

## **ONE INTERNATIONAL SCHOOL CONTACT & COLLECTION POLICY**

ONE I.S. is contactable by phone and e-mail between the hours of 8:00am – 5:00pm, Monday to Friday. Our social networking sites are checked on a daily basis but are not considered appropriate forums for contact between registered parents and staff.

### **Gate Opening Times and Closing Times**

Entry into the school is through the main gate, this is the only entrance into the school. Gates will be opened and locked at the times listed below and parents should not expect entry at other times unless previous arrangements have been made (see Late Arrivals and Late Collection below.)

- Gates Open for all arrivals: 8:00am Closes at 9:00am
- Gates Locked: 9:00am – 12:00pm
- Gates Open for Preschool parents & bus departure: 12:00pm closes at 12:05pm
- Gates Locked: 12:05pm – 3:30pm
- Gates Open for all Elementary parents & bus departure: 3:30pm closes at 3:45pm
- Gates Open for Kids' Cove & Playground sessions: 4:00pm – when no extra curricular activities are running.
- Gates Open for Extra Curricular sessions: 4:30pm
- Gates Open for Kids' Cove & Playground sessions: 4:30pm – when extra curricular activities are finished.
- Gates Locked: 6:00 pm

During arrival and departure routines, parents not using the School Bus are expected to personally supervise their children on the playground until the school's supervisory duties begin at 8:45am

### **Dropping Off and Collecting Children**

- ONE I.S. insist that parents arrive on time as letting in latecomers can be disruptive and unsettling for other children. Late arrival also means your child is missing important learning opportunities.
- Children arriving after 9am will have to be signed in at the school reception before being escorted by the school administrator, to class. Parents will not be permitted to enter the school grounds after 9am.
- During arrival and departure routines, parents may enter through the gate between the designated times. Those parents collecting children at the end of Sun Stars classes (12:00pm) are asked to remain near the preschool building.
- Arriving late to collect your child, particularly for younger children, can be a distressing situation as they see their classmates leave and they are left waiting with staff. As well as the potential distress for your child, following the second occurrence of such, there will also be a charge of 200 pesos for every 15 minutes after the session has finished – this is whether the school have been informed or not. Should this occur, the cost will be added to your next invoice.

### Children Not Collected From School

The guiding principle in dealing with any situation in which a child is not collected from school must be to minimise distress to the child and for him or her to remain in familiar surroundings and/or with familiar people for as long as possible.

Therefore, this protocol should be followed on those occasions where a child has not been collected from school at the end of the day and it has not proved possible to contact the parent(s)/carer(s) or the emergency contact person for the child. These situations are time consuming for the school and can be upsetting for the child, but in the majority of cases the child is collected albeit late from school. However, there will be the occasions when parents/carers fail to collect a child due to an accident, illness or other emergency which will result in the child not being able to go home at the end of the day. On these occasions, it is important that a protocol is available which will enable the child to be looked after in a safe and welcoming environment.

**1.** If a child has not been collected, the school should make every possible attempt to contact the parent(s)/carer(s). The child may well be able to indicate if something out of the ordinary has happened at home (e.g. parental illness or absence). On some occasions another parent may offer to take a child home with them. Schools should never release a child into the care of another adult without the consent of the parent(s)/ carer(s). Neither should members of staff take, or drive, children to their home or to the home of the child(ren).

**2.** Initial attempt to contact parents/carers should be made when 15 minutes have elapsed after school closing time. After 30 minutes have elapsed contact with all emergency numbers supplied by the family should be attempted. If no contact has been made and no one has arrived to collect the child when one hour after school closing time has elapsed, then the school should contact the school Owners for advice of what procedure shall be followed.

Please wait with the child in school until the Owners arrive, or, in agreed circumstances between the staff member and Owners, the school staff member will bring the child to the Owners, where emergency supervision procedures will be put into place.

<p>This policy is written with respect to the following UNCRC Articles: <i>*Italic text replaces original wording for policy relevance*</i></p>
<p><b>Article 1</b> (definition of the child) Everyone under the age of 18 has all the rights in the Convention.</p>
<p><b>Article 2</b> (non-discrimination) The Convention applies to every child without discrimination, whatever their ethnicity, sex, religion, language, abilities or any other status, whatever they think or say, whatever their family background.</p>
<p><b>Article 3</b> (best interests of the child) The best interests of the child must be a top priority in all decisions and actions that affect children.</p>

**Article 4** (implementation of the Convention)

*Within the school's remit, we must do all we can to make sure every child can enjoy their rights by creating systems and school policies that promote and protect children's rights.*

**Article 5** (parental guidance and a child's evolving capacities)

*Within the school's remit, we must respect the rights and responsibilities of parents and carers to provide guidance and direction to their child as they grow up, so that they fully enjoy their rights. This must be done in a way that recognises the child's increasing capacity to make their own choices.*

**Article 18** (parental responsibilities and state assistance)

Both parents share responsibility for bringing up their child and should always consider what is best for the child. *Within the school's remit, we will do our utmost to support parents by creating support systems for children and giving parents the help they need to raise their children.*

**Article 19** (protection from violence, abuse and neglect)

*Within the school's remit, we will do all we can to ensure that children are protected from all forms of violence, abuse, neglect and bad treatment by their parents or anyone else who looks after them.*

**Article 20** (children unable to live with their family)

If a child cannot be looked after by their immediate family, *within the school's remit, we will do our utmost to give them special protection and assistance. This includes making sure the child is provided with alternative care that is continuous and respects the child's culture, language and religion.*

**This policy was updated, reviewed and approved by ONE International School Board: February 2020**