# PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

NAME OF CHILD CARE AGENCY: WATERVIEW CHILD CARE CENTRE

DATE POLICY AND PROCEDURES ESTABLISHED: SEPTEMBER 2017

DATE POLICY AND PROCEDURES UPDATED: SEPTEMBER 2017

## PURPOSE

THE PURPOSE OF THIS POLICY IS TO PROVIDE A TRANSPARENT PROCESS FOR PARENTS/GUARDIANS OF WATERVIEW CHILD CARE CENTRE AND STAFF TO USE WHEN PARENTS/GUARDIANS BRING FORWARD ISSUES/CONCERNS.

## DEFINITIONS

*BOARD OF DIRECTORS: IS A GROUP OF ELECTED INDIVIDUALS WHO JOINTLY OVERSEE THE ACTIVITIES OF A CORPORATION.*

*CENTRE SUPERVISOR: THE INDIVIDUAL RESPONSIBLE FOR THE DAY-TO-DAY OPERATIONS OF THE DAY CARE CENTRE AND WHO OVERSEES THE INDIVIDUALS WHO ARE EMPLOYED BY IT.*

*WATERVIEW CHILD CARE CENTRE, WATERVIEW OR CHILD CARE PROVIDER:* *A CORPORATION LICENSED BY THE ONTARIO MINISTRY OF EDUCATION TO PROVIDE CHILD CARE SERVICES AT ITS FACILITIES/PREMISES.*

CHILD EDUCATOR: AN INDIVIDUAL EMPLOYED BY THE DAY CARE CENTRE TO WORK AS THE FACILITATOR IN A PROGRAM/CLASSROOM. THIS INDIVIDUAL IS LICENSED BY THE COLLEGE OF EARLY CHILD EDUCATORS.

*LICENSEE: THE INDIVIDUAL OR AGENCY LICENSED BY THE MINISTRY OF EDUCATION RESPONSIBLE FOR THE OPERATION AND MANAGEMENT OF EACH CHILD CARE AGENCY IT OPERATES (I.E. THE OPERATOR).*

*STAFF*: *INDIVIDUAL EMPLOYED BY THE LICENSEE (E.G. WATERVIEW CHILD CARE CENTRE).*

## POLICY

### **GENERAL**

AS SUPPORTED BY OUR PROGRAM STATEMENT, WATERVIEW ENCOURAGES POSITIVE AND RESPONSIVE INTERACTIONS AMONG THE CHILDREN, PARENTS/GUARDIANS, CHILD EDUCATORS AND STAFF, AND FOSTER THE ENGAGEMENT OF AND ONGOING COMMUNICATION WITH PARENTS/GUARDIANS ABOUT THE PROGRAM AND THEIR CHILDREN. PARENTS/GUARDIANS ARE ENCOURAGED TO TAKE AN ACTIVE ROLE IN OUR CHILD CARE CENTRE AND TO REGULARLY DISCUSS WHAT THEIR CHILD(REN) ARE EXPERIENCING WITH OUR STAFF. OUR STAFF ARE AVAILABLE TO ENGAGE PARENTS/GUARDIANS IN CONVERSATIONS AND SUPPORT A POSITIVE EXPERIENCE DURING EVERY INTERACTION.

WATERVIEW EMBRACES OPPORTUNITIES TO LISTEN AND LEARN ALONGSIDE THE FAMILIES OF THE CHILDREN IN CARE; BOTH INFORMAL AND FORMAL AT VARIOUS TIMES THROUGHOUT THE DAY. WATEVIEW BELIEVES THAT WE ARE ABLE TO EVOLVE OUR UNDERSTANDING WHEN BOTH PARTIES CONDUCT CONVERSATIONS THAT ARE GROUNDED IN RESPECT. WE ARE COMMITTED TO CONVERSATIONS THAT ARE OPEN AND COURTEOUS AT ALL TIMES, EVEN IN SITUATIONS WHEN FAMILIES MAY COME TO US WITH CONCERNS. WATERVIEW AND ITS STAFF PROMISE TO LISTEN AND RECOGNIZE THAT THERE MAY BE TIMES WHEN CONCERNS ARE COMPLEX AND WE WILL DO OUR BEST TO FIND A RESOLUTION.

ALL ISSUES AND CONCERNS RAISED BY PARENTS/GUARDIANS WILL BE TAKEN SERIOUSLY 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.

PARENTS ARE ASKED TO FIRST ADDRESS ANY QUESTIONS THEY MAY HAVE WITH THEIR CHILD’S CHILD EDUCATOR/S AS THEY ARE THE ONES WHO HAVE AN UNDERSTANDING OF WHAT IS TAKING PLACE INSIDE EACH CLASSROOM. WATERVIEW’S CHILD EDUCATORS WILL LISTEN TO PARENTS’ QUESTIONS/CONCERNS IN AN ATTEMPT TO UNDERSTAND THE FAMILY’S PERSPECTIVE. CHILD EDUCATORS WILL INVOLVE THE CENTRE’S SUPERVISOR TO HELP FACILITATE CONVERSATIONS, IF NECESSARY.

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 2 BUSINESS DAY(S). 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.

FOR THE PROCEDURE ON HOW TO BRING FORWARD A CONCERN OR COMPLAINT AND FOR CONTACT INFORMATION IN WHICH TO DO SO, PLEASE SEE PAGES 4 AND 5 OF THIS DOCUMENT.

### **CONFIDENTIALITY**

EVERY ISSUE AND CONCERN WILL BE TREATED CONFIDENTIALLY AND EVERY EFFORT WILL BE MADE TO PROTECT THE PRIVACY OF PARENTS/GUARDIANS, CHILDREN, WATERVIEW, CHILD EDUCATORS, OTHER PERSONS IN THE CHILD CARE PREMISES, 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**

WATERVIEW 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, CHILD EDUCATOR AND/OR STAFF FEELS UNCOMFORTABLE, THREATENED, ABUSED OR BELITTLED, HE/SHE MAY IMMEDIATELY END THE CONVERSATION AND REPORT THE SITUATION TO THE CENTRE’S SUPERVISOR BY TELEPHONE: 905-721-0071 OR BY EMAIL: [WATERVIEW@BELLNET.CA](mailto:waterview@bellnet.ca).

IF THE CONDUCT PERTAINS TO THE CENTRE’S SUPERVISOR, AN INDIVIDUAL MAY CONTACT THE BOARD OF DIRECTORS. A CONTACT TELEPHONE NUMBER FOR THE BOARD’S PRESIDENT IS POSTED ON WATERVIEW’S LARGE BULLETIN BOARD LOCATED IN THE MAIN HALLWAY.

## CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD

“DUTY TO REPORT” - EVERY PERSON IN ONTARIO IS REQUIRED UNDER THE *CHILD AND FAMILY SERVICES ACT* TO REPORT HIS/HER BELIEF THAT A CHILD MAY BE IN NEED OF PROTECTION:

“*A PERSON WHO BELIEVES, ON REASONABLE GROUNDS, THAT A CHILD IS, OR MAY BE IN NEED OF PROTECTION SHALL FORTHWITH REPORT THE BELIEF AND INFORMATION, UPON WHICH IT IS BASED, TO A SOCIETY.”*

THE LEGISLATION SPECIFICALLY REQUIRES INDIVIDUALS WHO PERFORM PROFESSIONAL OR OFFICIAL DUTIES WITH RESPECT TO CHILDREN SUCH AS THE “OPERATOR OR EMPLOYEE OF A DAY NURSERY” TO REPORT SUSPICIONS OF CHILD ABUSE. IF IN THE COURSE OF THEIR PROFESSIONAL DUTIES, THE CENTRE SUPERVISOR AND/OR STAFF OF WATERVIEW HAVE REASONABLE GROUNDS TO SUSPECT THAT A CHILD MAY HAVE BEEN ABUSED, THE SUSPICION, AND THE INFORMATION UPON WHICH THAT SUSPICION IS BASED, MUST BE REPORTED IMMEDIATELY TO A CHILDREN’S AID SOCIETY. A PROFESSIONAL WHO WORKS WITH CHILDREN CAN BE CHARGED AND FINED FOR FAILING TO REPORT. IT IS THE RESPONSIBILITY OF THE CHILD PROTECTION AGENCY TO INVESTIGATE AND FOLLOW-UP ON THE SITUATION, AS NECESSARY.

IF A PARENT/GUARDIAN EXPRESSES CONCERNS THAT A CHILD IS BEING ABUSED OR NEGLECTED, THE PARENT WILL BE ADVISED TO CONTACT THE **DURHAM CHILDREN’S AID SOCIETY (CAS)** DIRECTLY – **(905) 433-1551**.

INDIVIDUALS 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/CHILDRENSAID/REPORTINGABUSE/INDEX.ASPX**

## 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 ISSUE/CONCERN: |
| --- | --- | --- |
| **PROGRAM-RELATED**  E.G: SCHEDULE, TOILET TRAINING, INDOOR/OUTDOOR PROGRAM ACTIVITIES, MENUS, ETC. | RAISE THE ISSUE OR CONCERN TO   * THE CHILD’S CHILD EDUCATOR(S); OR * THE CENTRE’S SUPERVISOR | * ADDRESS THE ISSUE/CONCERN AT THE TIME IT IS RAISED; OR * ARRANGE FOR A MEETING WITH THE PARENT/GUARDIAN WITHIN [2] BUSINESS DAYS.   DOCUMENT THE ISSUES/CONCERNS IN DETAIL.  DOCUMENTATION SHOULD INCLUDE:   * 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 REGARDING NEXT STEPS OR REFERRAL.   PROVIDE CONTACT INFORMATION FOR THE APPROPRIATE PERSON IF THE PERSON BEING NOTIFIED IS UNABLE TO ADDRESS THE MATTER.  ENSURE THE INVESTIGATION OF THE ISSUE/CONCERN IS INITIATED BY THE APPROPRIATE PARTY WITHIN 2 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.  IF THE PARENT/GUARDIAN IS NOT SATISFIED WITH THE RESOLUTION/OUTCOME, ENSURE THAT CONTACT INFORMATION FOR THE BOARD OF DIRECTORS IS COMMUNICATED TO THE PARENT/GUARDIAN. IT IS ALSO POSTED WITHIN THE CENTRE. |
| **GENERAL, LICENSEE OR OPERATIONS-RELATED**  E.G: FEES, PLACEMENT, ETC. | RAISE THE ISSUE OR CONCERN TO:   * THE CHILD’S CHILD EDUCATOR(S);OR * THE CENTRE’S SUPERVISOR |
| **STAFF-AND/OR LICENSEE-RELATED**  E.G: CONDUCT OF , LICENSEE, STAFF, ETC. | RAISE THE ISSUE OR CONCERN TO   * THE INDIVIDUAL DIRECTLY; OR * THE CENTRE’S SUPERVISOR.   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 BOARD OF DIRECTORS AS SOON AS PARENTS/GUARDIANS BECOME AWARE OF THE SITUATION. |
| **RELATED TO OTHER PERSONS AT THE DAYCARE CENTRE** | RAISE THE ISSUE OR CONCERN TO   * THE CENTRE’S SUPERVISOR   ALL ISSUES OR CONCERNS ABOUT THE CONDUCT OF OTHER PERSONS ON CHILD CARE PREMISES THAT PUTS A CHILD’S HEALTH, SAFETY AND WELL-BEING AT RISK SHOULD BE REPORTED TO THE BOARD OF DIRECTORS AS SOON AS PARENTS/GUARDIANS BECOME AWARE OF THE SITUATION. |
| **STUDENT- / VOLUNTEER-RELATED** | RAISE THE ISSUE OR CONCERN TO   * THE PERSON RESPONSIBLE FOR SUPERVISING THE VOLUNTEER OR STUDENT; OR * THE CENTRE’S 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 BOARD OF DIRECTORS AS SOON AS PARENTS/GUARDIANS BECOME AWARE OF THE SITUATION. |
| **RELATED TO THE CENTRE’S SUPERVISOR** | RAISE THE ISSUE OR CONCERN TO THE BOARD OF DIRECTORS. | ENSURE THAT A TELEPHONE NUMBER FOR THE BOARD OF DIRECTOR’S PRESIDENT IS POSTED WITHIN THE CENTRE AND IT IS UPDATED. |

**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 WATERVIEW’S BOARD OF DIRECTORS. CONTACT INFORMATION FOR THE BOARD’S PRESIDENT IS POSTED ON THE BULLETIN BOARD IN THE MAIN HALLWAY OF THE CENTRE.

ISSUES/CONCERNS RELATED TO COMPLIANCE WITH REQUIREMENTS SET OUT IN THE *CHILD CARE AND EARLY YEARS ACT., 2014* AND ONTARIO REGULATION 137/15MUST 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:**

COLLEGE OF EARLY CHILDHOOD EDUCATORS: (416) 961-8558

COLLEGE OF SOCIAL WORKERS: (416) 972-9882

DURHAM CATHOLIC DISTRICT SCHOOL BOARD: (905) 576-6150

DURHAM REGION – FIRE SERVICES: (905) 433-1238 (NON-EMERGENCY)

DURHAM REGION PUBLIC HEALTH DEPARTMENT: (905) 668-7711  
  
DURHAM REGIONAL POLICE SERVICE: (905) 579-1520 (NON-EMERGENCY)  
  
MINISTRY OF EDUCATION, LICENSED CHILD CARE HELP DESK: 1-877-510-5333 OR [CHILDCARE\_ONTARIO@ONTARIO.CA](mailto:childcare_ontario@ontario.ca)

MINISTRY OF LABOUR: 1-877-202-0008 (HEALTH AND SAFETY)

REGULATORY REQUIREMENTS: ONTARIO REGULATION 137/15

PARENT ISSUES AND CONCERNS

**45.1**EVERY LICENSEE SHALL ENSURE THAT THERE ARE WRITTEN POLICIES AND PROCEDURES THAT SET OUT HOW PARENTS’ ISSUES AND CONCERNS WILL BE ADDRESSED, INCLUDING DETAILS REGARDING,

(A) THE STEPS FOR PARENTS TO FOLLOW WHEN THEY HAVE AN ISSUE OR CONCERN TO BRING FORWARD TO THE LICENSEE;

(B) THE STEPS TO BE FOLLOWED BY A LICENSEE AND ITS EMPLOYEES IN RESPONDING TO AN ISSUE OR CONCERN BROUGHT FORWARD BY A PARENT; AND

(C) WHEN AN INITIAL RESPONSE TO THE ISSUE OR CONCERN WILL BE PROVIDED. O. REG. 126/16, S. 31.

PARENT HANDBOOK

**45.**(1)  EVERY LICENSEE SHALL HAVE A PARENT HANDBOOK FOR EACH CHILD CARE CENTRE OR HOME CHILD CARE AGENCY IT OPERATES WHICH SHALL INCLUDE,

(A.2) A COPY OF THE LICENSEE’S POLICIES AND PROCEDURES REQUIRED UNDER SECTION 45.1 REGARDING HOW PARENTS’ ISSUES AND CONCERNS WILL BE ADDRESSED;

INTENT  
  
THIS PROVISION IS INTENDED TO PROVIDE LICENSEES AND PARENTS WITH A CLEAR AND TRANSPARENT PROCEDURE TO FOLLOW WHEN A PARENT HAS BROUGHT FORWARD AN ISSUE OR CONCERN THEY WISH TO HAVE ADDRESSED BY THE LICENSEE.