

## Working with Families to Resolve Concerns and Issues Procedure

### Intent:

The YMCA understands that a child’s family are the most important people in their life. YMCA educators and supervisors play a supporting role while families are at work or school. YMCA staff 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 staff. They help provide consistency for the child, support staff to understand the child and therefore plan for their success, and give families the opportunity to be part of their child’s day. The following procedure guides families, staff, supervisors and YMCA Management when issues and concerns occur.

In situations where issues and concerns arise, YMCA staff 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, Inclusiveness, 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 staff 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>Staff 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 staff is involved in supervising children the staff 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).</p> <p>If the staff 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>Staff will record all issues/concerns and the resolution in the Daily Written Record/Log Book.</p> <p><b><i>If issue/concern is unresolved:</i></b><br/>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></p>   | <p>Families are encouraged to speak directly with the</p>  | <p>Supervisor will listen and seek to understand the family member’s issue/concern, and may attempt to</p>   |

| <b>Type of issue/ concern:</b>  | <b>Family shall:</b>  | <b>YMCA staff receiving issue/concern shall:</b>   |
|---|---|--|
| <p>(E.g. cleanliness, hours of operation, fees/payment, menu variety, other parents, busing to school/transition, etc.)</p> | <p>supervisor about any questions, issues or concerns either in person, by phone or by email.</p>   | <p>resolve it immediately. If follow-up is required or if the supervisor is involved in supervising children the supervisor 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).</p> <p>Supervisors will record all issues/concerns and the resolution in the Daily Written Record/Log Book.</p> <p><b><i>If issue/concern is unresolved:</i></b><br/> 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 the YMCA Manager responsible for the region.</p>  |
| <p><b>Conduct of staff/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 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.</p> <p>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>• 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.</p> <p>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 staff 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 staff, 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 of Greater Toronto Contact Centre**  
2200 Yonge St., Unit 300  
Toronto, Ontario M4S 2C6  
**Email Address:** [memberservices@ymcagta.org](mailto:memberservices@ymcagta.org)

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 available on our [website](#).

### 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

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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).

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 staff 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.