

PARENT ISSUES AND CONCERNS

1. PREAMBLE

We believe that parent involvement is essential to the provision of child care, and that the partnership between parents and staff is important to the development of each child.

When a parent has an issue or concern related to the care of their child and/or the operation of the program it becomes the individual and collective responsibility of those involved to take action. It is our goal to resolve concerns in a manner that enables people to continue to work together with a sense of fairness, respect, comfort and clarity about what is expected and acceptable.

2. REVIEW

- 2.1 All staff, students, and volunteers must review this policy with the supervisor or supervisor designate prior providing care and/or guidance to children. A written record of the review must be signed and dated by the supervisor or supervisor/designate, and the staff, student, or volunteer participating in the review.
- 2.2 This policy must be reviewed annually to ensure it is current and meets legislated requirements.
- 2.3 Records of all reviews are to be kept on file for at least three years from the time of entry.

3. RESPONSIBILITY

All Upper Canada employees are responsible for working with families to resolve issues and concerns in a prompt, respectful and transparent manner.

4. POLICY

- 4.1 All issues and concerns raised by parents are taken seriously by Upper Canada Child Care and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.
- 4.2 Parents are encouraged to bring forward concerns, either verbally or in writing. Responses and outcomes will be communicated verbally, or in writing upon request. Responses provided must respect and maintain confidentiality of all parties involved.
- 4.3 An initial response to each concern will be provided to parents within two (2) business days. Formalized steps will be taken to attempt to satisfactorily resolve the concern, and parents will be kept informed throughout the resolution process.
- 4.4 When a concern is expressed, efforts are made to address the concern in a fair, respectful, and impartial way.

5. STEPS FOR PARENTS REPORTING ISSUES AND CONCERNS

- 5.1 Parents will be encouraged to raise issues and concerns to the appropriate individuals, according to the nature of their concerns.
 - 5.1.1 Issues and concerns regarding their child's **classroom or program** should be raised with:
 - 5.1.1.1 the classroom staff directly or
 - 5.1.1.2 the centre supervisor, if classroom staff are not able to successfully address concerns. These concerns can involve, but are not limited to the following:
 - daily schedules
 - sleep arrangements
 - toilet training
 - indoor and outdoor program activities
 - feeding arrangements
 - child conflicts
 - 5.1.2 Issues and concerns regarding **general operations of the centre** should be raised with:
 - 5.1.2.1 the supervisor directly or

- 5.1.2.2 the director, if the supervisor has not been able to successfully address concerns. These concerns can involve, but are not limited to the following:
 - child care fees
 - staffing
 - waiting lists
 - menus
- 5.1.3 Issues and concerns regarding **staff or supervisor conduct** should be raised with
 - 5.1.3.1 the individual involved or
 - 5.1.3.2 with the supervisor or director if resolution is not found.
- 5.1.4 Issues and concerns regarding the **conduct of students or volunteers** should be raised with:
 - 5.1.4.1 the staff directly involved in supervising the individual or
 - 5.1.4.2 the centre supervisor.
- 5.2 All issues or concerns about the conduct of staff, students or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents become aware of the situation.

6. REPORTING ABUSE OR SUSPECTED ABUSE

- 6.1 Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.
- 6.2 If a parent expresses concern that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.
- 6.3 Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "duty to report" requirement under the *Child and Family Services Act*.

7. STEPS FOR STAFF RESPONDING TO ISSUES AND CONCERNS

- 7.1 Centre staff will take the following steps to respond to parent concerns:
 - 7.1.1 Address the issue or concern at the time it is raised or arrange a meeting with parents within five (5) business days.
 - 7.1.2 Document concerns in detail including:
 - Date and time the concern was reported
 - Name of person who received and/or reported the concern
 - Details of the concern and any steps taken to resolve the issue and/or information provided to the parent regarding next steps
 - 7.1.3 Provide contact information for the appropriate person if the person being notified is unable to address the matter.
 - 7.1.4 Ensure the investigation of the issue is initiated by the appropriate person within two (2) business days or as soon as reasonably possible thereafter. (Document reasons for delays in writing)
 - 7.1.5 Provide a resolution or outcome to the parent who raised the concern either verbally or in writing if requested. Written responses may be provided either in letter format or through electronic communication. Written communication with respect to concerns should include all parties involved in the resolution process where appropriate, and unless there is a risk of a breach confidentiality.

8. CONFIDENTIALITY

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of those involved, unless information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society)



9. CONDUCT

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will not be tolerated from any party. If at any point a parent, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor or director.

10. ESCALATION OF ISSUES OR CONCERNS

10.1 Where parents are not satisfied with the response or outcome of a concern, they may escalate the issue verbally or in writing to:

Bill Harlow, Executive Director
bharlow@uppercanadachildcare.com
289-982-1113 x334

10.2 Issues or concerns related to compliance with requirements set out in the Child Care and Early Years Act, 2014 (CCEYA) and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch:

Ministry of Education, Licensing Child Care Help Desk
childcare_ontario@ontario.ca
1-877-510-5333

10.3 Issues/concerns may also be reported to other relevant regulatory bodies (local public health department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

LICENSEE (CORPORATION) RECORD OF REVIEW
This document has been reviewed and approved on the date identified in the footer.