

Mandatory Information

The following information **must be included** in your child care program's parent issues and concerns policies and procedures will be addressed to demonstrate compliance with requirements under the *Child Care and Early Years Act, 2014* and O. Reg. 137/15:

- The steps for parents to follow when they have an issue or concern to bring forward to the licensee
- The steps for the licensee and its employees to follow in responding to an issue or concern brought forward by a parent
- When an initial response to the issue or concern will be provided

Other Considerations

The following are some tips and other considerations for developing your parent issues and concerns policies and procedures. These are not mandatory, but they will support the development of more comprehensive and high-quality policies and procedures:

- Provide definitions for terms used throughout your document.
- Include a space to put the date that the policy was last developed and/or updated.
- Think about and reflect the different kinds of issues and concerns that may be brought forward by parents (e.g. program-related, staff-related, operational, etc.) and the expectations for your home child care providers and staff to receive and address each different situation.
- Set out requirements for reporting the suspected abuse or neglect of a child to a Children's Aid Society, as per the *Child and Family Services Act*.
- Consult resources about all the best practices that could support your program in addressing an issue or concern and include them in your policy and procedures (e.g. expectations for communication and documentation, how confidentiality can be maintained, a process for how issues or concerns can be escalated, etc.)
- Break down your procedures into a step-by-step process that is easy to understand and follow, where possible. Try to be specific about who will do what, and when.
- Consider how this policy can be linked to your established program statement's goals and approaches such as creating positive learning environments and experiences for children, supporting positive and responsive interactions among children, parents, staff, and child care providers, and fostering the engagement of and ongoing communication with parents about the program and their children.
- Consider how other regulatory requirements can be reflected in your policy (e.g. daily written record, maintaining records, etc.)
- Include contact information for the licensee and other authorities to whom parents may report their issues or concerns (e.g. the Ministry of Education, local health department, etc.).