

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Air-O-Down Child Care Centre

Date Policy and Procedures Established: July 6, 2017

Date Policy and Procedures Updated: September 1, 2017

Policy

The purpose of this policy is to provide a transparent process for parents/guardians and Air-O-Down Child Care to use when parents/guardians bring forward issues/concerns relating to their children's attendance at A-O-D CCC. This policy complies with the requirements of the *Child Care and Early Years Act, 2014*, S.O. 2014, c. 11, Sched. 1 and its regulations.

Parents/guardians are encouraged to take an active role in our child care centres programs and regularly discuss what their child(ren) are experiencing with our program. As reflected in our program statement, we support positive and responsive interactions among the children; parents/guardians, child care providers and support staff, 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 Air-O-Down 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.

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 two (2) business days. 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's/programs maintain 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 during an interaction, they may immediately end the interaction and report the situation to the Executive Director/Designate and or Board of Directors Executives.

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 and/or Licensee in Responding to the Issues/Concerns:
<p>Program Room-Related</p> <p>E.g. schedules, sleep, arrangements,</p> <p>Toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to the classroom staff directly.</p> <p>Or</p> <p>The Executive Director/Designate or Board of Directors.</p>	<p>Address the issue/concern at the time it is raised</p> <p>Or</p> <p>Arrange for a meeting with the parent/guardian within five(5) business days.</p> <p>Document the issues/concerns in detail.</p> <p>Documentation should include:</p> <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; -the details of the issue/concern; and -any steps taken to resolve the issue/concern and/or information given to the parent/guardian

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
<p>General, Centre or Operations-Related</p> <p>E.g. child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> -the Executive Director/Designate or Board Directors. 	<p>regarding next steps or referral.</p>
<p>Staff-Executive Director/Designate and/or Board of Directors.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> -the individual directly <p>Or</p> <ul style="list-style-type: none"> -Executive Director/Designate -Board of Directors <p>All issues or concerns about the conduct of staff, parent, etc. that puts a child's health safety and well-being at risk should be reported to the Executive Director 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 two(2) business days or as soon as reasonably possible thereafter.</p> <p>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>
<p>Student/Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> -The staff responsible for supervising the volunteer or student <p>Or</p>	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
	<p>-the Executive Director/designate</p> <p>-the field placement teacher</p> <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 Executive Director as soon as parents/guardians become aware of the situation.</p>	

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 Board of Directors.

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: [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

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

Toronto Children Services Consultant Dhurata Beqo-416-338-5894

Ministry of Environment-www.ontario.ca/page/atministry-environment-416-325-4000 Ministry of Labour-Ontario.ca/employment standards-416-3267160, Toronto Fire Services-tfscomplaints@toronto.ca-4330 Dufferin st-416-338-9050 College of ECE489 College St Suite 206-Toronto,Ontario M6G 1A5- 416-487-3157 Public Health-publichealth@toronto.ca-416-338-7600 Toronto Police Services-40 College St. 416-808-2222. Children's aid society-416-924-4646,CCAS-416-3951500,JFCS-416-638-7800,NCFS-416-281-9572

