

HOURS

Links2Care's EarlyON Child and Family Centres (CFCs) in Acton and Georgetown offer free, high-quality drop-in programs for families and children from birth to 6 years old (not yet in Grade 1).

We are open Monday-Friday from 8:30 a.m. to 4:00 p.m.

Please refer to our EarlyON CFC program schedule for days and times for specific programs. The schedule is available online at www.links2care.ca or at each of our EarlyON locations.

Please note the following Statutory Holidays observed by our EarlyON CFCs:

- ◆ New Year's Day
- ◆ Family Day
- ◆ Good Friday
- ◆ Victoria Day
- ◆ Labour Day
- ◆ Thanksgiving Day
- ◆ Christmas Day
- ◆ Boxing Day

LOCATIONS AND CONTACT

EarlyON CFC GEORGETOWN:

8 James Street

EarlyON CFC ACTON:

85 Wallace Street

905-873-6502

www.links2care.ca

Email:
info@links2care.ca

Facebook:
[@earlyyears](https://www.facebook.com/earlyyears)



Participant Handbook



ABOUT US

EarlyON Child and Family Centres (CFCs) offer high-quality, drop-in programs for families and children from birth to 6 years of age (not yet in Grade 1).

All programs are free, and EarlyON CFCs offer registered and drop-in programs as well as resources and referrals. Please refer to our online or hard copy program schedule for specific dates and times.

You can learn and play with your child, meet people and get advice from early childhood professionals. EarlyON CFCs are welcoming places that offer a range of services and resources, where you can:

- join fun activities such as reading, storytelling, sing-alongs and games
- get advice from professionals trained in early childhood development
- find out about other family services in your community
- connect with other families with young children

EarlyON CFCs are funded in partnership through Halton Region-Children's Services and the Ministry of Education

Links2Care is a multi-service not-for-profit community organization delivering programs and services to infants, children, youth, adults and seniors across Halton Region and Mississauga.

EARLYON CFC CURRICULUM: HOW DOES LEARNING HAPPEN?

EarlyON CFCs aspire every day to provide a safe, nurturing and responsive environment that supports the growth and development of the whole child. EarlyON CFCs support and follow the *How Does Learning Happen? Ontario's Pedagogy for the Early Years* as a professional learning resource guide for educators to support pedagogy and curriculum development in our programs.

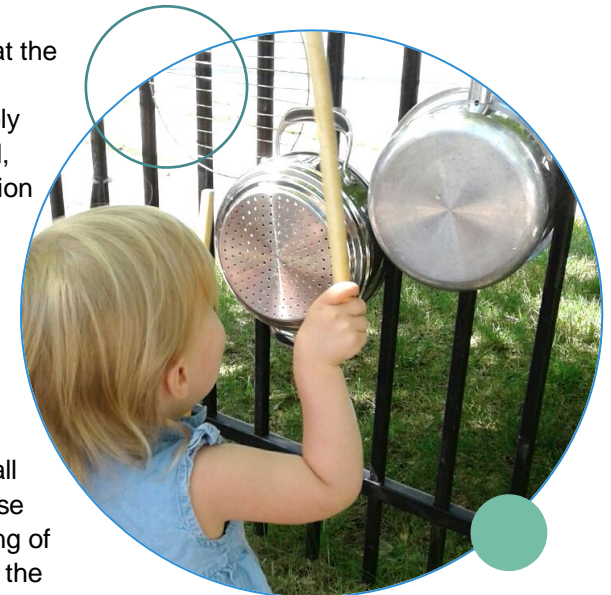
For more information, please visit the Ministry of Education website at www.edu.gov.on.ca/childcare/HowLearningHappens.pdf or speak with staff who would be more than happy to provide you with additional information.

FEEDBACK PROCESS

Concerns raised will be taken seriously and every effort made to resolve them to everyone's satisfaction as quickly as possible. All communication and investigations will be fair and impartial and respect and maintain the confidentiality of all parties involved.

Procedures:

- Contact the EarlyON CFC Supervisor verbally or in writing with your concern. If the concern involves the Supervisor, please contact the Manager Community Services.
- Responses and outcomes will be provided verbally or in writing upon request.
- It is our hope that the concern can be resolved amicably through an initial, informal discussion with the parent/guardian.
- If a resolution cannot be achieved informally, a meeting will be scheduled with all parties to increase our understanding of the concern and the parent/guardian feelings and expectations and to decide what is best for the child.
- During the meeting, a goal/focus will be agreed upon by all parties including specific, measurable outcomes, and strategies and tools (i.e. emails, communication book etc.).
- Following the meeting, the EarlyON CFC Supervisor and/or the Manager Community Services will forward a completed Links2Care Feedback Form to the CEO.
- All parties will determine and agree upon appropriate timelines and follow-up to ensure accountability for resolving the concerns.



HOW TO REGISTER FOR PROGRAMS

Programs are for children newborn to 6 years of age (not yet in Grade 1) and are free for you and your family to attend. Some of our programs require registration. Please refer to our online or hard copy program schedule for registration week information.

Registration for some of our EarlyON CFC programs is completed via a lottery system, with registration completed in-person during registration week ONLY. Please refer to our program schedule to see which programs require a registration. In person registration is available 8:30 a.m. to 4 p.m. weekdays during registration week at both our Georgetown and Acton sites. Once registration week closes, the lottery will take place and participants will be notified via email if they have been selected for the program or put on the waitlist. All registrations must be completed by the deadline date to be considered in the lottery.

If you require registration support, please contact us at 905-873-6502.

AVAILABLE RESOURCES

Our Parent Resource Library offers books, videos and reference material on loan, free of charge. Articles and tip sheets related to parenting are also available. Library resources can be borrowed for two-week periods.

Our Parent Navigator and staff may also be available to assist with the selection of resource material, answer parenting questions and direct clients to appropriate services.

Our Library hours are Monday to Friday 8:30 a.m. to 4:00 p.m.

ASK CLINICS

ASK Clinics at our EarlyON CFCs are designed for families with concerns about growth and development for their children newborn to 5 years (not yet in school). ASK offers a 15-minute consultation with professionals from: Speech, Hearing, Behaviour, Preschool and Infant Development. No appointment is necessary. First come, first served. Please refer to our program schedule for dates and times.

WHAT CAN I EXPECT WHEN I GO TO AN EARLYON CHILD AND FAMILY CENTRE?

Welcoming and Inclusive

At EarlyON CFCs, you can expect a welcoming environment which supports long-term growth and development. Programs and services are accessible and responsive to children, parents and caregivers from all cultural, linguistic, socio-economic, sexual orientation and religious backgrounds, as well as to those with varying abilities.

High Quality and Integrated

Programs and services are designed to foster positive outcomes and support nurturing relationships for children, parents and caregivers based on the latest evidence and research. They are developed and delivered collaboratively with participants and service providers.

Child and Family Centred, Community-Led

Programs and services are designed to meet the needs of parents, caregivers and young children, to support their developmental health and wellbeing.



EARLYON CFC GUIDELINES FOR SAFETY AND WELLBEING

Code of Conduct:

Links2Care and our EarlyON CFCs maintain high standards for positive interaction, communication and role-modeling for participants and staff. Harassment and discrimination will not be tolerated from any party. Any breach of Links2Care's Violence and Harassment Policy may result in the individual being asked to leave the premises.

What to bring when attending the EarlyON CFC:

Please bring indoor shoes or slippers for both you and your child. In case of an emergency, footwear must be worn at all times.

Signing in and Signing out procedures:

Upon entering and exiting our EarlyON CFCs, we ask that you please sign in/out the child or child(ren) that you are responsible for on our sign-in sheets located near our front doors.

Confidentiality: We respect your confidentiality. All data that we collect (contact information and attendance at programs) is kept confidential.

Emergency information:

Should there be a fire drill or an emergency evacuation necessary, all participants are expected to follow instructions from EarlyON CFC staff.

Inclement Weather Policy: EarlyON CFCs will close if the Halton District School Board cancels school buses and/or closes the schools. Check local news stations for school bus cancellations or Halton District School Board closures due to inclement weather.

No Smoking/Vaping Policy: We are pleased to offer a completely smoke-free environment. Smoking/Vaping is not permitted at any time by any person on the premises. Your co-operation in helping us provide this smoke free environment is greatly appreciated.

Vehicle Parking and Stroller Parking:

Please follow parking directions for each site as space may be limited. Some sites also have designated stroller parking areas. Please ensure that your stroller is not blocking any sidewalks or doors.

Snacks: You are welcome to bring snacks, lunches, dinner and beverages to our EarlyON CFCs. All snacks must be peanut and nut free and eaten at the provided snack table only.

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 children.

Suspected Abuse or Neglect of a Child:

Everyone, including members of the public and professionals who work with children, are legally required to report suspected cases of child abuse or neglect to the CAS as per the "Duty to Report" requirement under the Child and Family Services Act. If a parent/guardian expresses concerns that a child is being abused or neglected, they will be advised to contact Halton Children's Aid Society at 1-866-607-5437.

For more information, please visit www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx

Drop-In Tips

- Drop-ins are designed for parents/guardians and caregivers with children 0-6 years only.
- Safety is our number one priority - please do not leave children unattended in the playroom, outside or any other areas such as washrooms or reception areas.
- For hygienic purposes, diapering should be done only in the washroom where changing facilities are provided.
- Parents and caregivers are expected to keep the EarlyON CFCs tidy and to help children put toys away.
- Please be respectful of other participants.
- Physical discipline and verbal abuse will not be tolerated.
- Some children may not be interested or developmentally ready to participate in some learning activities being offered in the program. Please feel free to take your child out of the learning experience if this happens. This will allow the other children to benefit from the activity.

