

Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: September 10, 2018

Date Policy and Procedures Updated: June 21, 2023

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.

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 ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversation and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by GNAG and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. Whenever possible, issues and concerns will be responded to immediately, or when not possible, within 24 hours.

Issues/concerns may be brought forward verbally or in writing via e-mail. Responses and outcomes will be provided verbally, or via e-mail when convenient or when a written record is necessary. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

Investigations of issues and concerns will be fair, impartial and respectful to all 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, 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 Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modelling 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/childrensaidthereportingabuse/index.aspx>

Procedures

Program / Room Related Concern

If the nature of a concern is related to the daily program itself (e.g. schedule, routines, activities...) parents/guardians can direct their concerns directly to the staff in the room. If the parent/guardian feels their concern has not been properly addressed, they can also bring their concern to the Program Supervisor or Licensee.

General, Centre or Operations Related Concern

If the nature of a concern is related to general operations of the program (e.g. child care fees, staffing, waiting lists, menus...) parents/guardians can direct their concerns to the Program Supervisor or Licensee

Staff Conduct Concern

If the nature of a concern is related to the conduct of a staff member, Program Supervisor, or Licensee, the parent/guardian may direct their concern to the individual directly or to the supervisor or licensee.

If the nature of the concern is related to the conduct of a volunteer, the parent/guardian should direct their concern to the Program Supervisor.

All issues or concerns about the conduct of staff, volunteers, supervisors, 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