

# **Parent Issues and Concerns Policy and Procedures**

April 24, 2018 (Board Approved)

Name of Child Care Centre: Main Square Day Care Centre

Date Policy and Procedures Established: March 8th, 2018

Date Policy and Procedures Updated: April 26, 2018

## **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

## **Definitions**

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff:* Individual employed by the licensee (e.g. program room staff).

## **Policy**

### **General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Main Square Day Care Centre 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.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within three business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when

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).

### **Conduct**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

### **Concerns about the Suspected Abuse or Neglect of a child**

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.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

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*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

## Procedures

The first resource available to families with complaints are the centre staff; if any complaint arises the complainant is encouraged to discuss the issue with the staff (as appropriate) prior to bringing the issue to the attention of the Director. Staff are most directly involved in the situation and are often best able to provide explanations and resolutions.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<b>Program Room-Related</b>  E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly</li> <li>or</li> <li>- the Director or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> <li>or</li> <li>- arrange for a meeting with the parent/guardian within 3 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>General, Centre- or Operations-Related</b>  E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the Director or licensee.</li> </ul>	
<b>Staff-, Duty parent-, Director-, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> <li>or</li> <li>- the Director or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> <li>or</li> <li>- the Director and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Complaints can be brought to the director's attention in person, via email, by phone or voice messaging system, or by placing in the suggestion box for confidentiality. If this is an urgent matter and cannot be resolved at a staff level please contact the Director by phone or in person as soon as possible. If the Director is unavailable please speak to the Assistant Director.

Any complaint submitted directly or indirectly to the Director will be acknowledged by the Director within 3 business days to assure the complainant that their concern is being addressed. This will include advising the complainant if the issue requires involvement of the Board of Directors, or an external agency such as Children's services.

### **1. Director Review**

- The Director will receive details surrounding the complaint from both parties involved, including proposed resolutions. If the Director sees fit an investigation may be conducted to add clarity to the case or to determine additional details.
- The Director will consider the course of action or decision, made by the staff member, relative to the complaint.
- The Director will determine resolutions, including steps for prevention when necessary.
- The Director's review and resolution will be documented, and findings will be communicated to both the staff and the complainant.
- If the Director cannot reach a conclusion which satisfies the needs of both parties or if the complaint is of a serious nature it will be brought to the attention of the Board of Directors.
- The Director will file a Serious Occurrence report within 24 hours with Toronto Children's Services and the Ministry of Education Child Care Licensing system for all complaints of a serious nature.

#### **• BoD Review**

The Board of Directors will review the case including details initially provided by staff and complainant, their proposed resolutions, prior cases of a similar nature, and the directors conclusion.

Specific options will be determined by the Board, documented, and carried out.

### **2. Resolution**

- When a resolution has been determined both parties will be notified. Potential resolutions may include:
  - Altering a policy or procedure
  - Putting into place prevention strategies
  - Providing an explanation to the complainant, to an effected group, or to all members of the centre community
  - Changing the decision initially made by staff
  - Maintaining a decision made by staff
  - Retraining staff involved, or if deemed necessary retraining all centre staff

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Board of Directors (see above)

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police 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.

## **Contacts:**

June Hall, Main Square Day Care Centre, 265 Main Street, Toronto, Ontario, M4C 4X3. Phone: 416-691-3909 ext. 7.

Marcus Rodrigues, Assistant Supervisor, Main Square Day Care Centre, 265 Main Street, Toronto, Ontario, M4C 4X3 Phone: 416-691-3909 ext. 7.

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Board of Directors, Main Square Day Care Centre, 265 Main Street, Toronto, Ontario, M4C 4X3. (A list of the Board of Directors can be found on the Parent Board in the day care centre)

## **Regulatory Requirements: Ontario Regulation 137/15**

### **Parent issues and concerns**

**45.1** Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

### **Parent handbook**

**45. (1)** Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

### **Intent**

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

**Complaint Resolution Form –To be filled out by office**  
**Main Square Day Care Centre**

Name of Complainant: \_\_\_\_\_

Name of Staff involved: \_\_\_\_\_

Reason for Complaint:

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**Complainant**

Provide details relative to the complaint:

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Proposed resolution:

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Was the complaint brought to staffs attention? Yes    No   

If no, why not? \_\_\_\_\_

**Staff**

Provide details relative to the complaint:

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Proposed resolution:

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**Director**

Does the Board of Directors, or any other outside agency need to be contacted?

Is an investigation necessary? (If yes attach information from investigation)? Yes    No   

Resolution:

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Have both parties been contacted? Yes    No   

Further action required: \_\_\_\_\_

**Date complaint received:** \_\_\_\_\_

**Date complaint acknowledge:** \_\_\_\_\_

**Date complaint resolved:** \_\_\_\_\_

**Directors Signature:** \_\_\_\_\_