

## Emergency Card & Child Pick-Up 0-5 Procedure

### Policy/Approach

Head Start/Early Head Start requires that an Emergency Information Card with current information be on file for every child receiving services to ensure that staff are aware of any custody requirements, and/or medical needs the child may have, and to contact those persons designated should a child become ill at school, have an accident, or require emergency assistance.

#### Head Start Program Performance Standards:

Oregon Administrative rule **581-022-2225** requires schools to instruct and drill students on emergency procedures and maintain a comprehensive safety program that includes plans for responding to emergencies.

#### Department of Early Learning and Care:

**414-305-0230** – Parental permissions

**414-305-0235** – Arrival & Departure

### Procedures:

Emergency Cards will be provided for families as a hard copy to be filled out prior to starting center services or when a change needs to be made to an existing Emergency Card. These will be provided for families at home visits or center visits or upon request from the family.

#### Prior to Children Starting:

1. Parent/guardian will fill out the form completely and sign the hard copy Emergency Card form.
2. Center staff will submit all Emergency Cards immediately to the Site Manager for sign-off and then to Area Assistants (or other designated staff in the instance where a center is without an Area Assistant).
3. Area Assistants will scan and upload the electronic copy into Shine on the Profile tab under the Emergency Contacts section. Display name will be PY E-1 Childs Name (i.e. 24- 25 E-1 Mary Smith)

4. Area Assistants will mark that emergency contacts have been received on the pre-enrollment page.
5. Area Assistants will then go to the overview section of the child's profile and edit guardians and their permissions according to the Emergency Card. This means that all guardians in Playground must match the Emergency Card. If there are guardians from previous versions of the Emergency Card who are not on the latest Emergency Card, they must be deleted.

The following are guidelines for choosing guardian type in Playground:

- If the guardian is the primary guardian, they will have full access to all child information and the ability to pick up and drop off. In Playground, "Primary Guardian" will be selected as the guardian type.
- If the guardian is listed as "Limited" and they have permission to pick up and drop off the child, "Authorized Pickup" will be selected as the guardian type in Playground.
- If the guardian is not authorized to pick up or drop off, they will be designated as "No Access" in Playground.
- If the guardian is not authorized to pick up or drop off, but they are designated as an emergency contact, "Emergency Contact" will be selected as the guardian type in Playground.

**\*The above MUST be completed before the child can attend class.**

### **Updating the Emergency Card:**

1. If any information needs changing, the parent/guardian will communicate this need to center staff who will provide a hard copy to be filled out by the parent/guardian.
2. Center staff will submit all Emergency Cards immediately to the Site Manager for sign-off and then to Area Assistants (or other designated staff in the instance where a center is without an Area Assistant).
3. Area Assistants will upload the scanned copy into Shine on the Profile tab under the Emergency Contacts section. Display name will be date UPDATED E-1 Child's Name (i.e. 10/12/2022 UPDATED E-1 Mary Smith). Area Assistants will upload the scanned Emergency Card into the child's profile in Playground under the Fillable PDFs tab in the paperwork section. This will be uploaded under the appropriate form (Emergency Card English or Emergency Card Spanish).

4. After scanning and uploading in Shine, Area Assistant will place the original in the copies for the go-to file.

### **Dual Custody Families/Parenting Time Agreements:**

- Children whose parents share custody or have a parenting time agreement will have separate emergency cards for each household. Ensure the days of the week that Emergency Information Card applies for are clearly marked at the top of the card, as applicable.
- Both should be uploaded to Shine. Display Name (for Shine) will include days of the week it is effective (i.e. 22-23 E-1 Mary Smith T, TH. 22-23 E-1 Mary Smith M, W. 11/1/2022 UPDATED E-1 Mary Smith T, TH.)
- Refer to [Confidentiality-Sharing of Information Policy and Procedure](#) for more information about Dual Custody households/ families with Parenting Time Agreements.

### **Child Pick Up:**

Only the parent/guardian or a person designated on the child's Emergency Information Card will be allowed to pick up the child.

If a parent, who is not listed on the E-Card wishes to pick up a child, you must first verify their identity and their legal parental rights, (examples of identification/legal rights could be: birth certificate, court order, etc.) If you have questions, contact your Site Manager or Department Supervisor. A biological parent has legal rights to access their child, unless we have legal documentation restricting those rights (parenting agreements, court orders, etc.). If the relationship to the child is unknown, refer to the "[Non-Custodial Parent's Rights](#)" Policy and Procedure's verification process.

If there is a legal document/court order in place, parent/guardian(s) may only pick up according to the court ordered schedule. If no schedule is clearly stated in the document or guidance is needed to interpret documents, FA/SM will connect with Family Services.

1. Notify the primary guardian and verify that the documentation on file/received is current and up to date. If outdated, or no documentation is on file, request new paperwork from the primary guardian and document with a case note under the Family Tab in Shine.
2. Inform the primary guardian that based on the current documentation, the secondary guardian must be allowed to pick up the enrolled child, according to the court ordered schedule.



If an emergency situation arises where the parent or assigned designee is unable to pick up the child, it will be handled by the Site Manager/Supervisor at the center. It is common to allow a 10–15-minute grace period prior to calling the guardian. If the child is consistently picked up beyond that window, staff should partner with family to address any barriers.

If the child is not picked up after 10-15 minutes of their class session ending and the reason is unknown, staff will begin calling authorized individuals off the E-Card, leaving a voicemail when applicable. If approximately 30 minutes have passed from the initial attempts (approximately 45 minutes from the end of their class session) to reach an authorized individual for pick-up, the Site Manager or designee will contact the Site Manager Lead or their designee to determine if a call to ODHS or law enforcement is to be made. \*Students are not permitted to stay for multiple class sessions.