



## YMCA Northumberland Parent Concerns and Issues Policy

Name of Child Care Centre: YMCA Northumberland

Date Policy and Procedures Established: September 2016

Date Policy and Procedures Updated/Reviewed: July 2024 – no change

### Intent:

At the YMCA we understand that the most important people in a child’s life are their family. YMCA Educators and supervisors play a supporting role while families are at work or school. YMCA Educators are committed to connecting, partnering and engaging parents to provide the best possible care for each child. Daily conversations benefit the child, family, and the educator. They help provide consistency for the child, support educators in understanding the child and therefore planning for their success and gives families the opportunity to be part of their child’s day. The following procedure guides families, educators, supervisors and management when issues and concerns occur.

In situations where issues and concerns arise, YMCA Educators and Supervisors, together with the family and YMCA Management will work as a team to reach a resolution in a timely, confidential, fair and consistent manner.

The YMCA is guided by values that influence our actions and the decisions we make. The YMCA values are: Caring, Health, Honesty, Citizenship, Respect and Responsibility. The YMCA is a shared experience for everyone to enjoy. When conflict arises, it is expected that the conflict will be resolved in a respectful manner in keeping with the YMCA values.

Type of issue/ concern:	Family shall:	YMCA educator receiving issue/concern shall:
<p><b>Daily program issues/concerns</b></p> <p>(E.g. health care including medical needs/medication or allergies, special instructions for feeding, sleeping, or activities, toilet training, child’s adjustment to program, other children including bullying, etc.)</p>	<p>Families are encouraged to speak directly with their child’s educator about any questions, issues or concerns either in person, by phone or by email.</p>	<p>Educator will listen and seek to understand the family member’s issue/concern and may attempt to resolve it immediately. If follow-up is required or if the educator is involved in supervising children, they will record the contact information including name, phone number, and email address (if any) and inform the family member of the best time for a follow-up discussion (e.g. set up a phone call or meeting). Follow-up will be done within three business days.</p> <p>If the educator receiving the issue/concern thinks they are not the appropriate person to address the issue/concern they will refer the family member to the correct person; typically, the supervisor, and provide contact information.</p> <p>Educator will record all issues/concerns and the resolution in the daily written record.</p>



		<p><b><i>If issue/concern is unresolved:</i></b> Families are encouraged to speak directly with the supervisor if the educator is unable to resolve their issue/concern.</p>
<p><b>Centre-wide issues/concerns</b>  (E.g. cleanliness, hours of operation, fees/payment, menu variety, other parents, busing to school/transition, etc.)</p>	<p>Families are encouraged to speak directly with the supervisor about any questions, issues or concerns either in person, by phone or by email.</p>	<p>Supervisor will listen and seek to understand the family member’s issue/concern and may attempt to resolve it immediately. If follow-up is required or if the supervisor is involved in supervising children, they will record the contact information including name, phone number, and email address (if any) and inform the family member of the best time for a follow-up discussion (e.g. set up a phone call or meeting). Follow-up will be done within three business days. Supervisors will record all issues/concerns and the resolution in the daily written record. <b><i>If issue/concern is unresolved:</i></b> In most cases, talking with the supervisor will resolve all issues/concerns. If for some reason a resolution cannot be reached, the supervisor will provide contact information for a coordinator/manager.</p>
<p><b>Conduct of Educator/Student/Volunteer or Supervisor</b></p>	<p>Family members are encouraged to speak directly with the supervisor about any questions, issues or concerns either in person, by phone or by email.</p> <p>If the family member is concerned about the conduct of the supervisor, they are encouraged to speak directly to YMCA coordinators/management.</p>	<p>If there is an allegation/suspicion of child abuse, the supervisor will inform the family member of his/her duty to report suspected child abuse to a child protection agency and will provide the contact information. Supervisors will:</p> <ul style="list-style-type: none"> <li>• Make a report to the same child protection agency.</li> <li>• Record all suspicions of abuse using the YMCA Child Abuse Reporting Kit.</li> <li>• Inform the Manager, Program Integrity, Children’s Services that a call has been made so they can file a Serious Occurrence Report to the Ministry of Education within 24 hours of receiving the report from the family member.</li> </ul> <p>Supervisors will share the outcome (founded/unfounded) of any investigation by a child protection agency when completed with the family member. Disciplinary information will not be shared.</p>



## Protection of Children and Vulnerable Persons

Everyone, including members of the public and professionals who work closely with children share a responsibility to protect children and vulnerable persons from harm. See Duty to Report<sup>1</sup>

The YMCA recognizes its responsibility to promote safe environments and practices to protect children and vulnerable persons from abuse.

YMCA Child Care Educators are:

- ✓ Legally responsible to immediately make a report to a child protection agency if they suspect abuse.
- ✓ Responsible to make the decision to report suspected abuse without consulting their supervisor or colleagues.\*
- ✓ Accountable to ensure the report remains confidential and sealed. Details of the report are not to be shared with anyone, this includes the supervisor, other educators, or parent unless authorized by the child protection agency.

*\*No staff/student/volunteer or parent shall advise someone not to report suspicions of abuse, nor try to stop the person from reporting or consulting with a child protection agency.\**

### Escalation process for unresolved issues or concerns:

If a family member has been unable to resolve their issue/concern through the informal process described above, a formal complaint may be made in writing (by mail or email) to:

**Mailing Address:**     **YMCA Northumberland**  
339 Elgin St West  
Cobourg, Ontario K9A 4X5

**Email Address:** go to our website at <https://ymcanrt.org/child-care/>  
And click on the CONTACT US button.

Please provide contact information, as the YMCA will not respond to anonymous complaints. If you are unable to submit a formal complaint in this manner due to a disability, you may contact the YMCA to request accommodation, which will be provided in keeping with the YMCA's Accessibility and Customer Services Policy.

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<sup>1</sup> **Duty to Report** is defined under section 72(1) of the Ontario Child and Family Services Act and sets out what must be reported to a child protection agency (e.g. Children's Aid Society - CAS).



## **Formal Complaint Process**

The YMCA is committed to a fair process when dealing with complaints. Families will be treated with respect and kept informed of the status of their complaint. The YMCA will respond within 3 business days to confirm that your complaint has been received. The YMCA aims to resolve all complaints within 30 days of receipt. If this timeline cannot be met, the family will be informed of the reasons and given a revised timeframe. Upon completion of a review, the family will be provided with reasons for the decision relating to the complaint, which will complete the formal complaint process.

## **Confidentiality/No Retaliation**

Any YMCA educator that receives a complaint or concern shall maintain confidentiality by not discussing allegations with other individuals, except on a 'need to know' basis. For example, in some programs that receive funding from partner agencies, complaints may need to be shared with those agencies. No person who in good faith and under this policy submits a concern or complaint shall suffer retaliation.

## **Records**

A summary of all formal complaints, including number and type, will be provided to the Board/Board Committee on an annual basis.