



Child and Family Centre

Client HANDBOOK



The EarlyON Child and Family Centre Ottawa South is a program of Andrew Fleck Children's Services. We are funded through the Ministry of Education of Ontario.

All of our programs are **FREE** for families & caregivers with children 0-6 years of age.

Programs and services are available in English and French.

Andrew Fleck supports children and families through high quality, inclusive services that meet their diverse developmental, early learning and child care needs.

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General Information

The principles of the EarlyON Centres

The EarlyON centres provide programs for children from birth to 6 years of age to play and learn with the parents/guardians or caregivers. We offer a variety of responsive playgroups, parent- child activities, programs and workshops as well as information on healthy child development and community resources.

Our purpose is to provide programs where parents/guardians and caregivers engage and participate with the children in their care to fully support their development and stimulate learning. Early years professionals will encourage this participation and model positive ways to support children at all stages of development.

Safety and supervision of children

Parents/guardians and caregivers are responsible **at all times** for the children they bring with them. Safety is our number one priority- children are never to be left alone in the playroom or any other area such as washrooms or reception area. Physical discipline and verbal abuse are not tolerated.

Allergens and scent sensitivity

Because of health concerns associated with exposure to nuts and scents, we strongly discourage the use of scented products as well as all nuts and nut products in all of our programs.

Use of personal electronic devices

The use of personal electronic devices (cell phone, tablets, etc) is discouraged in all our programs as they can be a distraction to rich and meaningful interactions with your children.

Vehicle parking and stroller parking

Many of our program sites have limited parking spaces. Please follow parking directions for each site. Some of our sites also have designated stroller parking areas. Please ensure that your stroller is not blocking any passageways or doors.



General Information

Workshops

We work with community service providers to offer workshops and information sessions that support families and caregivers with young children. For our pre-registration programs and workshops, if you are not able to join us, please let us know as soon as possible as we often have a wait list and can offer your space to someone else who can attend.

To be respectful of everyone who attends workshops, we ask that you be on time. We will not accept anyone in workshops 15 minutes after the start time as this is distracting to everyone else involved.

Discipline

We strive to foster an environment that is supportive of all parenting approaches and beliefs. We ask that all who participate in our programs demonstrates respect of others and their parenting choices. Should you have any concerns about a child that is not under your care or supervision when in our programs, we ask that you not approach the child directly but speak either to the adult accompanying the child or the program facilitator in the room.

Photos and videos

We realize that you may want to capture some learning moments through photos and videos to share with family and friends while your children are playing; however, we ask that you be mindful and respectful that not everyone wants their children or themselves being photographed/videotaped for a variety of reasons. Please ensure that you take only pictures or videos of the children in your care and that no one else is captured in the images.

Confidentiality

We respect your confidentiality. All data that we collect (contact information and attendance at programs) is kept confidential and is for statistical purposes only.



Playgroups

Playgroups are designed for parents/guardians & caregivers with children 0-6 years only.

- Safety is our number one priority-please **do not leave children unattended** in the playroom or any other area such as washrooms or reception area.
- We comply with fire and safety regulations and follow fire marshal room occupancy capacity at all sites. Once the maximum capacity has been reached, signs will be posted. We ask that everyone respect the signs to ensure the safety of all.
- Should there be a fire drill or an emergency evacuation necessary, all participants are expected to follow instructions from EarlyON employees.
- Sign in during playgroup sessions is required.
- For hygienic purposes, diapering should be done in the washroom where changing facilities are provided.
- Designated eating areas are provided at each site. Please ensure your children sit to eat their snack.
- Coffee and tea are provided for the adults; please ensure that hot beverages are out of reach of children. We ask that you please rinse your cup and put it in the dishwasher after use.
- Parents and caregivers are expected to keep the centre tidy and to help children put toys away.
- Some children may not be interested or may not be developmentally ready to participate in circle time. Please feel free to take your child out of the room if this happens. This will allow the other children to benefit from the circle. Adult participation in circle is great role modeling for children.
- Please be respectful of other participants during circle time by refraining from chatting.



Shoes are required inside the playroom at all times.



Please bring indoor shoes on rainy days.

