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## Parent Issues and Concerns Policy and Procedures

### **Purpose:**

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

### **General Policy:**

- **Engagement and Communication:**
  - Parents/guardians are encouraged to take an active role in our child care center and regularly discuss their child's experiences with our program. We support positive and responsive interactions among children, parents/guardians, staff, and child care providers. Our staff are available to engage in conversations and support positive experiences during every interaction.
- **Addressing Issues and Concerns:**
  - All issues and concerns raised by parents/guardians are taken seriously by the Site Supervisor and will be addressed promptly. Every effort will be made to resolve issues to the satisfaction of all parties as quickly as possible.
  - Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided in the same manner, respecting the confidentiality of all involved.
- **Initial Response:**
  - An initial response to an issue or concern will be provided within 1 business day. The individual who raised the issue will be kept informed throughout the resolution process.
  - Investigations will be fair, impartial, and respectful to all parties involved.

### **Confidentiality:**

- **Privacy Protection:**
  - 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. Information will only be disclosed when required by law (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement, or a Children's Aid Society).

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## **Conduct:**

- **Standards of Interaction:**

- Kinder College maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will not be tolerated from any party.
- If at any point a parent/guardian, provider, or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Site Supervisor or Director.

## **Concerns About Suspected Abuse or Neglect:**

- **Duty to Report:**

- All individuals, including members of the public and professionals working 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, they will be advised to contact the local Children's Aid Society (CAS) directly.
- Anyone who becomes aware of such concerns is also responsible for reporting the information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

## **Escalation of Issues or Concerns:**

- **If Not Satisfied:**

- If parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the matter verbally or in writing to the Director.
- Issues/concerns related to compliance with 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 Labour, fire department, College of Early Childhood Educators,

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Ontario College of Teachers, College of Social Workers, etc.)  
as appropriate.

**Contacts:**

- Khushdeep Kaur, Site Supervisor of Kinder College: 416-249-9881 ext 203 or khushdeep@kindercollege.ca
- Toronto Public Health: 416-338-7600
- Toronto Police Services: 416-808-2222
- Ministry of Labour: 1-877-202-0008
- Ministry of Education Licensed Child Care Help Desk: 1-877-510-5333 or childcare\_ontario@ontario.ca

**Procedures**

**Nature of Issue or Concern:**

**1. Program Room-Related (e.g., schedule, sleep arrangements, toilet training, indoor/outdoor activities, feeding arrangements, etc.):**

- **Steps for Parent/Guardian:**
  - Raise the issue or concern with the classroom staff directly or with the Site Supervisor or Director.
- **Steps for Staff/Licensee:**
  - Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 1 business day.
  - Document the issue/concern in detail, including the date and time, who received it, who reported it, the details, and any steps taken or information provided.
  - Ensure the investigation is initiated within 1 business day or as soon as possible, documenting any delays.
  - Provide a resolution or outcome to the parent/guardian who raised the issue/concern.

**2. General Centre- or Operations-Related (e.g., child care fees, hours of operation, staffing, waiting lists, menus, etc.):**

- **Steps for Parent/Guardian:**
  - Raise the issue or concern with the Site Supervisor or Director.

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### **3. Staff-Related (including Duty Parent, Site Supervisor, and Director):**

- **Steps for Parent/Guardian:**
  - Raise the issue or concern directly with the individual or with the Site Supervisor or Director.
- **Note:**
  - Any issue or concern about staff conduct that puts a child's health, safety, or well-being at risk should be reported to the Site Supervisor immediately.

### **4. Student-/Volunteer-Related:**

- **Steps for Parent/Guardian:**
  - Raise the issue or concern with the staff responsible for supervising the volunteer or student, or with the Site Supervisor or Director.
- **Note:**
  - Any issue or concern about the conduct of students or volunteers that puts a child's health, safety, or well-being at risk should be reported to the Site Supervisor immediately.