

Conflict Resolution Policy

Purpose

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

Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. We support positive and responsive interactions among the children, parents/guardians, child care providers and educators, and foster the engagement of an ongoing communication with parents/guardians about the program and their children. Our staff are 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 Children's Village Day Care and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible.

Issues or concerns may be brought forward verbally or in writing. 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 the parents/guardians within three business days. The person who raised the issue or concern will be kept informed of the process.

Investigations of issues and concerns will be fair, impartial and respectful of 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, staff, students and volunteers, except when information must be disclosed for legal reasons (Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society)

Conduct

Children's Village Day Care 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, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee (administrator)



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 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.