



ORDE DAY CARE'S STAFF- POLICY AND PROCEDURE BINDER

Parent Issues and Concerns Policies and Procedures

Created: September 2, 2016

Board Approved: October 20, 2016, September 2017

Reviewed: September 2, 2016, October 20, 2016, August 18, 2017, November 6, 2019, March 20, 2020

Reference: Child Care and Early Years Act, 2014

Approved by Board of Directors: September 25, 2017

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 Orde Day 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.

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 five business day(s). **Any required follow up meetings or discussions will be arranged with the parties within five days of the initial meeting through email.** This allows the person who raised the issue/concern to 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



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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.

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*

Procedures:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff, Supervisor and Executive Director in responding to issue/concern:
Program-Related E.g.: schedule, toilet training, indoor/outdoor program and environments, activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - Program staff or Supervisor 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 5 business days.
General, Agency- or Operations-Related E.g. Placement of children, transition into new program, volunteer requirements, withdrawal related issues	Raise the issue or concern to: <ul style="list-style-type: none"> - Supervisor 	Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern;
Staff related E.g.: conduct of program staff or supervisor or Executive Director	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or - the Supervisor or - the Executive Director or - Orde Daycare Board of Directors <p>All issues or concerns about the conduct of the staff that puts a child's health, safety and well-being at risk should be reported</p>	<ul style="list-style-type: none"> - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter. I.e. if it is a billing issue, provide name and email of Executive Director</p>



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Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff, Supervisor and Executive Director in responding to issue/concern:
	to the Executive Director as soon as parents/guardians become aware of the situation.	Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern within 5 business days, and indicate further investigation or communication is warranted and if so, provide a time line to parent to communicate updated information
Financial Concerns E.g. billing, charges, deposits, refund checks	Raise the issue or concern to - Executive Director	
Student- / Volunteer- Related	Raise the issue or concern to - the person responsible for supervising the volunteer or student or - Supervisor Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the Executive Director office as soon as parents/guardians become aware of the situation.	

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 Executive Director

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.



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Contacts:

EXECUTIVE DIRECTOR	admin@ordedaycare.org	416 598.3412
ORDE SATELLIE SUPERVISOR	monica.ordesatellite@yahoo.ca	416.591.0040
ORDE SUPERVISORS	garydordedaycare@yahoo.ca indraordedaycare@yahoo.ca	416.598.3412
ORDE BOARD OF DIRECTORS	ordeboard@ordedaycare.org	

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

Staff Name:	Supervisor Name:
Staff Signature:	Supervisor Signature:
Date:	Date:

Complaint Resolution Form- To be filled out by office

Name of Complainant: _____

Name of Staff/Supervisor/ED involved: _____

Reason for Complaint: _____

Complainant

Provide details relative to the complaint:

Proposed Resolution:



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Was the staff/supervisor informed of this concern: - yes/no

If no, why not?

Staff/Supervisor

Provide details relative to the complaint: _____

Proposed Resolution: _____

Executive Director

Does the Board of Directors, or any other agency need to be contacted? (City, Ministry, College, Children's Aid, Toronto Public Health, Ministry of Labour)

Is an investigation necessary (If yes, attach information from investigation)? Yes/no

Resolution: _____

Have all parties been contacted? Yes/No

Date complaint received: _____

Date complainant acknowledge: _____

Date complainant resolved: _____

ED Signature: _____

Attach any supporting documents, emails, notes, written statements, reports if applicable