

	<b>POLICY TITLE</b>	<b>CATEGORY</b>
	Parent Issues and Concerns (Home Child Care)	Programs
	<b>APPROVING BODY OR POSITION</b>	<b>APPROVAL DATE</b>
	Associate Director, Programs	July 2017
<b>PRIMARY LEGISLATION / REGULATION REFERENCE(S)</b>		
Child Care and Early Years Act, 2014 (CCEYA)		

## POLICY

Family Day Care Services strives to ensure that each family’s child care experience with the agency is a positive one and that the parent’s and child(ren)’s needs are met. When a parent / guardian has an issue or concern the agency uses the following process to ensure that the issue or concern is handled fairly and consistently throughout the agency in a timely manner.

## PURPOSE

The purpose of this policy is to outline the process that Family Day uses to address parent/guardian issues or concerns in a transparent, timely, fair and consistent manner.

## SCOPE

This policy, its principles and practices, applies to all Caregivers, persons who are ordinarily residents of the premises or regularly at the premises, other adults, students and volunteers.

## PROCEDURES

1. As supported by our program statement Family Day encourages positive and responsive interactions among children, parents/ guardians and caregivers and fosters the engagement of ongoing communication with parents/ guardians about the program and their children.
2. All issues and concerns raised by parents / guardians are taken seriously and every effort will be made to address and resolve issues or concerns to the satisfaction of all parties as quickly as possible.
3. Issue / concerns may be brought forward verbally or in writing. Every issue/ 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 Education, law enforcement authorities or CAS)
4. The person who raised the issue/concern will be kept informed throughout the resolution process.

Every effort will be made to resolve any issue / concern with the Coordinator or Program Manager. The person who raised the issue will be contacted, the issue / concern will be reviewed and the agency will outline the findings and will explain how the agency proposes to resolve the issue/ concern.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Caregiver, Coordinator and/or Family Day in responding to issue/concern:
<b>Program Related</b> (e.g.: schedule, toilet training, indoor/ outdoor program activities, menus, etc.)	Raise the issue or concern to the caregiver - or - to the coordinator and/or Program Manager	1. Address the issue/concern at the time it is raised or Arrange for a meeting with the parent / guardian within 3 business days.
<b>Related to a centre, operations or of a general nature</b> (e.g.: fees, placement, etc.)	Raise the issue or concern to the Coordinator or Program Manager	2. Document the issues/concerns in detail. The documentation should include: <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>Related to a Provider, Coordinator and/or Family Day (the agency)</b> (e.g.: conduct of caregiver, coordinator, agency head office staff, etc.)	Raise the issue or concern to the individual directly - or - to Family Day  <b>Note:</b> All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	3. Provide contact information for the appropriate person if the person being notified is unable to address the matter.
<b>Related to Other Persons at the Home Premises</b>	Raise the issue or concern to the caregiver directly - or - to the coordinator and/or Program Manager  <b>Note:</b> All issues or concerns about the conduct of other persons in a home child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	4. 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.  5. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
<b>Related to a Student or Volunteer</b>	Raise the issue or concern to the person responsible for supervising the volunteer or student - or - to the Coordinator and/or Program Manager  <b>Note:</b> 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 agency head 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 the issue / concern, they may escalate the issue or concern to the Associate Director who will review the issue or concern and how it has been handled thus far and will respond within 3 business days

If the issue or concern is not resolved to the satisfaction of the parent/guardian at this point, it may escalate to the Director, Development and Programs who will review the issue or concern and how it has been handled thus far and will respond within 3 business days

If the issue or concern is not resolved to the satisfaction of the parent/guardian at this point, it may escalate to the Chief Executive Officer (CEO) who will review the issue or concern and how it has been handled thus far and respond within 3 business days. The decision of the CEO is final.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must 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.

- **Concerns About the Suspected Abuse or Neglect of a Child**

Everyone, including members of the public and professionals who work closely with children are 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 Children and Family Services Act.

- **Record Retention**

All records, reports or other documents will be maintained in a secure location for at least three years from the date they are made as per section 82 of the Regulation.

## **POLICY REVIEW AND SIGN-OFF**

The Parent Issues and Concerns Policy and Procedures will be reviewed annually by the agency. All who fall under the scope of this policy will review and sign this policy at the start of their contractual agreement with the agency and annually thereafter or as needed.

### **Signature**

I have read, reviewed and understand my responsibilities as a contracted Home Child Care Provider outlined in the Parent Issues and Concerns Policy

\_\_\_\_\_  
Caregiver Name (print)

\_\_\_\_\_  
Caregiver Signature

\_\_\_\_\_  
Date (mm/dd/yy)

\_\_\_\_\_  
Coordinator/Manager Name (print)

\_\_\_\_\_  
Coordinator/Manager Signature

\_\_\_\_\_  
Date (mm/dd/yy)

**Family members and other people who are regularly on the premises  
→ please see page 4 for policy sign-off.**

Caregiver Name (please print) → \_\_\_\_\_

➤ Name of family member or other person regularly on premises: \_\_\_\_\_  
(please print)

\_\_\_\_\_  
Signature Coordinator / Manager Date (mm/dd/yy)

➤ Name of family member or other person regularly on premises: \_\_\_\_\_  
(please print)

\_\_\_\_\_  
Signature Coordinator / Manager Date (mm/dd/yy)

➤ Name of family member or other person regularly on premises: \_\_\_\_\_  
(please print)

\_\_\_\_\_  
Signature Coordinator / Manager Date (mm/dd/yy)

➤ Name of family member or other person regularly on premises: \_\_\_\_\_  
(please print)

\_\_\_\_\_  
Signature Coordinator / Manager Date (mm/dd/yy)

➤ Name of family member or other person regularly on premises: \_\_\_\_\_  
(please print)

\_\_\_\_\_  
Signature Coordinator / Manager Date (mm/dd/yy)

➤ Name of family member or other person regularly on premises: \_\_\_\_\_  
(please print)

\_\_\_\_\_  
Signature Coordinator / Manager Date (mm/dd/yy)

➤ Name of family member or other person regularly on premises: \_\_\_\_\_  
(please print)

\_\_\_\_\_  
Signature Coordinator / Manager Date (mm/dd/yy)

➤ Name of family member or other person regularly on premises: \_\_\_\_\_  
(please print)

\_\_\_\_\_  
Signature Coordinator / Manager Date (mm/dd/yy)