



**How to Voice a
Concern**

**LARCH STREET KIDS
CHILD CARE CENTRE**

August 2025

How to Voice a Concern: Sequential Steps when Voicing a Concern

In order to ensure all concerns are heard and addressed in an appropriate manner, the following steps are to be taken when voicing a concern.

1. Parents/staff are to contact their Site Supervisor and discuss the matter with him/her. Contact information can be found below as well as on our website: www.larchstreetkids.com.
2. If the Supervisor is unable to handle the concern to your satisfaction or in a timely manner, parents/staff are to contact the Registrar, Jordan Carriere.
3. If the Registrar is unable to handle the concern to your satisfaction or in a timely manner, parents/staff are to contact the Executive Director, Sherri Cole.
4. If a **policy breach** has occurred and has not been rectified by the Executive Director, parents are to contact the Board of Directors at the contact number below.

We ask you to provide all concerns in writing in order to ensure your concerns are properly addressed.

Contact Information:

STEP 1 – Site Supervisor

Supervisor at Alexander Kids:

Heather Cross

(Email): alexander@larchstreetkids.com

(Phone): 705.671.3695

Supervisor at Beattie Kids:

Kyrie Stevens

(Email): beattie@larchstreetkids.com

(Phone): 705.522.8963

Supervisor at Princess Anne Kids

Emily Bain

(Email): princessanne@larchstreetkids.com

(Phone): 705.586.0699

Supervisor at College Street Kids:

Angela Riley

(Email): 199larch@larchstreetkids.com

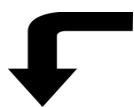
(Phone): 705.688.8600

Supervisor at Northeastern Kids:

Ashley Roque

(Email): northeastern@larchstreetkids.com

(Phone): 705.693.3767



STEP 2 - Registrar

Registrar:

Jordan Carriere

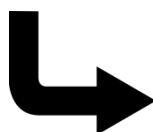
(Email): registrar@larchstreetkids.com

(Phone): 705.688.8602



POLICY BREACH – Board of Directors

Contact information provided
by Sherri Cole.



STEP 3 – Executive Director

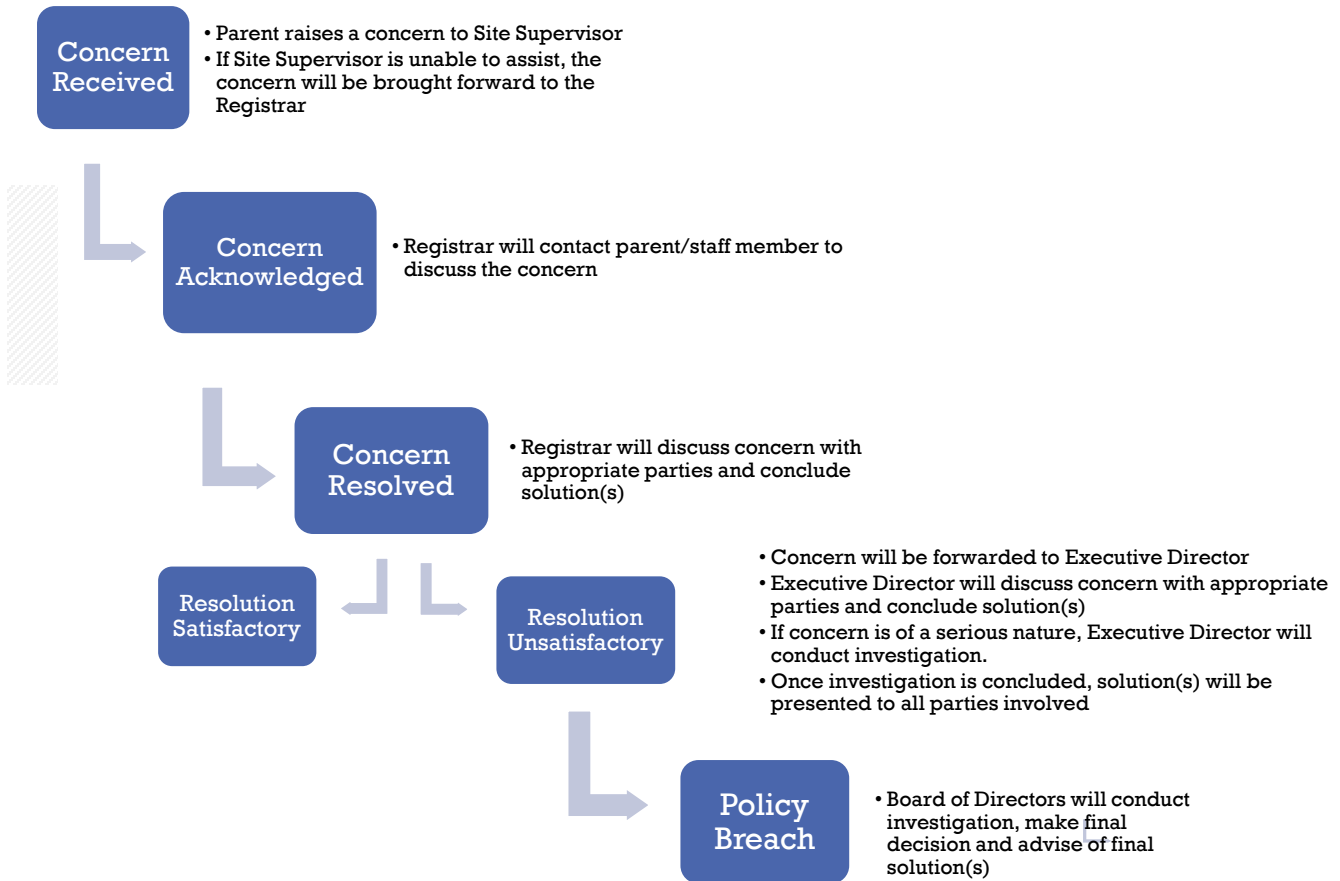
Executive Director:

Sherri Cole

(Email): scole@larchstreetkids.com

(Phone): 705.688.8602

How to Voice a Concern: How Concerns will be Handled



How to Voice a Concern: Expectations from Both Parties

Expectations from parent/staff raising a concern:

- All concerns must be raised in a respectful manner
- The use of foul, inappropriate or abusive language will not be tolerated

Expectations from staff receiving a concern:

- All concerns will be handled respectfully and confidentially
- All concerns will be handled in a timely manner



How to Voice a Concern: Harassment and Discrimination

Intent

Larch Street Kids Child Care Centre has adopted this policy to ensure the protection of our employees, families, children, students and visitors from harassment and discrimination.

Policy

1. Larch Street Kids Child Care Centre shall strive to provide a harassment and discrimination-free environment.
2. Larch Street Kids Child Care Centre strictly prohibits harassment and discrimination, and will investigate all reported incidents and apply appropriate disciplinary action.
3. Larch Street Kids Child Care Centre will maintain confidentiality and privacy in all matters when handling a report of harassment and/or discrimination and shall conduct investigations in a private and confidential manner.
4. As appropriate, Larch Street Kids Child Care Centre may be required to contact the authorities where a criminal offence has transpired.
5. Larch Street Kids Child Care Centre will communicate the Anti-Harassment and Discrimination Policy to all new employees, families, and students and ensure that they understand and agree.
6. Larch Street Kids Child Care Centre will take all reasonable measures to prevent harassment and discrimination.
7. In the event that an incident of harassment and/or discrimination occurs on Larch Street Kids premises, the incident should be reported as soon as possible to Sherri Cole, Executive Director. The incident will be investigated appropriately.
8. Larch Street Kids Child Care Centre will not tolerate or condone any retaliatory actions resulting from a report of harassment and/or discrimination.
9. Larch Street Kids Child Care Centre strictly prohibits false and/or malicious reports of harassment or discrimination. In the event that it is determined through the investigation process that the report was falsified and/or otherwise made with malicious intent, Larch Street Kids will take appropriate disciplinary action.

Definitions

The following will assist members and staff in the identification of harassment and discrimination.

1. **Discrimination** – Discrimination is defined as an occurrence where a person is treated less favorably or fairly than another person or group of people in the same or similar circumstances because of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same-sex partnership status, family status or disability.

2. **Harassment** – Harassment is defined as any interaction between individuals that can be characterized as unwelcome, intimidation, bullying, violence or misconduct. Larch Street Kids rejects and entirely disapproves of all harassment based on the grounds of: race (i.e.: color, ethnicity, origin, nationality and descent), sex, marital status, age, sexual orientation, gender history, religious beliefs, political convictions, disability or medical condition. Such acts include:
 - a. Profane language and inappropriate comments or gestures;
 - b. Inappropriate physical conduct;
 - c. Creating an intimidating or offensive working environment; or
 - d. Creating a degrading, humiliating or hostile work environment.
3. **Sexual Harassment** – Defined as any interaction between individuals, regardless of gender, that can be characterized as unwelcome sexual advances or misconduct. This includes, but is not limited to:
 - a. Requests for sexual favors;
 - b. Verbal conduct of a sexual nature;
 - c. Physical conduct of a sexual nature;
 - d. Submission to sexual favors or conduct as being implied as condition of an employee's employment;
 - e. Implying that rejection of sexual advances will affect employment decisions regarding that individual;
 - f. Creating a sexually intimidating or offensive working environment; or
 - g. Creating a sexually degrading, humiliating or hostile work environment.
 - h. Offensive sexual comments, abuse or innuendo about how someone talks, dresses or acts;
 - i. Jokes or gestures of a sexual nature;
 - j. Material or offensive pictures that are displayed publicly, circulated, put on someone's work space or belongings, or on a computer or fax machine;
 - k. Staring or leering in a sexual manner;
 - l. Telephone calls or e-mails of a sexual nature;
 - m. Sexual assault (a criminal offence).
4. **Complainant** – a person who is or has been subjected to the alleged discrimination.
5. **Respondent** – someone who is alleged to have exhibited conduct that is the subject of a complaint.
6. **Retaliatory Acts** – any retaliation, retribution or reprisal by a Respondent against any Complainant who reports an incident of alleged harassment or discrimination or against any employee who testifies or otherwise participates in an investigation or hearing relating to the allegation of harassment or discrimination.