

Parent Issues and Concerns Policy and Procedures

Approved by the Jack Purcell Recreation Association Board of Directors: March 28, 2022

Purpose

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

Policy

General

The Jack Purcell Recreation Association supports and models positive and responsive interactions among the children, parents/guardians, and staff, and fosters the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by the Jack Purcell Recreation Association 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.

We encourage you to address your suggestions and concerns by following these steps:

1. Respectfully speak to one of the staff detailing concerns and a desired outcome.
2. If you feel like your concerns have not been addressed, please contact the Executive Director, and provide as much detail as possible about the situation and desired resolution. It is the role of the Executive Director to assist parents/guardians and staff to revisit the issue and devise an appropriate solution for all involved. Responses and outcomes will be provided verbally, or in writing upon request.
3. If you are not satisfied with the results of step 2 please contact the Jack Purcell Recreation Association Board of Directors president@jpra.ca.

An initial response to an issue or concern will be provided to parents/guardians within three business days. The level of detail provided to the parent/guardian will be respected and the confidentiality of all parties involved will be maintained. 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 parties involved.

Conduct

The Jack Purcell Recreation Association maintains high standards for positive interaction, communication and role-modeling for children. If at any point a parent/guardian, and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Executive Director.

Note that harassment and discrimination will not be tolerated from any party. The Executive Director reserves the right to immediately remove any children from the program should staff experience any kind of harassment or discrimination from parents/guardians.

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 (i.e., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

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/childrensaidthereportingabuse/index.aspx>