



Policy #05
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July 2019
September 2022

Whitestone After-School Program

Parent Issues and Concerns Policy and Procedures

Purpose:

The purpose of this policy is to provide a transparent process for parents/guardians and the Whitestone Youth Recreation Club (After School Program) to use when parents/guardians bring forward issues/concerns relating to their children's attendance at the After School Program. This policy complies with the requirements of the *Child Care and Early Years Act* and its regulations.

Glossary:

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 operator).

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will only be referred to as "parent" in this policy).

Program Coordinator: for the purposes of this policy "Program Coordinator" is used to refer to the contracted personnel who provide oversight of the program and students at the Whitestone Lake Central School.

Staff: for the purposes of this policy, "staff" is used to also refer to persons who are employed by the Municipality of Whitestone.

Volunteer: for the purposes of this policy "Volunteer" is used to refer to persons who volunteer their time at the After School Program including students on placement.

Policy:

General

Parents/guardians are encouraged to take an active role in the After-School Program and regularly discuss what their child(ren) are experiencing with the program. As reflected in the program statement, the program supports positive and responsive interactions among the children, parents/guardians, program provider, students on placement and volunteers, and fosters the engagement of and ongoing communication with parents/guardians about the program and their children.

The Program Coordinator is 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 the Whitestone Youth Recreation Club 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 all 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, Program Coordinator, students on placement 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 (CAS)).

Conduct

The After School Program 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, students on placement or volunteers feels uncomfortable, threatened, abused or belittled during an interaction, they may immediately end the interaction and report the situation to the Program Coordinator or Licensee.

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*.

For more information, visit

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

Procedures:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Program Provider or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to the Program Coordinator.</p>	<p>Address the issue/concern at the time it is raised or Arrange for a meeting with the parent/guardian within two (2) business days.</p> <p>Document the issues/concerns in detail.</p> <p>Documentation should include:</p>
<p>General Operations-Related</p> <p>E.g: child care fees, hours of operation, personnel, waiting lists, etc.</p>	<p>Raise the issue or concern to the Licensee.</p>	<ul style="list-style-type: none"> - 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; <p>and</p> <ul style="list-style-type: none"> - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Supervision of Child(ren) Issue is Program Coordinator, Student on Placement or Volunteer</p>	<p>All issues or concerns about the conduct of the Program Coordinator that puts a child's health, safety and well-being at risk should be reported to the Licensee.</p> <p>All issues or concerns about the conduct of the students on placement or volunteers, that puts a child's health, safety and well-being at risk should be reported to the Licensee.</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 two (2) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

I Need To:	Who To Contact	Contact Information
<ul style="list-style-type: none"> • Report an absence • Make alternate pickup arrangements • Provide information about my child 	Program Coordinator	Rebecca Green 705-773-2091 Municipality of Whitestone 705-389-2466
<ul style="list-style-type: none"> • Register my Child(ren) in the After School Program 	Municipality of Whitestone	705-389-2466
<ul style="list-style-type: none"> • Make payment • Get a Statements of Account 	Municipality of Whitestone	705-389-2466
<ul style="list-style-type: none"> • Ask About Subsidies 	Parry Sound District Social Services Board	705-746-2777
<ul style="list-style-type: none"> • Ask about policies and procedures • Ask about program operations 	Municipality of Whitestone Or Program Coordinator	705 -389-2466 Rebecca Green 705-773-2091
<ul style="list-style-type: none"> • Ask about volunteer opportunities 	Municipality of Whitestone	705-389-2466

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 the Municipality of Whitestone, CAO/Clerk.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act*, 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, Ontario College of Teachers, College of Social Workers etc.) where appropriate.