



BETTER THAN HOME
Home Daycare Agency

**922 Joe Persechini Drive, Newmarket, ON L3X 2Y8,
Tel: 416-831-1217, betterthanhomedaycare@gmail.com**

Parent Issues and Concerns Policy and Procedures

Effective: April 1, 2018

Purpose

"Better Than Home" supports the approach of open doors and unobstructed communication with parents, guardians, home child care providers' personnel and the management of "Better Than Home". We invite all parties that have issues, concerns, suggestions or comments relating to our performance to express them freely, in the established way and without fear of reprisal or retaliation.

Children's experience of our educational programs, care and supervision is an important factor in our general approach. Parents' ability to take an active role in this process and be able to express their concerns, issues and opinions constitutes a material part of our efforts.

This policy establishes a transparent process for parents/guardians, "Better Than Home" and its staff to use when parents/guardians bring forward issues/concerns.

Policy

General

1. Parents/guardians are encouraged to take an active role in our home child care agency and regularly discuss what their child(ren) are experiencing with our staff and home child care providers. 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.
2. "Better Than Home" management and our home care visitors are available to engage parents/guardians in conversations and support a positive experience during every interaction.
3. All issues and concerns raised by parents/guardians are taken seriously by "Better Than Home" 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.
4. "Better Than Home" has established various channels to allow parents to bring forward their issues/concerns – verbally, in writing or by email. Responses and outcomes will be provided



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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.

5. An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s), unless a faster response is required. The person who raised the issue/concern will be kept informed throughout the resolution process.
6. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

1. Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, home child care providers, other persons in the home child care premises, staff, students and volunteers.
2. It is understood that in certain circumstances "Better Than Home" will have to disclose the information for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).
3. Disclosure of the information in accordance with sec. 2 does not release "Better Than Home" from the general confidentiality requirements stated in sec. 1 with regards to any other person and/or process.

Conduct

1. "Better Than Home" maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.
2. 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 "Better Than Home" head office.

Concerns about the Suspected Abuse or Neglect of a child



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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*.

For more information, visit:

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

Escalation of Issues or Concerns

1. 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 the general manager of "Better Than Home".
2. Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.
3. 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:

"Better Than Home": Tel: 416-831-1217, betterthanhomedaycare@gmail.com

General manager: Ekaterina Gueletina, Tel: 416-831-1217

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca



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Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider and/or Better Than Home in responding to issue/concern:
<p>Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child care provider directly <p>or</p> <ul style="list-style-type: none"> - the home visitor and/or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within [insert number] business days.
<p>General, Agency- or Operations-Related E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the home visitor or licensee. 	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received;
<p>Provider-, Staff-and/or Licensee-Related E.g: conduct of provider, home visitor, agency head office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the licensee. <p>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.</p>	<ul style="list-style-type: none"> - 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.
<p>Related to Other Persons at the Home Premises</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child care provider directly <p>or</p> <ul style="list-style-type: none"> - the home visitor and/or licensee <p>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.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the home visitor and/or licensee. 	



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