

## Parent Issues and Concerns

### INTENT

The purpose of this policy is to provide a transparent process for parents/guardians and Tiny Bubbles Childcare (TBC) to use when parents/guardians bring forward issues/concerns relating to their children's attendance at TBC. 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.

### POLICY

#### General

Parents/guardians are encouraged to take an active role in our child care centre/school age 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, 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 Tiny Bubbles 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 center/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 Supervisor and or Owner.

## **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*, R.S.O. 1990, c. C.11.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Supervisor in responding to issue/concern:
<b>Program Room-Related</b>  E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the Program Director or Owner	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within five (5) 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;
<b>General, Centre or Operations-Related</b>  E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the Program Director or Owner	- 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.
<b>Staff- Program Director</b>	Raise the issue or concern to - the individual directly or the Program Director  All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Program Director as soon as parents/guardians become aware of the situation.	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 two (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.
<b>Student / Volunteer-Related</b>	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or the Supervisor  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 Supervisor as soon as parents/guardians become aware of the situation.	

I Need To	Who To Contact	Contact Information
<ul style="list-style-type: none"> <li>Report an absence</li> <li>Make alternate pickup arrangements</li> <li>Provide information about my child</li> <li>Leave a voicemail message for the Supervisor</li> </ul>	Supervisor	<ul style="list-style-type: none"> <li><b>Tiny Bubbles Childcare</b></li> </ul> 905-591-4121 or 647-459-4751
<ul style="list-style-type: none"> <li>Get assistance for online registration</li> <li>Ask about billing or TBC programs</li> <li>As about available subsidies</li> <li>Get help with email communications from TBC</li> </ul>	Supervisor	905-591-4121 or 647-459-4751  admin@tinybubbleschildcare.ca
<ul style="list-style-type: none"> <li>Make payment and subsidy arrangements</li> <li>Statements of Accounts</li> </ul>	Accounting	647-884-4502
<ul style="list-style-type: none"> <li>Ask about TBC policies and procedures</li> <li>As about program operations</li> </ul>	Owner or Supervisor	905-591-4121
<ul style="list-style-type: none"> <li>Ask about volunteer opportunities at TBC</li> </ul>	Supervisor	905-591-4121  admin@tinybubbleschildcare.ca

**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 Tiny Bubbles.

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 Labor, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

## **REVIEW**

This Policy will be provided to employees at the commencement of their employment and will be made available to them always thereafter.

The contents of this Policy and related procedure will be reviewed at least annually and at any time that changes are required by law. A record will be kept showing the date of each review conducted, and each record will be signed by each person who conducted or participated in the review.

### ***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,*

*the steps for parents to follow when they have an issue or concern to bring forward to the licensee;*

*the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and*

*when an initial response to the issue or concern will be provided. O. Reg. 126/16, s.31.*

#### ***Parent handbook***

*45. (1) Tiny Bubbles shall have a parent handbook for the child care centre which shall include,*

*(a.2) a copy of the TBC Supervisor policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;*

#### ***Intent***

*This provision is intended to provide TBC Supervisor 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.*