

LDS Pick-up & Drop-off Policy

Last Update: Aug 2025

LDS prioritizes the safety and security of all learners, regardless of whether they are online or at any of our physical locations (East Vancouver, North Vancouver, and Access).

The onus is on Guardians/Parents/Caretakers to ensure their child is safe when arriving and leaving any of our centres or our virtual spaces. If a learner under 18 years of age is allowed to leave any of our centres on their own, this should be communicated in an email to info@ldsociety.ca.

If a learner is scheduled to travel home alone but, in the judgment of our team, it is determined that doing so would be unsafe, we reserve the right to withhold dismissal. In such cases, the child will remain in our care until they are picked up by a parent/guardian listed on file or by another adult authorized by the family.

Notice of Supervisory Capacity

LDS is a non-profit charity, not a government-funded school or for-profit service. While we strive to maintain appropriate supervision during our instructional time with each student, it is important to recognize that we do not have the capacity to provide direct supervision for every child at all times. We rely on all guardians/parents/caregivers' support and cooperation to maintain a safe environment for all learners.

1. **Supervision:** Formal supervision begins when the learner's session starts and ends when the session is finished. For most learners, this means:
 - Monday – Friday: Half past every hour until 20 after each hour (ex. 3:30pm – 4:20pm).
 - Saturday: The beginning of each hour until 50 minutes past each hour (ex. 10:00am – 10:50am).
 - As otherwise specified in your LDS Teachworks calendar for individual sessions or group programs.
 - Guardians/Parents/Caregivers should accompany the child to sessions whenever possible and provide appropriate supervision before and after their session.
2. **Communication:** Guardians/Parents/Caregivers should communicate any specific needs, concerns or instructions regarding their child to LDS staff (via info@ldsociety.ca) in advance and through written communication.

3. **Emergency Contact Information:** LDS ensures all Guardians/Parents/ Caregivers provide emergency contact information when they join LDS. You must ensure this information is correct and that LDS is informed if it changes.
4. **Awareness of Surroundings:** Guardians/Parents/Caregivers should be clear to their children their expectations around pickups and drop offs.

Arrival/Drop-Off

East Vancouver

Please arrive no more than 5 minutes before the session is to begin. Please do not drop off your child far in advance of their session.

If a learner is consistently dropped off far in advance (15+ minutes) of their session, LDS will call the primary contact to come pick them up and wait until their session begins.

Please only drop your child off in the main lobby of LDS – there is no dedicated reception person in our downstairs space (2607 Rupert) and their instructor will be waiting for them upstairs.

North Vancouver

As there is no front desk in North Vancouver, please **accompany your child** into the elevator and up to the third floor to ensure that they have made it safely into the centre and that their instructor is present.

If you know your child regularly finds their own way to the North Vancouver location, please ensure you are still regularly monitoring incoming LDS communications in the event of changes to their schedule or location operations.

Please find the attached floor map of our North Vancouver location Lynn Valley Village [here](#). We are **Unit 315** on the **Third Floor**.

Access

For Access drop-offs, please ensure that your child has reached the bus location safely and checked in with their instructor or with the Access Bus Driver.

Leaving/Pick-up

East Vancouver

Guardians/parents/caregivers are welcome to wait inside the LDS lobby at our East Vancouver location during or toward the end of their child's session.

Should a guardian/parent/caregiver wish to leave the centre for the duration of the session, they must be back within 5 minutes of the session ending or advise the front desk of any delays via phone call.

If you are parked in the lot in front of LDS, we ask that you come inside to pick up your child, as many vehicles look similar, and there is often a lot of movement in between sessions.

If your child was in the downstairs space (2607 Rupert) for their instruction, their instructor will bring them back upstairs to LDS' main lobby for pick up.

North Vancouver

It is the guardian/parent/caretaker's responsibility to ensure that children are dropped off and picked up on time. If, at any time, the guardian/parent/ caretaker encounters any unforeseen circumstances that may prevent them from picking up their child on time, please call LDS at (604) 873-8139 or send an email to info@ldsociety.ca.

Please note that there is no front desk or waiting area at the North Vancouver location, but there is a library located below.

Access

The guardian/parent/caretaker is responsible for ensuring that children are dropped off and picked up on time from Access.

Both JCC and St. Thomas locations have either a dedicated parking lot or ample street parking to ensure guardians/parents/caretakers can drop off and pick up their children from the bus directly.

Irregularly Scheduled or Alternative Pick-up Arrangements

If you know an alternate pick-up person will be arriving at one of our locations to pick up a child, phone or email LDS before the end of the learner's session.

LDS and its instructors reserves the right not to release a child to someone who appears incapable of providing safe care – this includes those suspected or confirmed to be: intoxicated or under the influence of drugs, those not recognized or seemingly unfamiliar to the learner, or those physically or emotionally combative towards the learner or LDS staff. LDS staff and instructors reserve the right to ask for picture identification from someone not usually authorized to pick up a learner and to call the listed contacts in their Teachworks Profile/Emergency contact form.

Custody or Other Agreements Affecting Pick-up

If a custody agreement between two parents exists, which may affect who is allowed to drop off and pick up a child on certain days, LDS requires a copy of said agreement and notification (via official documentation) of any changes to existing custody agreements.

Late Pick Ups

LDS will call the primary pick-up person or emergency contact in cases where students are not picked up within 10 minutes of their session ending.

Notice of Electronic Surveillance Camera on Premises

LDS' East Vancouver location's parking lot is electronically monitored by our building manager, QuadReal Properties.

Electronic surveillance cameras are operated by the North Vancouver District Public Library and/or their property managers/tenants.

For questions or concerns about anything referenced or contained within this policy, please email LDS' Operations & HR Manager, at julian@ldsociety.ca.