

# FAMILY CENTRED SERVICE DELIVERY

## Overview

The Regional Municipality of York, under its responsibilities as the service system manager, is responsible for the oversight of EarlyON Child and Family Programs. The intent of this document is to further define expectations in regard to family centre service delivery as per the guidelines, and the continuous quality improvement initiative, to promote accessible and inclusive programming with consistency among EarlyON providers.

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## Supporting Material

EarlyON Funding Guidelines

Continuous Quality Improvement

Inclusion Policy



## York Region's Commitment to Inclusion

York Region is committed to a welcoming and inclusive community where diversity is celebrated and where everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination. These same expectations extend to those organizations receiving funding, i.e. EarlyON Child and Family programs.

Under the *Human Rights Code (the Code)*, every person has the right to be free from harassment and discrimination. Harassment and discrimination will not be tolerated, condoned, or ignored by York Region. If a claim of harassment or discrimination is proven, disciplinary measures will be applied, up to and including termination of funding.

The Region is committed to a comprehensive strategy to address harassment and discrimination, including:

- providing training and education to ensure everyone knows their rights and responsibilities
- regularly monitoring organizational systems for barriers relating to *Code* grounds
- providing an effective and fair complaints procedure
- always promoting appropriate standards of conduct

## Family Centred Service Delivery

*Gaining knowledge about children from multiple perspectives helps educators ensure that programs also value the unique and diverse characteristics of the children's families and the communities in which they live. It's not a "one-size-fits-all" approach. In particular, programs should be reflective of the cultural and linguistic backgrounds of the children and families they serve, including those from First Nations, Métis, Inuit, and francophone communities. "The web of family and community is the child's anchor for early development." How Does Learning Happen, Ontario's Pedagogy for the Early Years*

EarlyON Child and Family programs provide community drop-in and registered programs for children aged 0 to 6 years and their families. It is the expectation that programming is provided for the full age-range, and families are welcomed and supported in the program. The ages of the children are to be used as a guide; programs should also consider the ability of the child attending programs. Therefore, children may be older or younger attending an age specific program due to the child's ability or the family circumstance.

Family-centred service delivery does not mean that service is catered to the needs of unique families, but rather that the needs of all families, all compositions, are considered in centre's policies, planning, and program delivery. This includes, but is not limited to, welcoming children and adults of all abilities, families from different cultural, religious, and socioeconomic backgrounds, individuals with a variety of gender identities, and older caregivers (i.e., grandparents), being considerate of the needs of single parents, and acknowledging that older children in the family may need to attend programming intended for their younger siblings.

Consideration of older children's attendance to programming should be anticipated especially on scheduled school closures, including but not limited to PA Days, March Break, Summer Break and weekends. Planning for family-centred service delivery might include increased use of public parks for programming on these days to accommodate limited indoor capacity or creating a welcoming environment for older children to occupy while siblings are participating in programming.

Local program policies can not contradict the Region's expectations for creating welcoming and inclusive spaces for families.

## **York Region's Role and Responsibility as Service System Manager**

In the role of Service System Manager, York Region is required to determine how and by whom services will be delivered to ensure equitable access across the Region.

In this capacity it is the responsibility of the Region to:

- Conduct assessments to better understand community needs, identify gaps or duplication of services, and plan services that effectively meet the unique needs of children, parents and caregivers
- Engage and consult with early years partners, including service agencies, community partners, parents and caregivers to inform the planning process
- Managing the delivery of mandatory core services, including EarlyON Child and Family programs
- Integrate the planning for EarlyON Child and Family programs into a community-based, system-wide planning process for children's services
- Provide oversight and accountability of provincial funding
- Develop and implementing system-wide standards

## **EarlyON Service Provider's Role and Responsibility**

EarlyON agencies play a vital part in achieving the Ministry of Education's EarlyON Child and Family Centres goals and objectives. The role of agencies/service provider is to work in collaboration with the Region to strengthen partnerships, coordinate access to services and ensure EarlyON Child and Family programs are an integrated part of meeting local community needs within York Region.

**The roles and responsibilities of the EarlyON service Provider includes:**

- To design and deliver programs so children have access to play and inquiry-based learning opportunities alongside their parents and caregivers, and experience positive development, health and well-being.
- Providing parents and caregivers with access to high-quality programs that support them in their role as their child's first educator. Programs designed to enhance their well-being and enrich their knowledge about early learning and development and strengthen their relationships with their children.

- Providing parents and caregivers with up-to-date information about community supports and resources for the whole family.
- Implementing the local delivery of EarlyON Child and Family programs and services to meet the identified community needs of children from birth to age six and their parents and caregivers
- Creating community partnerships to support mandatory core service delivery
- Fulfilling all requirements in the EarlyON Child and Family Centres Service Agreement and Funding Guideline for EarlyON Child and Family programs in York Region. Agencies will work in partnership with the Region to ensure that mandatory core services and the Region's service objectives are met
- Meet Ministry of Education guidelines, including visual identity