## Parent Issues and Concerns Policy and Procedures

Name of Home Child Care Agency: Little Lambs Home Daycare Inc.

Date Policies and Procedures Established: January 1, 2020

Date Policies and Procedures Updated: May 7th, 2020 (annually thereafter or as needed)

### Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### Policy

#### General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and 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 Little Lambs Home Daycare 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 2 business day(s) OR by the end of the business day in the event of a serious concern or allegation. 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 agency 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, home child care provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office

#### 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](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (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*.

For more information, visit<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

## Procedures

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| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Provider, 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 home child care provider directly

or* the home visitor and/or licensee.
 | * 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. |
| **General, Agency- or Operations-Related**E.g: fees, placement, etc. | Raise the issue or concern to:* the home visitor or licensee.
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| **Provider-, Staff-and/or Licensee-Related**E.g: conduct of provider, home visitor, agency head office staff, etc. | Raise the issue or concern to* the individual directly

or* the licensee.

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. |
| **Related to Other Persons at the Home Premises** | Raise the issue or concern to* the home child care provider directly

or* the home visitor and/or licensee

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. |
| **Student- / Volunteer-Related** | Raise the issue or concern to* the person responsible for supervising the volunteer or student

or* the home visitor and/or licensee.

**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 agency head office as soon as parents/guardians become aware of the situation. |

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### Definitions

*Licensee*: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the Director).

*Staff*: Individual employed by the licensee (e.g. RECE Home Visitor).

Home Visitor: staff member (RECE) who supervises Home Child Care premises to ensure ministry and agency regulations/policies are being followed.

Home Child Care Provider: The person who cares for your child in their home.