

EarlyON Support for Families with New Babies in Guelph and Wellington County During COVID-19

Frequently Asked Questions

Wellington-Dufferin-Guelph Public Health is partnering with EarlyON Child & Family Centre staff to provide support to families with new babies during COVID-19. With consent, WDGPH will provide contact information for families to EarlyON Child & Family Centre staff. An EarlyON Child & Family Centre staff member will call families with new babies to check-in on them and answer questions about infant care and local resources.

Why partner with EarlyON?

EarlyON Child and Family Centres offer support for local parents and caregivers of children 0-6 years of age. EarlyON Child and Family Centres are able to help families and caregivers find support, advice, and access a network of resources.

Who is making the calls?

EarlyON Child & Family Centres have designated Registered Early Childhood Educator Programme Facilitators who will be calling families. EarlyON Child & Family Centre Registered Early Childhood Educator Programme Facilitators have specialized knowledge and expertise related to child development, parenting, play-based learning and community-based supports. EarlyON Child & Family Centre Registered Early Childhood Educator Programme Facilitators work as a member of the EarlyON Child & Family Centre team to plan, implement, and provide information, services and programmes that support parents, caregivers and children 0-6 years of age.

Who will EarlyON Child & Family Centre staff be calling?

All families that consent to receiving EarlyON support and meet the following criteria will receive a phone call:

- Have given birth during the partnership period between WDGPH and EarlyON Child & Family Centres,
- Live in the City of Guelph, County of Wellington, or Dufferin County

How will the calls be made?

EarlyON Child & Family Centre staff will call the family using the contact information provided on the consent form. EarlyON Child & Family Centre staff will make a maximum of two call attempts and leave a voicemail with their contact number.

What can be discussed on the call?

EarlyON Child & Family Centre staff can provide families with general information on infant care, early parenting, and local resources. They cannot provide health assessments or medical information. Families needing health or medical support will be referred back to their health care providers or Telehealth.

How will consent be obtained and shared?

WDGPH is asking that hospitals and midwives assist with gathering consent for this initiative by filling out the consent form when they complete the HBHC screen with the patient. The consent form can then be sent to WDGPH by fax (519-829-3028). Public Health will then share the contact information with the EarlyON Child & Family Centre that is closest to where the family lives.