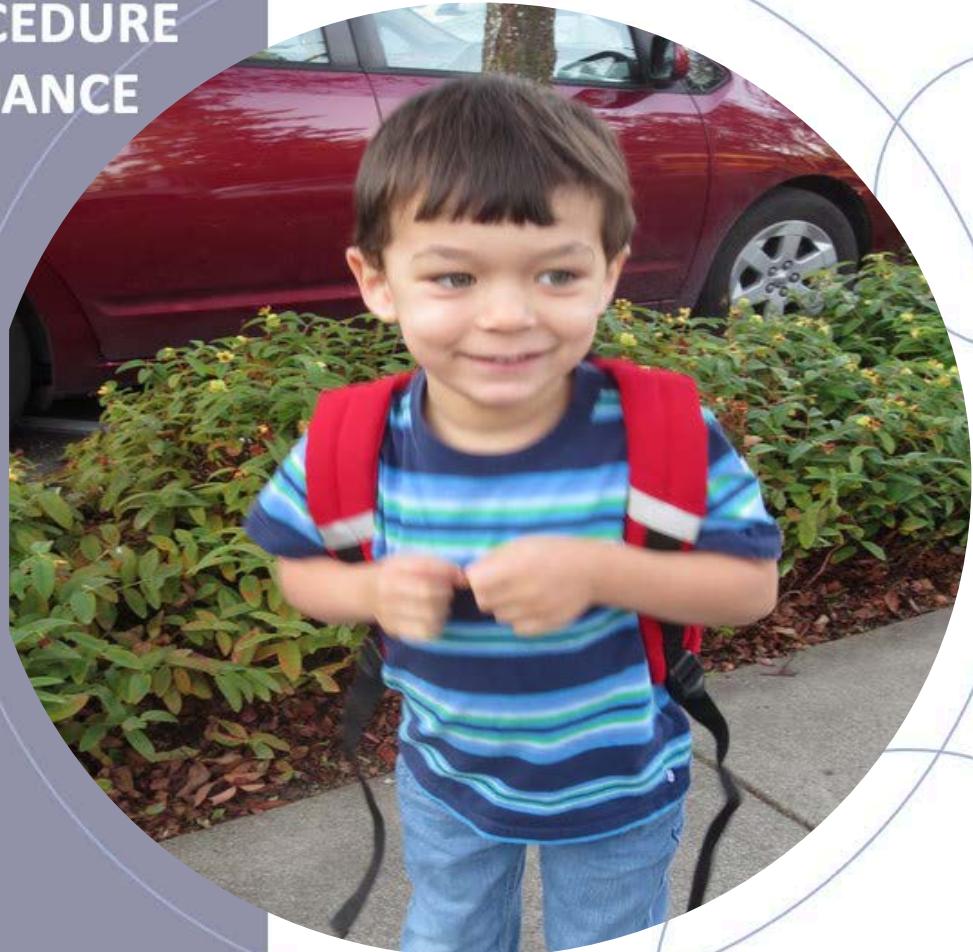




FAMILY CHILDCARE POLICY & PROCEDURE GUIDANCE 2021



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1. HOW TO USE THIS GUIDE

The **Connecticut Nurses Association (CT Nurses) Policy & Procedure Guidance Series** (2021) is a resource for FCC providers. Using research informed and evidence-based practices, the **Guidance Series** provides information to assist FCC providers in creating or strengthening their childcare policies, procedures, or practices. Additionally, the **Guidance Series** provides rationale, and answers “why” the information provided is an important component of the policy, procedure, or practice. In understanding ‘why’, we hope that FCC providers will apply this information when making decisions about how activities will be implemented in their FCC homes.

Included in the Guidance Series is the **Drop-off and Pick-up Guide (Guide)**. The **Guide** is organized as follows

- Overview
 - Provides a brief description of the specific topic being addressed.
- Policy Considerations/Components
 - This section provides a comprehensive Checklist to assist in the development of, or build upon current policies, procedures, and best practices for FCC programs. The Checklist identifies five (5) best practice components/considerations, includes sample language and rationale so that FCC providers can evaluate their own policies, procedures, practices. The Checklist is based on the Connecticut Office of Early Childhood (OEC) Guidance, the Caring for Our Children (CFOC) National Health and Safety Standards and the Centers for Disease Control and Prevention (CDC.)
- Resources/References
 - This section includes best practice resources and references that pertain to drop-off and pick-up for FCC programs.
- Sample Policies/Procedures
 - Select drop-off and pick-up policies and practices are provided in this section of the **Guide**.

2. OVERVIEW

“Drop-off” refers to the time when parents bring their children to your FCC and “pick-up” refers to when they return to your home to take their children. “Drop-off and pick-up” is a critical time for FCC staff and families to connect. It can, however, be a very hectic time, as belongings are being collected, children are coming and going, and families may arrive all at once. Having procedures that are well communicated and understood by parents and children, support relationship building and safety in FCC homes. Having clear policies and procedures demonstrate to families that your FCC is a professional business, built on best practices, and is intentional in the activities and programs you have developed for the care and safety of children, families, and staff.

The COVID-19 pandemic requires that FCC providers adjust their pick-up and drop-off routines. As FCC providers work to create safe spaces, practices, and procedures such as conducting daily health check after a child has settled inside the FCC home may no longer be possible, since FCC are now required to engage in child health screening prior to entering the FCC home.

Given the health and safety concerns related to COVID-19, the Connecticut Office of Early Childhood (OEC) issued additional requirements for all childcare facilities (including license-exempt programs) to reduce the risk of spreading any infectious disease while operating during this unprecedented time. Additional requirements have been added for “dropping off and picking up” children from childcare (See [OEC’s Guidance for Child Care During COVID-19](#) - Section 4). Specifically,

A. Drop-off- and pick-up procedures shall be altered and reviewed with families. These procedures reduce exposure and help keep children and stay safe.

Hand hygiene stations shall be set up at the entrance of the facility if possible, so children can clean their hands before they enter

- If possible, staff shall sign children in and out of care. When families are doing so, encourage them to use their own pen.
- If a sink with soap and water is not available, provide hand sanitizer with at least 60%+ alcohol next to parent sign-in sheets.
- Keep hand sanitizer out of children’s reach and supervise use.
- If possible, place sign-in stations outside, and provide sanitary wipes for cleaning pens between each use.

B. Consider staggering drop-off- and pick-up times, and limit direct contact with parents as much as possible.

Consider staggering drop-off- and pick-up times, and limit direct contact with parents as much as possible

- Greet children outside as they arrive, and limit direct contact between parents and staff members, adhering to social distancing recommendations
- Infants could be transported in their car seats, and store car seats out of children’s reach.
- Have families drop children off at the door when possible so that they do not need to walk through the home.
 - Access to the facility shall be limited.
 - Ideally, the same parent or designated person shall drop-off and pick-up the child every day.
 - If possible, older people such as grandparents or those with serious underlying medical conditions shall not drop-off or pick-up children, because they are more at risk for severe illness from COVID-19.
 - Others necessary to the facility shall be limited.

3. POLICY CHECKLIST

1. GENERAL CONSIDERATIONS		
Items	Sample Language	Rationale/Resource/Reference
1 Sign-In/Sign-Out	<p>Our FCC has a sign-in/sign-out procedure to track who enters and exits the home. Adults are required to provide the following information</p> <ul style="list-style-type: none"> • First and last name • Phone number • Relationship to child (e.g., parent/guardian, guest, etc.) • Time of arrival • Time of departure • Other 	<ul style="list-style-type: none"> • Keeping track of the children in your home helps to maintain a secure environment for children and staff. It also provides a means to contact visitors if needed (such as a disease outbreak) or to ensure all individuals in the home are evacuated in case of an emergency (Caring For Our Children [CFOC] 9.2.4.7: Sign-In/Sign-Out System)
2 Operating Hours	<p>Our hours of operation are from [<i>enter details here</i>] <u> </u> am to <u> </u> pm], Monday through Friday. We are closed on</p> <ul style="list-style-type: none"> • New Year Eve • New Year's Day • Thanksgiving Day • Christmas • Other 	<ul style="list-style-type: none"> • Connecticut and the NAFCC require licensed FCC providers to specify hours of operation
3 Fees	<p>Additional fees will be charged [<i>enter details here</i>] above and beyond contractual times. These charges will be included in your [<i>weekly/bi-weekly/daily</i> <u> </u>] charge</p> <ul style="list-style-type: none"> • [\$<u> </u>] for every 15 minutes the parent arrives late. • [\$<u> </u>] for every minute past closing time. 	<ul style="list-style-type: none"> • Families may encounter circumstances that make an on time pick-up a challenge. This in turn, can also become a challenge for FCC providers in their homes. Clearly communicating to parents how late pick-up will be managed, assures families that you understand the potential challenges, and that you will need to add an additional fee for extended/additional services. FCC providers can also support families by helping them make alternate plans for pick-up. • Early Drop-Off and Late Pick-Up https://tomcopelandblog.com/early-drop-off-and-late-pick-up
4 Authorized Persons to Pick-up Children	<ul style="list-style-type: none"> • Emergency contacts information must be provided for all children in case of schedule changes. This information must include <ul style="list-style-type: none"> ◦ Full Name of emergency contact(s) 	<ul style="list-style-type: none"> • Clearly communicating and providing current emergency contacts, assures families, and assists FCC providers in adhering to the list of authorized

	<ul style="list-style-type: none"> ○ Relationship to child (e.g., Aunt, grandparents, etc.) ○ Phone number ○ Email address (if possible) ○ Other <ul style="list-style-type: none"> ● If we are unable to contact you, the emergency contact(s) you provided will be called/contacted. ● In extraordinary circumstances, if parent(s)/guardian(s), or emergency contact(s) cannot be reached, local authorities may be contacted to ensure the safety of children. ● All emergency contacts and undesignated persons must provide photo identification, otherwise, children will not be released. ● Late fees are applicable under the above situations. 	<p>persons who may pick-up children. This is important for the safety and well-being of all children.</p> <ul style="list-style-type: none"> ● All childcare providers are Mandated Reporters ● Releasing a child into the care of an unauthorized person may put the child at risk. If the caregiver/teacher does not know the person, it is the caregiver's/teacher's responsibility to verify that the person picking up the child is authorized to do so. This requires checking the written authorization in the child's file and verifying the identity of the person (CFOC 9.2.4.8: Authorized Persons to Pick-up Child)
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2. PHYSICAL CONSIDERATIONS

Item	Sample Language	Rationale/Resource/Reference
1 Location (where do parents drop-off/pick-up children?)	<ul style="list-style-type: none"> ● Please enter [through/at/by _____] the daycare when dropping off your children. ● Please exit [through/at/by _____] the daycare's when picking up your children. 	<ul style="list-style-type: none"> ● Providing and communicating specific locations for pick-up and drop-off assists with a smooth, safe, and timely pick-up and drop-off experience. ● Carefully consider parking areas, traffic patterns as well as the pathway to approach your home from the street or driveway, assists in protecting children from being struck by motor vehicles. Families can also use this time to teach their children about car, traffic and walking safety.
2 Parking	<ul style="list-style-type: none"> ● When dropping off or picking up your child, please park [<i>enter details here</i>] ● Always hold your child's hand as you walk to and from your car in the parking area. 	

3. SAFETY CONSIDERATIONS

Item	Sample Language	Rationale/Resource/Reference
1 Supervision of children	<p>Children are the responsibility of their parents until they are signed into daycare and after they are signed out of childcare. Therefore,</p> <ul style="list-style-type: none"> ● The adult who is supervising the child during drop-off and pick-up is required to stay with each child until the responsibility for that child has been accepted by one of our staff members. ● Please be in control of your children during drop-off and pick-up. ● There are times when you may have other children with you during drop-off and pick-up. To help keep all children safe, we ask that you be vigilant in supervising children during this time, together we can keep all the children in the program safe. ● We all play an important role in keeping children safe. Drop-off and pick-up times is a high-risk time of day, as families and children come in and out of 	<ul style="list-style-type: none"> ● Injuries and fatalities have occurred during the loading and unloading process, especially in situations where vans or school buses are used to transport children. Increased supervision and interactions between adults and children promote safety and helps children learn to be aware of their surroundings (6.5.2.1: Drop-Off and Pick-Up). ● Establishing a routine https://eclkc.ohs.acf.hhs.gov/about-us/article/importance-schedules-routines

		the home and can divert attention away from the usual safe practices and behaviors.	
2	Release of Children	Your child will not be released to any person <ul style="list-style-type: none"> • Unless they are on the pick-up list. • under the age of 18 years old. • without a photo identification. • under the influence of drugs or alcohol. • Otherwise, impaired. 	<ul style="list-style-type: none"> • All childcare providers are mandated reporters in the State of Connecticut
3	COVID-19 Related	As recommended by the CDC, we are implementing the following additional safety procedures during COVID-19 to keep our children and families safe and healthy <ul style="list-style-type: none"> • Stagger arrival and drop-off times • Plan arrival and drop-off outside the facility • Health screenings upon arrival (see CDC daily health check/health screening recommendations) • Provide hand sanitizer at sign-in and sign-out • Limit direct contact with parents and guardians • Refrain from hugging and shaking hands • Limit staff who welcome and screen children at drop-off 	<ul style="list-style-type: none"> • Health Program Services https://eclkc.ohs.acf.hhs.gov/about-Servicesus/coronavirus/health-program-services • Health Screening upon arrival: CDC Modify drop-off and pick-up procedures

4. SOCIAL/EMOTIONAL CONSIDERATIONS

Item		Sample Language	Rationale/Resource/Reference
1	Leaving children	We know that it is sometimes difficult for you and your children to separate. Try to be brief when saying your "goodbyes." It is normal for children to sometimes cry while separating from parents. Be assured that we will comfort your child and provide the best care for them in your absence.	<ul style="list-style-type: none"> • It is normal for children to cry while separating from their parents. It is their way of letting you know you are important to them. • Children do best when they know what to expect. A routine establishes a predictable series of events and supports how children build their resiliency skills. • Establish a routine https://eclkc.ohs.acf.hhs.gov/about-us/article/importance-schedules-routines

5. LATE ARRIVAL/PICK-UP/ABSENCE CONSIDERATIONS

Item		Sample Language	Rationale/Resource/Reference
1	Late Arrival	If you are unable to pick-up your children during the contracted times, please <ul style="list-style-type: none"> • Contact us immediately or as soon as possible. • When possible, make alternate arrangements and communicate them with us as soon as they are made. • In extraordinary circumstances, if parent(s)/guardian(s), or emergency contacts cannot be reached, local authorities may be contacted to ensure the safety of children. 	<ul style="list-style-type: none"> • Early Drop-Off and Late Pick-Up https://tomcopelandblog.com/early-drop-off-and-late-pick-up

4. RESOURCES/REFERENCES:

Centers for Disease Control and Prevention (CDC)

- Guidance for Child Care Programs that Remain Open
<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-childcare.html>
- Parent Drop-Off and Pick-Up
<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-childcare.html#pickup>
- Screen Children Upon Arrival (if possible)
<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-childcare.html>

Caring for Our Children (CFOC)

- <https://nrckids.org/CFOC>
- 6.5.2.1: Drop-Off and Pick-Up – Transportation Safety
<https://nrckids.org/CFOC/Database/6.5.2.1>

ctSHARES

- <https://www.ctshares.org/marketing-home/>

Department of Children and Families (DCF)

- [Mandated Reporting](#)

Office of Early Childhood (OEC)

- [OEC's Guidance for Child Care During COVID-19](#)
<https://www.ctoec.org/wp-content/uploads/2020/05/oec-guidance-for-care-care-during-covid-19-english.pdf>

Videos (Examples of Drop-off and pick-up)

- [Head Start Drop-off and PickUp Instructions](#)

5. SAMPLE POLICIES/PROCEDURES

- University of Arkansas for Medical Sciences: Head Start Drop-off/Pick-up Procedures
<https://headstart.uams.edu/for-families/drop-off-pick-up-procedures/>
- Riverside County Board of Education: Early Childhood Education Programs Late Drop-off/Late Pick-Up Policy
<https://www.rcoe.us/early-learning-services/files/2012/09/CFS4713-Late-Drop-Off-Late-Pick-Up-Policy-20150602-English-1.pdf>
- Child Focus Head Start Parent Handbook: Section (7) Arrival and Departure, Transportation
<https://www.child-focus.org/media/ecforms/Head%20Start%20Parent%20Handbook%20ATT%20.pdf>
- Waldo Community Action Partners: Early Childhood Program Policies & Procedures - Drop-off and Pick-Up Policy
<https://waldocap.org/wp-content/uploads/2018/08/Head-Start-Policy-Procedure-Manual.pdf>

Sample Drop-off and Pick-Up Policy/Procedures

1. The following are our procedures for the care and safety of children, families, and staff during pick-up and drop-off.
2. Our family childcare has a sign-in/sign-out procedure to track who enters and exits the home. Adults are required to provide the following information: first and last name, phone #, relationship to child (e.g., parent/guardian, guest, etc.), and time of arrival and departure.
3. Our hours of operation are from [enter details here ____ am to ____ pm], Monday through Friday. We are closed on major Holidays, including: [Specify holiday here].
4. Additional fees will be charged [enter details here] above and beyond contractual times. These charges will be included in your [weekly/bi-weekly/daily _____] charge: [\$_____] for every 15 minutes the parent arrives late.
5. Emergency contacts information must be provided for all children in case of schedule changes. This information must include: Full Name of emergency contact(s), Relationship to child (e.g., Aunt, grandparents, etc.), Phone number, Email address (if possible). If we are unable to contact you, the emergency contact(s) you provided will be called/contacted. In extraordinary circumstances, if parent(s)/guardian(s), or emergency contact(s) cannot be reached, local authorities may be contacted to ensure the safety of children. All emergency contacts and undesignated persons must provide photo identification, otherwise, children will not be released. Late fees are applicable under the above situations.
6. Please enter [through/at/by_____] the daycare when dropping off your children and exit [through/at/by_____] the daycare's when picking up your children.
7. Parking: When dropping off or picking up your child, please park [enter details here]. Remember to always hold your child's hand as you walk to and from your car in the parking area.
8. Children are the responsibility of their parents until they are signed into daycare and after they are signed out of childcare. Therefore, the adult who is supervising the child during drop-off and pick-up is required to stay with each child until the responsibility for that child has been accepted by one of our staff members.
9. Your child will not be released to any person: Unless they are on the pick-up list; under the age of 18 years old; without a photo identification, under the influence of drugs or alcohol, or otherwise impaired.
10. As recommended by the CDC, we are implementing the following additional safety procedures during COVID-19 to keep our children and families safe and healthy: Stagger arrival and drop-off times; Plan arrival and drop-off outside the facility; Health screenings upon arrival (see [CDC daily health check/health screening recommendations](#)); Provide hand sanitizer at sign-in and sign-out; and Limit direct contact with parents and guardians.
11. Refrain from hugging and shaking hands; and Limit staff who welcome and screen children at drop-off.
12. We know that it is sometimes difficult for you and your children to separate. Try to be brief when saying your "goodbyes." It is normal for children to sometimes cry while separating from parents. Be assured that we will comfort your child and provide the best care for them in your absence.
13. If you are unable to pick-up your children during the contracted times, please contact us immediately or as soon as possible. When possible, make alternate arrangements and communicate them with us as soon as they are made. In extraordinary circumstances, if parent(s)/guardian(s), or emergency contacts cannot be reached, local authorities may be contacted to ensure the safety of children.

Disclaimer: This is a Sample Policy/Procedure only and may not include all the requirements for FCC provisions as outlined in the OEC regulations.