

EarlyON Support for Families with New Babies in Dufferin County During COVID-19

Frequently Asked Questions

Wellington-Dufferin-Guelph Public Health is partnering with EarlyON centres to provide support to families with new babies during COVID-19. With consent, WDGPH will provide contact information for families to EarlyON centres. EarlyON centres 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 are experienced providers of 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 will EarlyON Centres be calling?

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

- Have given birth during the partnership period
- Live in the City of Guelph, Wellington County, or Dufferin County

How will the calls be made?

EarlyON staff will call the contact information provided in the consent form. Staff will make one call attempt and leave a voicemail with a contact number.

Who is making the calls?

EarlyON Child & Family Centre Resource Workers will be calling families. Resource Workers have specialized knowledge and expertise related to child development, parenting, play-based learning and community-based supports

What can be discussed on the call?

EarlyON 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?

WDGPH is asking that hospitals and midwives consider gathering consent for this initiative 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 EarlyON.