



CONTRACT WITH DELTA CHI EARLY CHILDHOOD CENTRES WINDSOR

Revised September 2017

PROGRAM APPROACH

Early Childhood should be a rich and rewarding time. At Delta Chi, children have the opportunity to make the most of this precious time.

Delta Chi views children as being capable, competent and curious community members with valuable ideas and perspectives. Delta Chi believes that children are rich in potential and therefore delivers programs and services that value and build on their strengths and abilities. Delta Chi has embraced How Does Learning Happen? Ontario's Pedagogy for the Early Years as a professional learning resource guide for Educators to support pedagogy and curriculum/program development in our early learning programs.

Our main focus is on the social development of each child. They are able to learn self-confidence and enjoy a sense of identity and belonging. They establish healthy attitudes towards others, while at the same time they are developing verbal and motor skills; and discovering their artistic talents. All of this is taking place in a home-like, nurturing environment where the children are engaged in active, creative and meaningful exploration, play, and inquiry. Children are provided opportunities for learning based on their observed interests. Educators, parents and children work as a collaborative team to co-create opportunities in which their interests can be explored.

PROGRAM STATEMENT

At Delta Chi, our goal is to ensure that every child has a sense of belonging, by building rich and reciprocal relationships among and between children, adults and the world around them. Arrival areas are created in such a way that allows for families to feel welcome; coffee and tea are available to promote social connections. Upon arrival, children and families are greeted warmly. Staff are attuned to the children's individual preferences in order to make each child feel unique. Photos of children are used throughout the classrooms and Centre, and their art work is displayed in a meaningful manner. In an effort to foster a sense of belonging to our local communities, we have built strong relationships with Windsor Public Library branches, local Police and Fire departments, and Windsor Parks and Recreation. Our program allows for outings within our communities and it welcomes community partners within our Centres; so children are exposed to, and engaged with their natural communities.

Delta Chi nurtures children's healthy development and their growing sense of self, through a multifaceted approach, that fosters their wellbeing. Key elements include daily nutrition, physical activity, self-care and self-regulation.

Delta Chi provides a safe, clean and pleasant setting for mealtime from introduction of solids to self-feeding. Mealtime is a positive, social time where children are encouraged to interact and converse; with adequate time allotted for eating.

Staff are positive role models for children. Staff sits to eat with children, recognizing that their body language and reaction to food can effect a child's decision to try a food. Delta Chi promotes healthy eating by providing nutritious and safe foods in a supportive environment that is mindful of children's natural cues of hunger and fullness. Nutritious between meal snacks are provided twice daily in accordance with "Eating Well with Canada's Food Guide". In addition to prepared snacks and lunch, selected healthy foods are openly available. Children are born with the natural ability to regulate their food intake. Food and beverages are not used as rewards or withheld as punishment.

We encourage healthy eating habits by including health foods in dramatic play, by engaging, supporting and educating parents and staff and by providing teaching activities for children and families. Delta Chi strives to increase awareness and reduce the risk of foodborne illness, the risk of choking and the incidents of adverse reactions to food through safe food handling practices. All cooks and supervisors are required to have a Safe Food Handlers certificate. The supervisor and cook use the Nutritious Food/Meal Planning Indicators checklist when a new menu is developed and introduced. Delta Chi complies with any written instructions, food restriction due to allergy or Religious preference and infant feeding plans. Infants under 12 months are fed according to the "infant meal planner" provided by the parents. Menus are provided to parents and posted in each classroom; displaying the current week and the week to come. Menus are modified twice yearly to reflect seasonal changes.

Staff are provided with appropriate educational and training opportunities. They are familiar with provincial guidelines as well as the CCEYA requirements. Staff are provided with professional development opportunities, both in service and through The City of Windsor. Staff are required to attend 8 hours of PD as part of their employment and in so are supported in their roles as educators. In an ongoing effort to support and coach our staff, a mentoring and monitoring tool is used by the supervisors to observe each staff member. This tool uses the “how does learning happen” document and is designed to support them in all areas as well as providing them with a tool to use for self-reflection.

Early childhood is the ideal time for children to develop healthy lifestyle attitudes and behaviours. Delta Chi believes in promoting physical activity opportunities and active living values with the children in our care. We offer a program that integrates physical activity into the daily curriculum through music and movement, yoga and stretching, and providing space within their indoor and outdoor environments that provides children with opportunities to be challenged both physically and mentally. Our outdoor space is created in a way to support children’s varied abilities. Children are encouraged to take reasonable risks while staff are there to support and observe for further exploration. Delta Chi not only supports the optimal growth and development of children, we hope to increase the likelihood that these children will become physically and mentally healthy adults. We provide a program that is nurturing and stable, with responsive relationships that aid children that may be susceptible to stressors. A child centred approach is created by establishing a positive relationship with families, and community service providers.

In an effort to create consistency and continuity and to foster an environment that promotes self-care, Delta Chi offers a number of opportunities to support a healthy lifestyle within our Centre and beyond our operating hours. Children take part in weekly yoga practice. In practice, children are provided with tools to self-regulate such as breathing techniques, stretching and calming methods. Delta Chi believes nutrition is an important aspect of self-care. We encourage a healthy lifestyle beyond the child care setting by offering Nutrition and cooking classes to staff and families. When necessary, Delta Chi hosts training opportunities for staff and families based on areas of need and requirements within our individualized childcare centres.

Delta Chi recognizes that breath awareness is a simple and effective focus training and mind-developing exercise; that children are encouraged to use to assist with self-regulation. When children practice breath awareness, we see an increase in focus, reduction in stress, and empathy development. Staff are attuned with the children’s individual triggers and are able to foresee potential responses. Staff play a supportive role as children develop their ability to self-regulate. Staff has been provided with a guide book outlining activities to promote calmness through breathing activities and can utilize this guide through transitions, during Circle and before rest. Children have access to a similar picture reference booklet to comfortably and confidently practice these techniques on their own within their learning environment. Delta Chi acknowledges that the environment plays an important role in self-regulation. Areas in the classroom are created for children to use when they need to recover from stressors. Instilling these stress reducing methods provides children with the ability to independently and safely manage stress levels, and to cope with, and adapt to, changes and frustrations associated with unanticipated transitions and unexpected changes.

Delta Chi acknowledges the child’s natural sense of inquiry by creating an environment and providing opportunities that allow for natural exploration through play; with educators as co-learners. Great consideration is given to the environment, including furnishings and materials, in order to invite creative investigation in play. Staff engages with children, exploring their theories and curiosities rather than dispensing knowledge. Staff sees fostering the children’s exploration, play, and inquiry, as a key goal in the classroom. Daily program plans are based on children’s interests and curiosities. Staff are prepared for deviations of their program plans as children’s imaginations can take them in unplanned directions. Staff reflect on their daily program plans and any deviations and use these reflections to achieve the best outcomes for children, families, and themselves. Adequate time is allotted for indoor and outdoor play and exploration, active play, and rest periods; giving consideration to the individual needs of the children receiving care. Throughout the day, parents and staff can openly communicate through various mediums: face to face interactions, phone calls, emails, social media, HiMama and Seesaw; fostering engagement between parents and staff. Documentation through such media, HiMama and Seesaw, serve as a form of reinforcement of the learning process for educators, families and children. Staff share teacher stories and engage in reflective dialogue in reviewing the impact of program strategies throughout the day and during staff meetings. At Delta Chi, diversity is reflected in our classrooms in children’s cultural, racial, and ethnic backgrounds; their family structures and socioeconomic backgrounds; the languages they speak; their physical differences and learning abilities; and a host of other individual characteristics that make each child unique.

We believe children will reach their full potential when staff are sensitive to, and familiar with, the diverse needs of the children and families in our Centres. Staff use inclusive and developmentally appropriate practices that emphasizes children's strengths yet accommodates their needs. Inclusion refers to a thoughtful and deliberate commitment to include all members of our community.

WAITLIST

Delta Chi strives to accommodate all registration requests; however there may be times when space is unavailable. It is best to call in advance to place your child on our waitlist. Children are taken from our waitlist based on the order they have called. Please note there is no fee to place your child on a waiting list. It is important for you to keep your contact information up to date with us. To check your child status on the waiting list, simply contact the Supervisor. Delta Chi maintains confidentiality regarding the children and families on our waiting list.

REGISTRATION/ADMISSION

When enrolling your child at Delta Chi the first step is to contact the site Supervisor/Head teacher and arrange a tour of the facility. During the tour the supervisor will go over Delta Chi's policies and registration package. Parents will have time to ask questions or voice concerns as well as communicate any important information about their child. Parents are encouraged to bring their child with them to the initial tour. If a parent is then interested in enrolling their child in the program, there is a one-time \$50.00 registration fee per family as well as a registration package and immunization form that is required to be filled out prior to care commencing. At this point the child's schedule for summer and PD/vacation days should be discussed. Please remember parents can always change their child's schedule if necessary and with notice. It is recommended that a child become acquainted with the child care setting in a gradual way if possible. Parents are encouraged to bring their child in for visits to the classroom prior to the child's first day. These visits help the child become more comfortable in their new setting and allow parents to familiarize their self with the teachers. This process helps to make the transition to the centre a more positive experience for both parent and child. Please remember parents are always welcome at Delta Chi.

ORIENTATION PROCEDURE

Prior to care commencing, all classroom teachers and the campus supervisor are required to review the child's registration package. Staff must sign off that they have read all information regarding the child.

AGE GROUPS & RATIOS

Infants	Toddlers	Preschool	School-Age
Ages 3-18 months	Ages 18-30 months	Ages 2.5-5 years	Ages 6-12 years
Spaces Available 10	Spaces Available 15	Spaces Available 32	Spaces Available 20

OPERATING POLICIES

PAYMENT

All payments must be made in advance of the first day of each month. If child care payments are not paid in full each month, your child's day care spot will be terminated. Unfortunately, there will be no exceptions or allowances given to this policy and all outstanding balances will be sent to collections. A 2% interest (24% per annum) charged to accounts that are not paid in full. You are required to pay for all scheduled days including any absent/sick days and all statutory holidays if they fall on your scheduled days. *Methods of payment accepted: cash, debit, Visa, Master Card, cheque, or money orders. Cheques returned to us N.S.F. will have a \$ 15.00 charge. After receiving two cheques with N.S.F. cheques will no longer be accepted.*

VACATION TIME

Your child will be allowed two weeks' vacation after being in attendance for one year. Should you decide to decrease your child's schedule during a maternity leave or during the summer time, you will no longer be eligible to receive a two-week vacation period.

RATES

Full Day Rates:	Full Day (9 hours)	Half Day (up to five hours) (AM or PM)
Infants	\$ 46.00	\$38.00
Toddler	\$ 40.00	\$28.00
Preschooler	\$ 36.00	\$26.00
School-age	\$ 34.50	\$26.00

Before and After School \$ 7.50 per hour or any part of an hour.

Please note that children may arrive a total of fifteen minutes before or after their scheduled arrival/departure time. This constitutes a total of fifteen minutes each day. Time is not cumulative.

If you are enrolled in our Full Day Program but your time exceeds nine hours including fifteen minutes you will automatically be charged our Extended Hours rate.

If you are enrolled in our Half Day Program but your time exceeds five hours including fifteen minutes you will automatically be charged our Full Day Rate.

EXTENDED DAY RATES:

A full day is defined as not to exceed 9.5 hours each day. Families who require an extended day will be charged an hourly rate of \$6.50.

FAMILY DISCOUNTS

Families who have two or more children enrolled in our Centre on a FIVE full day basis will receive a 10% discount. This applies to full fee paying parents only

INCOME TAX RECEIPT

An official tax receipt, for income tax purposes, will be issued by the end of February for the preceding year.

HOURS OF OPERATION

Delta chi offers services from 6:00 a.m. to 6:00 p.m. **Please note: Hours may vary.**

ARRIVAL/PICK-UP/RELEASE OF CHILDREN

Children depend on regular routines for their own sense of security. Please notify the school if you know you are going to be detained so we can reassure your child.

Please be sure to inform the teachers that your child is present and they will sign him in. Similarly, when picking up a child, please let a teacher know that you are leaving and they will sign your child out. Children under the age of 16 are not permitted to pick up children from the centre, except if they are the parent or legal guardian. Unless otherwise advised by the parent/guardian of the child, staff will not release a child to anyone except those listed on the Child's Emergency Contact form. Staff will then request a form of photo identification to check against their registration form.

SUBSIDIZED CARE

If assistance is required with child care fees, you need to make these arrangements through the Children's Services Office at 519-255-5200, or online at The City of Windsor website.

TRANSPORTATION

Arranging transportation to/from the centre for school age children is the responsibility of the parent, although we will assist where possible.

FIELD TRIPS/OFF SITE ACTIVITIES

Delta Chi offers field trips for children. Parents/guardians are required to sign permission forms after reviewing the field trip information sheet. For field trips where transportation is necessary transportation will be provided by a professional transportation company or Windsor Public Transit. Children often go on walks and take advantage of what the community has to offer, for example: to parks, libraries etc. A permission slip for these activities is signed upon initial registration.

HOLIDAYS

We will be closed on the following days. If the day falls on the weekend, an alternate date will be recognized. Actual dates will be posted in advance.

New Years Day	Good Friday	Victoria Day
Canada Day	Civic Holiday	Thanksgiving Day
Christmas Day	Boxing Day	Family Day
Labour Day		

Our closing time is altered on Christmas Eve as well as New Year's Eve. Actual closing times will be posted in advance

LATE PICK-UP FEE

There will be late fee charges issued to parents whose children stay beyond the official closing times. Fees PER CHILD are as follows:

\$ 5.00 for first 15 minutes

\$10.00 for first 30 minutes

\$20.00 for first 45 minutes

\$40 for first 60 minutes

Please note that these fees are doubled for second time late fee charges.

You will receive a late fee charge in writing from the Supervisor of the Centre. This amount is to be paid in cash to the Staff. Excessive lateness will result in child care being terminated.

WITHDRAWAL, DISCHARGE AND CHANGE IN SCHEDULE

The Child Care Centre Supervisor must be notified in writing a minimum of one month prior to the withdrawal of a child or in the event of change of schedule. If proper notice is not given, one month's payment is required in lieu of notice. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.

CHANGE IN SCHEDULE: If you anticipate a change to the schedule that has been originally agreed upon, please note the following requirements:

1. If your child will be late or absent please notify the staff by 9:00 a.m. if we do not hear from you by 9:00am we will assume your child will be absent for the entire day.
2. If you are in need of our services on a day that your child is not normally scheduled, you must call and make arrangements with your child's teacher and we will accommodate you if possible.

OUTDOOR PLAY

Except during inclement weather, the Child Care Early Years Act requires that every child be taken outside for 2 hours throughout the day. Programs that run for 6 hours or less are required to have a minimum of 30 mins of outdoor play per day. Exposure to the open air is a powerful remedy against long-term or recurrent infections. Outdoor play is also a time when a child has the opportunity to develop and improve his/her gross motor skills. All children are expected to participate in the entire program. There are no teachers available to supervise any child indoors while his/her class is participating in outdoor play.

SCHOOL TO CHILDCARE TRANSITION

The following steps shall be taken when transitioning the children between childcare and school:

- All children must be escorted into the childcare centre by a parent or guardian.
- Upon arriving at the centre each day, children must be signed in immediately by a staff member.
- All children are to be escorted to their designated meeting area or classroom prior to the school day commencing.
- Staff is required to arrive 5 minutes prior to school dismissal at the designated meeting place (Primary Junior) or the early years rooms (Kindergarten) to escort all children to appropriate childcare classrooms.

ILLNESS

For the protection and comfort of the sick child, and for the preventative care of the other children, if your child exhibits any of the following signs/symptoms they may not attend school;

1. Profuse, thick, nasal discharge, accompanied by other symptoms.
2. Redness in and/or discharge from one or both eyes or ears.
3. A fever over F (37.C), accompanied by other symptoms.

4. Vomiting.
5. Any type of rash.

6. Loose, watery or frequent stools. If any of these symptoms are discovered at school, they will be isolated (with staff supervising) until you pick up your child. We must have a note from your doctor stating that your child is not contagious before they return. At times this note may be required to state a diagnosis. If your child requires an antibiotic, they must be on it for 24 hours before they may return to school. Please notify the centre if your child does have a communicable disease. All absent days must be paid for including sick days unless your child is hospitalized; we will waive payment during the hospital stay only.

ADMISSION OF MEDICATION

The staff delegate in your child's classroom will be in charge of dispensing any needed medication with the written instruction of the parents or guardian. If your child needs medicine administered please be aware that a consent form for Drug Administration will need to be filled out by the parent. All drugs or medication is administered to a child only from the original package and is clearly labeled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase, and instructions for storage and administration.

If your child requires an epi-pen, it is your responsibility to provide Delta Chi with an epi-pen to remain at the centre along with a Doctor's note. The epi-pen must be replaced yearly, upon expiry. An individual anaphylaxis policy will complete for your child and posted throughout the school.

CHILDRENS BELONGINGS

Please label all of your children's personal items, including: coats, shoes, extra clothes, blankets, cups etc. Delta Chi is not responsible for any lost items. We have many toys that develop children's motor, social, intellectual and emotional abilities. It is our policy that all children leave their own personal toys at home. If your child requires a sleep toy please provide a small stuffed animal for rest.

SELF REGULATION/CHILD GUIDANCE

Through child guidance practices, Delta Chi ensures the children are safe, healthy and protected. This policy also ensures that the rights of staff and the Centre are protected.

The staff provide a kind, understanding atmosphere which involves helping children develop self-regulation through the practice of breath awareness; accompanied by quiet, calming areas with additional resources available. Clear limits are set out for the children, which are both consistent and relevant to the children's developmental stage. The expectations for the children are clear and positively stated and followed through. The child is offered choices to aid them when making decisions.

It is natural for a child to feel stressed in reaction to restriction or in response to intervention from the Teacher. The Teacher ensures that the child can assert themselves safely in our environment, coinciding with the safety of all children.

PROHIBITED PRACTICES

We believe that positive practices are an integral part of our program as it complements our goals and philosophy. It ensures the smooth running of our program and teaches children to learn to respect others, themselves and property. Upon employment each staff member will examine, sign and understand this policy. Each staff member will review and sign the policy upon hire and yearly thereafter.

- No staff shall ever demonstrate corporal punishment of a child.
- No staff shall ever demonstrate deliberately harsh or degrading measures to be used on a child that would humiliate a child, or undermine a child's self-respect, such as: deprivation of basic needs, including food, shelter, clothing or bedding.
- No staff shall ever use a locked or lockable room or structure to confine a child who has been withdrawn from other children.
- The Centre cannot be locked as a purpose to confine.
- No child shall be placed on a "time out".
- The child will not be removed to the hall area without adequate teacher supervision.
- No child shall be refused dessert or any food.
- No child will be forced to eat food they do not care for.

- Refrain from using the words "No Thank You". Use proper words that the child will understand for example: "No biting", "No hitting", "Biting hurts", "That hurts when you...."
- If a child is exhibiting inappropriate behavior, refrain from degrading the child by saying "You are acting like a baby. Do you need to go into the baby room?"
- If you are experiencing difficulties dealing with a particular child, please-speak to the Supervisor.

SUPERVISION OF STUDENTS & VOLUNTEERS POLICY

Delta Chi, in conjunction with High Schools, Community Colleges and Universities, is used as a training and observation site for students. This is of great benefit to our staff, families and children; they bring in fresh new ideas.

Delta Chi Early Childhood Centres welcomes the use of volunteers and students. Volunteers and students when used effectively, provide a valuable service to children and to the Childcare Centre as a whole. They are education partners that can increase positive communication between the children, centre, parents and the community.

- Child Guidance Policies and Prohibited Practices are reviewed with volunteers or students who will be providing care or guidance at the centre initially and least annually afterwards;
- There is a written procedure for monitoring the Child Guidance practices of volunteers or students who provide care or guidance at the centre.
- The individual plan for a child with anaphylaxis, Individual Support Plans and the emergency procedures are reviewed by volunteers and students initially and least annually afterwards;
- Criminal reference checks and VSC are required for all volunteers and students having direct contact with children. Volunteers are required to sign an offence declaration yearly within 15 days of the date of their initial check. (This excludes students 18 years of age and younger).
- Direct unsupervised access (ex. when an adult is alone with a child) is not permitted for persons who are not employees of child care Centres. Exceptions will be made for outside agencies that are given parental permission. This information shall be provided to the centre.
- Volunteers and students may not be counted in staffing ratios.
- No child is supervised by a person under 18 years of age.

ORIENTATION PROCEDURE

- Volunteers and students are informed about the Centres Program Statement, Policies and Procedures, and needs of individual children.
- Review the Parent Handbook.
- Make copies of relevant CCEYA sections available.

Supervisors Responsibilities:

- To complete student/volunteer checklist.
- Ensure that all staff as well as volunteers and students read and sign and date our policies and procedures manual yearly.
- Ensure that volunteers/students are given orientation to the Centre and their policies and procedures and to the role, responsibilities and expectations of volunteers and students.

Encourage staff to:

- Affirm the work of volunteers and students in their classrooms. Provide feedback.
- Maintain clear lines of communication.
- Ensure staff is aware of their duties to support and supervise the work of volunteers and students in the
- Provide volunteers and students with the necessary training for the task(s) to be undertaken.
- Ensure that all volunteers/students have been made aware of the importance of confidentiality, safe and supportive behaviour, and a respectful workplace and learning environment.
- Intervene when the work of a volunteer appears to be having a negative impact on students, staff or program, or be deemed not to be in the best interests of students.
- Determine whether a change in volunteer/student assignment, or a decision to terminate placement is necessary.
- In exceptional circumstances, decide whether to confirm a verbal discussion/decision to terminate a volunteers/students services with a follow-up letter if a volunteers/students services have been terminated with a letter a copy must also be sent to the student's school.
- Ensure that the volunteers/students work is monitored and directly supervised by staff to protect the safety of students and the best interests of volunteers even though a criminal offence check has been completed.

Staff Responsibilities:

- Welcome volunteers and students as a support to the centre and staff.
- Provide volunteers and students with the information they require to work effectively in the classroom.
- Select activities for the volunteers/students, which align with the priorities of the Centre, while respecting the fact that volunteers and students have individual strengths and interests.
- Consider what kind of feedback is appropriate.
- Ensure that volunteers and students are not put into comprising situations with children or parents.
- Ensure that they use adult facilities such as washrooms and change rooms rather than student facilities.
- Bring to the Supervisor's attention for discussion and follow-up any difficulties with the work or behaviour of a volunteer or student.

Volunteers/Students Responsibilities:

- Understand that while all placements requests are certainly considered, the Supervisor makes decisions with the best interests of the students and the program in mind.
- Understand that volunteers and students must work with a designated staff member.
- Report their presence in the Centre to their mentor teacher prior to beginning their workday.
- Wear identification as outlined by the school to help identify themselves to staff and parents.
- Be aware that confidentiality is essential in their roles, since they may come to know sensitive information.
- Understand that confidential information must remain confidential and must not be shared with others.
- Not assume responsibility for the diagnosis of learning strengths or difficulties.
- Understand that disciplining students is not the responsibility of volunteers.
- If concerned about a student's behaviour, speak to the classroom teacher or supervisor if the teacher is not available.
- Let the Centre know when they are going to be absent from or late for their workday.

STUDENTS

- Part of your employment with Delta Chi is the monitoring of children while on placement.
- The duties of the student are laid out by Policies and Procedures given to us by either the College or High School. It is your responsibility to make sure that these objectives are being met.
- Any paperwork that is required by the College or High School is the responsibility of the Early Childhood Educator assigned to that student.
- A picture of the student is to be posted in the room to notify the parents of their presence.
- The student will be given a full tour and shown our Policies and Procedures during their first day.
- When in doubt about any issues, please speak to the Supervisor or mentoring teacher.
- The student is to be provided their hours and time of lunch break.
- The student is to be made aware of all children on the premises who receive intervention from an outside agency and who have a Custody Access arrangement.
- It is important to keep the Supervisor informed of the progress of the student.
- If it is felt that the student is not performing to the best of their ability, please speak to the Supervisor before informing the College or High School.
- If a parent has concerns about the student, please have them speak to the Supervisor.
- If it is observed that the student is betraying confidentiality in any way speak to the Supervisor. We consider this to be a serious offence.

ECE STUDENTS

- Open communication is to be practiced with students that come to us from the Early Childhood Education program. Open discussion of any strengths or weaknesses that the student may have is encouraged.
- Although the responsibility of the student lies with the mentor teacher in the room, it is important to have input from other teachers as well.
- When a representative from the College visits, it will be the mentoring teacher's responsibility to meet with that person. Coverage will be provided.

SAFE SLEEP PRACTICES

The purpose of the Safe Sleep Policy is to maintain a safe sleep environment that reduces the risk of sudden infant death syndrome (SIDS) and sudden unexpected infant deaths (SUIDS) in children less than one year of age. Delta Chi's safe sleep policy is written in accordance with the best sleep practices and safe sleep recommendations set out in the Joint Statement on Safe Sleep:

1. Infants, less than one (1) year age, will always be placed on their backs to sleep. When, in the opinion of the infant's licensed health care provider, an infant requires alternative sleep positions or special sleeping arrangements, the provider must have on file at the facility written instructions, signed by the infant's licensed health care provider, detailing the alternative sleep positions or special sleeping arrangements. Caregivers will put the infant to sleep as specified in the written instructions.
2. When infants can easily turn from their stomachs to their backs and from their backs to their stomachs, they shall be initially placed on their backs, but shall be allowed to adopt whatever positions they prefer for sleep in accordance with the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada
3. Sleeping infants shall have a supervised nap/sleep period. The caregiver shall physically check on the child every 10 minutes at minimum during napping or sleeping looking for signs of distress or unusual behaviour and shall record all checks in a separate sleep log. Any significant changes in child's sleeping patterns or behaviours will be documented in the daily log book. Caregivers will highlight the time when the child falls asleep and when they wake up.
4. Steps will be taken to keep infants from overheating by regulating the room temperature and avoiding excess bedding. Other than a firm mattress and a fitted sheet, there should not be any extra items such as pillows, blankets and bumper pads in the crib, to reduce the risk of suffocation. If a blanket is used, only a thin blanket of breathable fabric should be used.
5. The caregiver will ensure there is sufficient light in the sleeping area or room to conduct direct visual checks.
6. Each child will be assigned to individual cribs. Parents will be consulted regarding the crib placement. Any changes to the child's crib placement will be reviewed with parents, staff, students and volunteers. A map on the sleep area will be posted on the outside of the room and will be updated in accordance to each child's sleep placement.
7. Delta Chi will consult parents in respect to a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request. Parents will be advised with Delta Chi's safe sleep policies.
8. Sitting devices such as car seats, strollers, swings, infant carriers, infant slings, and other sitting devices will not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib must be placed in the crib for the remainder of their sleep or nap time.
8. No person shall smoke or otherwise use tobacco products in any area of the child care facility during the period of time when children cared for under the license are present.
9. Home monitors or commercial devices marketed to reduce the risk of Sudden Infant Death Syndrome (SIDS) shall not be used in place of supervision while children are napping and sleeping.

Sleep Checks for Toddler and Preschool Classrooms

1. Caregivers must perform a direct physical check on all children during nap/sleep periods. Direct physical checks will be performed every 30 minutes at minimum and documented in their daily log books. Caregivers are looking for signs of distress or unusual behaviour during their sleep checks
2. Any significant changes in child's sleeping patterns or behaviours will be documented in the daily log book and communicated to parents.
3. Each child will be assigned to individual cots, a map of the sleep area will be available in each classroom.

PARENT ISSUES AND CONCERNS POLICIES AND PROCEDURES

Purpose

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

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

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. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and on-going 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 Delta Chi 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.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. 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 parents/guardians within two business day(s). 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.

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

Conduct

Our centre 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.

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/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within five business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the par-</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the par-</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or licensee. - All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. 	ent(s)/guardian(s) who raised the issue/concern.

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

List of Emergency Contact Persons:

Local Police Department: 911
 Ambulance: 911
 Local Fire Services: 911
 Site Supervisor: Bobbie-Jo VeltKamp
 Licensee Contact(s): Cheryl Sprague

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.



Dear Parents,

Delta Chi has partnered with HiMama software to bring the latest technology to our parents.

What is the HiMama program?

HiMama will be used by our teachers to record activities on their tablets as they happen throughout the day to keep you informed on everything from nutritional information to fun moments and learning activities.

It will provide you with real-time email updates and access to a complete history of your child's experience in our program with photos stored safely and securely in a journal format that you can access from home or through mobile apps.

What does this mean for me as a parent?

HiMama will keep you informed by providing you with digital updates on your child to complement our important face-to-face interactions. It's also a great way to reinforce your child's in-program learning at home as you'll have timely insight into what they've been working on throughout the day.

Is there anything I have to do?

Updates will be sent via email to the parents of each child. Please provide us with an email address for you and your spouse.

You can expect to receive an invitation from HiMama a few days after we receive your email information. At this point many of you will likely want to create an account so you can access the history of your child's activities and add your own milestones, in addition to receiving the email updates from us. If you want to share updates with additional family members, you can also do so once you've created an account. If you're interested in learning more, you can visit the HiMama website at www.himama.com.

Ministry of Education

Child Care Quality Assurance
and Licensing
London Region

Ministère de l'Éducation

Assurance de la qualité
des services de garde
d'enfants et délivrance de



Dear Parent/Guardian:

The safety and well-being of our children in licensed child care programs is the highest priority. Operators of licensed child care centres and private-home day care agencies work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

The Ontario government has introduced a new policy that requires licensed child care centres and private-home day care agencies to post information about serious occurrences that happen at a centre or a home location effective November 1, 2011. To support increased transparency and access to information, a "Serious Occurrence Notification Form" must be posted at the centre or home location in a visible area for 10 days.

A serious occurrence could include:

- Serious injury to a child,
- Fire or other disaster on site,
- Complaint about service standard.

Licensed child care centres and private-home day care agencies are already required to report serious occurrences to the Ministry of Children and Youth Services, which is responsible for child care licensing. This new policy requires child care operators to post information in their facilities so that parents also have access to it.

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

This new policy supports the government's efforts to increase access to information about licensed child care programs in Ontario. This includes the recent launch of child care licensing inspection findings on the Licensed Child Care Website which is available at:

<http://www.ontario.ca/ONT/portal61/licensedchildcare>.

We encourage you to speak to the operator of your child care program for more information about serious occurrences and the new Serious Occurrence Notification form posting policy.

DELTA CHI LOCATIONS

Main Campus
1385 Ouellette Ave.
Windsor, ON
N8X 1J6
519-977-5922
Ages Served:
Birth – 12 Years

South Campus
3600 Curry
Windsor, ON
N9E 2T6
519-250-4410
Ages Served:
Birth – 12 Years

Giles Campus
42 Giles Blvd. E
Windsor, ON
N8W 4B4
519-977-8555
Ages Served:
Birth – 12 Years

Coronation Campus
5400 Coronation St.
Windsor, ON
N8T 1B1
519-945-4500
Ages Served:
Birth – 12 Years

Queen Victoria Campus
1376 Victoria Ave.
Windsor, ON
N8X 1P1
519-819-2277
Ages Served:
3.8 Years – 12 Years

Hetherington Campus
8800 Menard St.
Windsor, ON
N8S 1W4
519-990-6547
Ages Served:
3.8 Years – 12 Years

St. Anne Campus
1140 Monmouth
Windsor, On
N8Y 3L9
519-990-6744
Ages Served:
3.8 Years – 12 Years

Westgate Campus
1275 Campbell Ave.
Windsor, On
N9B 3M7
519-988-5310
Ages Served:
3.8 Years – 12 Years

Desmarais Campus
10715 Eastcourt
Windsor, On
N8R 1E9
519-988-9016
Ages Served:
3.8 Years – 12 Years