



## Welcome to the George Hull EarlyON Child and Family Centre



# CLIENT HANDBOOK

[www.georgehullcentre.on.ca/earlyon-centre](http://www.georgehullcentre.on.ca/earlyon-centre)



Changing the  
trajectory of children's  
mental health.



**Welcome** to the George Hull EarlyON Child and Family Centre! We are happy to have you join our family. We welcome all children from birth to age six and their parents and caregivers. Our Program Guidelines are for all participants at all program locations.

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### Client Rights

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We believe that:

- Each individual is unique and has a wide range of strengths and needs.
- Everyone should have equitable access to high quality, developmentally appropriate and culturally sensitive programs for their children and their family.
- All staff, parents, caregivers and children are equally valued and welcomed.
- All staff, parents, caregivers and children are entitled to be treated with respect and have their views and wishes taken into account.

As a client of The George Hull Centre, you have a right:

- To be treated with dignity, respect and without discrimination on the basis of race, religion, ethnicity, gender, sexual orientation or socio-economic status.
- To privacy and confidentiality, except when we are required to disclose or share information because of legal or professional obligations.
- To receive service in program spaces that are safe, clean and accessible.
- To make a complaint if you are dissatisfied with the service you are receiving.

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## Program Philosophy

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The EarlyON Child and Family Centre offers a wide range of drop in and pre-registered programs for young children and their families that contribute to healthy child development and family well-being. We believe that children are competent, capable, curious and rich in potential. We respect each family's social and cultural perspective. We want every child to feel that he or she belongs, is a valuable contributor to his or her world, and deserves the opportunity to succeed.

Our programming is based on four key principles:

### **Belonging, Well-Being, Engagement and Expression.**

**Belonging** describes a sense of connectedness to others that develops into meaningful relationships. It is a feeling of being included and valued.



**Well-Being** refers to physical and mental health and wellness.

**Engagement** is a state of being involved and focused. Through play and inquiry, children develop skills such as problem-solving and creative thinking.

**Expression** means listening as well as being heard. Children use their bodies, their words and their play to communicate and learn.

We are passionate about providing high quality programs to support you as you care for and raise your family. We strive to foster your child's learning, well-being and development. If and when you need it, we can also help you make connections to additional supports or services that meet your family's unique needs.

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## Keeping Everyone Safe

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You are responsible for your children while in the EarlyON Centre. Children must be supervised at arm's length by their parent/caregiver at all times. Children are never to be left alone unless you are participating in a parent/caregiver information session where child-minding has been organized as part of the program.

Parents and caregivers are responsible for their belongings and those of their children. The George Hull Centre does not assume any responsibility for lost or stolen items.

Please leave your stroller in the designated stroller parking areas at each site. Do not bring your stroller into the areas.



For the privacy and safety of all participants, use of cell phones, cameras and video cameras are not allowed in the playrooms. You may use your phone in the reception areas or the stroller parking



The EarlyON staff prepare snacks for the children in all programs. Please let us know about any food allergies that your child may have. We will do our best to provide a safe and appropriate snack for your child.

For the safety and well-being of all program participants, outside food is not allowed in the playrooms. **If you choose to feed your child food from home, please ask staff to show you where to do so.** Baby bottles are permitted.

Please keep all hot drinks in travel mugs with the lid on and consume only in the designated area in the playroom.

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## Health and Hygiene

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Children and adults who are ill should not attend programming at the Centre. If a child or adult becomes ill during program, the staff will request that you take your child home. We ask for your cooperation in our efforts to limit the spread of illness. If you or your children show any of the following symptoms, please do not join us in the Centre until you are well again.

- Fever, vomiting or diarrhea
- Constant crying
- Discharge from eyes, ears or nose
- Undetermined skin rashes or marks
- Lethargy, unusual tiredness and weakness
- Excessive coughing or sneezing



In order to limit the spread of germs and illness, please assist your children with frequent hand washing and follow the procedures posted in the bathroom.

Change diapers only in designated diapering area of the bathrooms. Soiled diapers go in the containers labeled specifically for diaper disposal or must be taken with you. Do NOT put them in the general garbage. Please also use the bathroom facilities when changing children's clothing.



Please remove dirty or wet shoes and boots and leave them in the designated area. Please ensure that you and your child wear shoes, socks or slippers in the playroom at all times. For health and hygiene reasons, adults and children must not have bare feet in the playrooms at any time.



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## Fire Procedures

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For all adults and children:

1. On hearing the alarm, all adults and children must leave the room. Do not gather your personal belongings or strollers to take with you.
2. Supervise all children at all times.
3. Calmly escort children down the stairs to the main floor and exit via the front door of the building. Do not use the elevators.
4. Do not attempt to bring strollers down the stairs.
5. Gather at the bus shelter at the front of the building.
6. Follow staff directions.



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## Room Capacity

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For the safety and comfort of all, each playroom can accommodate a specific number of participants. Maximum capacity varies from program location to program location. When capacity is reached, staff will post a sign by the elevators or main entrances to the site and on the playroom doors indicating that the playroom is full.



While we understand how disappointing this can be for you and your children, we ask you to respect this notification and not attempt to enter a program that has reached maximum capacity.

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## Cancellation of Programs

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When a program is cancelled, we give families as much notice as possible. However, unusual circumstances may force us to cancel programs with little or no prior notice. In the case of bad weather, call us to learn whether if programs will run as scheduled or check our Facebook pages for updates.

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## Feedback

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EarlyON programs are for you and your child. We value your feedback and suggestions about our programs. Email us with your feedback or drop a note in the suggestion boxes located in our playrooms.

The Centre provides clients with the best service possible. If you are ever displeased with the service you are receiving, we encourage you to speak to staff or the Program Manager as a first step. If you are still dissatisfied, you are welcome to contact the Director of Prevention and Early Intervention and/or the Centre's Executive Director.



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## Confidentiality

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Information that you share with staff about your child and family will not be shared outside the Centre without your informed consent.

However, you should know that there are some circumstances in which we are required to disclose or share information because of legal or professional obligations.

These are the circumstances:

- We must obey subpoenas, court orders, and search warrants.
- Our staff have the legal duty to report suspected child abuse and neglect to a children's aid society.
- We may at times share information with others in extreme situations such as threats of suicide or homicide or serious risk of harm to self or others.

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## Program Locations

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<b>Ronson</b>	200 Ronson Drive, 1 <sup>st</sup> Floor
<b>Highfield</b>	85 Mount Olive Drive, Portable 2 (Highfield Junior School)
<b>Scarlett Manor</b>	1025 Scarlett Road (Call 416-320-8302 for building access during programming.)
<b>Fellowship</b>	800 Burnhamthorpe Rd (Fellowship Church)
<b>Martin Grove</b>	75 Pergola Road (Martin Grove United Church)

For more information, call Ana at 416-622-8833 ext. 725.

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## Program Calendars

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**Check our Monthly Program Calendars for program locations and times.**

Program descriptions include age and registration requirements. Available at reception, in the playrooms and on our website at [www.georgehullcentre.on.ca/earlyon-centre](http://www.georgehullcentre.on.ca/earlyon-centre). Updates and changes are also posted to our Facebook pages at [www.facebook.com/ghoeyc](http://www.facebook.com/ghoeyc) and [www.facebook.com/ghhcep](http://www.facebook.com/ghhcep).



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