

A program of Andrew Fleck Children's Services



# EARLYON CHILD AND FAMILY CENTRE CLIENT HANDBOOK

## Information About our Playgroups and Services

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At the EarlyON and throughout Andrew Fleck Children's Services, we are committed to ensuring that Equity, Diversity, Inclusion and Indigeneity (EDII) are reflected throughout our work.

We strive to provide a space that demonstrates values free of discrimination and celebrates diversity and inclusion for all.

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



## **Our Programs and Services are:**

- Funded through the City of Ottawa with funding from the Ministry of Education of Ontario.
- FREE for families & caregivers with children 0-6 years of age.
- Available in English and French.

## **What is the purpose of playgroup?**

Our playgroups aim to provide families, caregivers and children a place to learn and explore together. Led by Program Facilitators who are Registered Early Childhood Educators (RECEs), we have designed a space where you can simultaneously play with your child and learn about their development. Playgroups are also where you can learn about other family services and build community connections to help support you and your child. Our goal is simple: helping children grow and thrive.

## **Confidentiality**

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

## **Registration**

If this is your first time attending an EarlyON, we will register you within the City of Ottawa system. This process will only take a few minutes, and once completed, your key card can be used to access any EarlyON in the city. Pre-registration is not required to attend our playgroups (unless otherwise specified).

## **Safety is our number one priority!**

All children must be supervised by a parent or caregiver/guardian that is over the age of 18 years. We ask that you do not leave children unattended in the playroom or any other area, such as the washrooms or reception area. If you need to step out without your child, you are to connect with another parent/caregiver to help watch the children in your care until you return. Home child care providers must remain in ratio at all times. The Program Facilitator is happy to help you make these connections and support where appropriate.

## **Fire Drills and Emergency Evacuations**

Should a fire drill occur or an emergency evacuation be necessary, all participants are expected to follow instructions from EarlyON employees to ensure everyone's safety.

## **Vehicle and Stroller Parking**

Some of our locations have on-site parking, and we ask that you follow/all parking directions. If you are arriving with a stroller, please fold it and use the designated stroller parking areas to ensure we are not blocking any emergency equipment, passageways or doors.

## **Use of personal electronic devices**

Please limit device use while in the program. Although pictures and videos are a great way to catch those special moments, they can also be why we miss out on them. Disconnect so you can connect!

Please note that we do not provide access to Wi-Fi.

## **Photos and Videos**

### **\*No photos or videos during large group gathering times\***

You are welcome to take photos/videos of the children in your care, but please be mindful of others who do not want to be recorded, including those in background.

Program Facilitators may take photos to document learning moments and will ask before taking the photo. These are shared/displayed within our programs only. If a photo is requested for social media, the specific photo will be emailed to parents/guardians for consent before posting.

\*Please see the "Implied Consent for Photos" notice for additional details\*

## **Positive Behaviour Guidance**

We strive to foster an environment that supports all parenting approaches and beliefs. We ask that everyone participating in our programs show respect for others and their parenting choices. If you have any concerns about a child when in our programs, we ask that you not contact the child directly but speak to the adult accompanying the child or the Program Facilitator in the program to get support.

# **Additional Services**

## **Toy and Resource Library**

Our Don Reid location has a Toy Library with various toys to borrow for children ages 0-6. This service is free of charge, and a separate registration process must be completed before borrowing. Families and caregivers can borrow up to five toys for two weeks. Please note that toys can only be borrowed during the Toy Library's open hours. A smaller selection is available outside those hours in our "Toy's of the Week" binder. We also have an online library where you can reserve toys and pick up once notified they are ready.

The Resource Library is in the reception area at the Don Reid location. We have a selection of resource books for adults available to borrow, as well as all children's books. This is the same registration process as the Toy Library.

## **Workshops and Parent/Caregiver Discussions**

Workshops and discussions are offered to support families and caregivers on a range of child development and parent/caregiver support topics. Pre-registration is a requirement to participate and can be done through our social media outlets. Please connect with any of the EarlyON team if you need support registering. If you were scheduled to attend a workshop/discussion and can no longer attend, we ask that you notify us so that we can offer your space to those who may be on our waitlist.

## **Information and Referral**

Employees are available by phone, e-mail, or in person at any of our playgroups to answer your questions or refer you to appropriate community resources. Please feel free to reach out to them directly to arrange a time for additional support.

# Playgroup Quick Guide

Playgroups are FREE programs designed for parents/guardians & caregivers with children 0-6 years of age residing in Ontario.

## **Playgroups Guidelines**

- Please scan your key card before entering. If you are new or have lost/forgotten your card, speak with the front desk employee or Program Facilitator.
- Children must be supervised at all times.
- All playgroups have capacity limits. When full, PLAYGROUP FULL signs will be posted and families may wait until a space is available.
- Nut-free snacks are welcome in the designated snack areas.
- Please avoid scented products due to health sensitivities.
- For indoor playgroups, bring indoor shoes during rainy and winter weather.
- To support a healthy environment, please refrain from coming to playgroups when you or your child is unwell. Facilitators may check in with you regarding symptoms and may recommend that you stay home until symptom free.
- Diapering must be done in the washroom using the change tables provided.
- Keep hot beverages/unsafe items out of children's reach.
- Help keep play areas safe and tidy; this also models expectations for children.
- During group gathering time, please avoid side conversations so everyone can hear the Facilitator. Adult participation helps encourage child participation.
- During group gathering time, devices must be away, no photos or videos during this time.
- If a playgroup is cancelled, notice will be posted on our social media and newsletter platforms.

## **Outdoor Playgroups**

- Outdoor playgroups run in all weather; please dress appropriately.
- Some locations have public washrooms, but many do not—please plan ahead.

At Andrew Fleck Children's Services, our EarlyON programs are inclusive and built on a sense of belonging for every child, family, and caregiver. If there are ways we can further support you or your child to feel more comfortable in order to fully participate in our programs, please reach out to a member of our team.