



Haldimand-Norfolk
REACH

supporting children, families, communities

Haldimand-Norfolk Resource, Education And Counselling Help
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E. info@hnreach.on.ca

Service Information Sheet Early Learning and Care Unit EarlyON Child & Family Centre

1. About Our Services

- Participation in H-N REACH, EarlyON Child and Family Centre is voluntary
- A flexible schedule of programs are offered.
- All programs are delivered by Qualified Early Childhood Professionals
- H-N REACH EarlyON Child & Family Centre offers free quality programs and resources to children, parents, caregivers
- For parents and caregivers of children birth to 12 years of age

2. Benefits of Service

H-N REACH EarlyON Child & Family Centres provide programming for children and families. We offer a range of services and resources where you can:

- join fun activities that support child development such as storytelling, arts & crafts, science, circle times, and dramatic play 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

3. Cancellations

If you need to cancel registration at any of our programs we do ask that you provide cancellation notice by email or phone.

- earlyon@reach.on.ca all sites
- 1-866-463-2759 all sites
- 905-765-1661- Caledonia direct
- 905-701-9572- Dunnville direct
- If Haldimand Norfolk REACH closes due to inclement weather, closure notices are posted to:
 - myFM 98.9
 - www.hnreach.on.ca
 - Facebook: H-N REACH EarlyON Child and Family Centre

4. Feedback and Complaints

Your feedback is important to us.

- It is important to us that we hear from you if you are not happy with the service. We will work together with you to make it better. Please discuss your feedback about your service with an H-N REACH EarlyON staff member or contact the Manager, Tammy West at 519-429-2875 ext. 620 or email twest@hnreach.on.ca
- An annual survey is offered and your participation is appreciated.
- If you would like more information on feedback and complaints please refer to our Rights and Responsibilities brochure.

6. Your Privacy

We will not share any information about you and your family to any person outside of our agency without your informed and written consent. Please read the following to ensure you understand your rights to privacy and the exceptions.

Please be aware that there are exceptions to confidentiality where information will be shared without your consent. These are as follows:

- To report to the Children's Aid Society any suspicions that a child may be in need of protection (past or present) as required by law under Section 125 (1) of the Child, Youth and Family Services Act;
- To report to the police or intended person any clear and present danger of harm to another;
- To release records as required by search warrant, subpoena, court order, coroner request or other legal statute; and

Please read the H-N REACH Privacy and Personal Health Information Statement and discuss with any of our H-N REACH EarlyON staff to ensure you fully understand about the collection, storage and sharing of your information.

The Consent to Service that you sign is valid for the Calendar year January through December in which it is signed.