



PARENT QUESTIONS AND CONCERNS POLICY

WEST NIPISSING CHILD CARE CORPORATION

POLICY

Purpose

In our child care facilities, parents are encouraged to take an active role and to regularly discuss what their child is experiencing in our programs. In conjunction with Regulation 137/15, s. 45.1, the purpose of this policy is to provide a transparent process for parents/guardians, staff, providers, students and volunteers when parents/guardians raise issues or concerns.

As our program statement indicates, our vision of the child is one of a competent person, who is capable, curious, and full of potential. In keeping with this vision, we promote positive and responsive interactions between children, parents/guardians, staff, child care providers, students and volunteers. We encourage parent/guardian involvement and ongoing communication with parents/guardians about the program and their children. Our staff and providers are available to engage parents/guardians in conversations and foster a positive experience in every interaction.

All questions and concerns raised by parents/guardians are taken seriously by staff and child care providers and will be treated with respect. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible.

To ensure that this policy and its guidelines are understood by all, employees, providers, students and volunteers of the West Nipissing Child Care Corporation receive an orientation session upon hiring or placement, before interacting with children. In addition, these guidelines are reviewed and signed once a year, and/or whenever they are amended.

ADMINISTRATIVE GUIDELINES

Intent

The following is intended to provide licensees and parents with a clear and transparent process to follow when a parent has raised an issue or concern that they wish to have addressed by the licensee.

Please note that this document does not constitute legal advice and should not be relied upon as such. The information provided in this document does not affect the authority of the ministry to enforce the *Child Care and Early Years Act (CCEA)* and its regulations. Ministry staff will continue to enforce these Acts based on the facts as they may find them during any inspection or investigation.



It is the provider's responsibility to ensure compliance with all applicable legislation. If the provider requires assistance with the interpretation of the legislation and its application, legal counsel may be sought out.

Procedures and Processing Time

Issues and concerns may be presented 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 a problem or concern will be provided to the parent/guardian within two business days. The person who raised the issue or concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful of the parties involved. The table below discusses the nature of parent issues or concerns and the steps for reporting and responding to them.

Nature of Question or Concern	Steps to be taken by the parent and/or guardian to report an issue or concern	Steps for staff and/or provider to take to address the issue/concern
<p>Related to the program room: e.g., scheduling, sleep arrangements, potty training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Refer the issue/concern directly to the assigned staff member.</p>	<p>Address the issue/concern at the time it is raised; or If possible, arrange a meeting with the parent/guardian within two working days.</p> <p>1-Document the issues/concerns in detail. Documentation must include:</p> <ul style="list-style-type: none"> • -the date and time the problem/concern was received; • • -the name of the person who received the problem/concern;
<p>General, center-related or operational For example: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Refer the problem/concern to the supervisor.</p>	
<p>Related to staff, parents on duty, supervisors</p>	<p>Address the issue or concern directly with the</p>	



<p>and/or licensed service providers</p>	<p>individual or with the supervisor or licensee.</p> <p>If the parent/guardian has a question or concern about the conduct of a staff member, parent on duty, etc., that jeopardizes the health, safety, or welfare of a child, the parent/guardian must immediately report the matter to the supervisor.</p>	<ul style="list-style-type: none"> • -the name of the person who reported the problem/concern • the details of the problem/concern, and any steps taken to resolve the problem/concern and/or information given to the parent/guardian regarding next steps or referral. <p>2-Provide contact information for the appropriate person if the person notified is unable to address the issue.</p>
<p>Related to students and volunteers</p>	<p>Address the issue or concern with the staff responsible for supervising the volunteer or student; or with the supervisor or licensee.</p> <p>If the parent/guardian has a question or concern about the conduct of a student or volunteer that jeopardizes the health, safety or welfare of a child, he or she must immediately report the matter to the supervisor.</p>	<p>3-Ensure that investigation of the problem/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible.</p> <p>4-Document in writing, as appropriate, the reasons for delays.</p> <p>5-Provide a resolution or outcome to the parent/guardian who raised the issue/concern.</p>



Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, providers, students and volunteers, except where information must be disclosed for legal reasons (e.g., to the Ministry of Education, the College of Early Childhood Educators, law enforcement authorities, or a Children's Aid Society).

Conduct

Our center and premises maintain high standards of positive interaction, communication and role modelling for children. Harassment and discrimination will not be tolerated by any party. If at any time a parent/guardian, provider or staff member feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Director.

Concerns About Suspected Child Abuse or Neglect

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected child abuse or neglect. We share the responsibility to protect children from harm. This includes situations where children are being abused or neglected in their own homes. The *Ontario Child and Family Services Act (CFSA)* protects these children.

Persons who become aware of such concerns are also required to report this information to the Children's Aid Society (CAS) in accordance with the reporting requirements of the *Child and Family Services Act*.

If a parent or guardian expresses concerns that a child is being abused or neglected, they are advised to contact the Children's Aid Society of the District of Nipissing directly, at 705-472-0910.

Escalating Problems or Concerns

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



I _____, (employee, provider, student, volunteer) understand and support the West Nipissing Child Care Corporation's *Parent Questions and Concerns Policy*.

Signature: _____ Date: _____