



UMBRELLA FAMILY AND CHILD CENTRES OF HAMILTON

NEWSLETTER

• FALL 2017 •



WELCOME!

We had another great summer at Umbrella but it's always good to see all our families and staff back again in September. We also want to extend a special welcome to any families joining us for the first time... we're glad you're here!

SUMMER AT FIFTY POINT

Summer 2017 was our third at Fifty Point Conservation Area and we feel very fortunate to have a spot like this in Hamilton to run our summer programs from. The children and staff enjoy the beautiful landscape, our space in the Lakeside Pavillion and swimming at the beach. Every other week, a special field trip was taken to places such as African Lion Safari, Earl Haig Park and The Brantford Zoo. The summer always goes too fast!



First day at Fifty Point



Swimming fun at the beach

CHRISTMAS BREAK 2017

As Christmas Eve and New Year's Eve fall on weekends this year, the holiday closures will be as follows:



- Monday, December 25th
- Tuesday, December 26th
- Friday, December 29th (in lieu of two 1/2 days)
- Monday, January 1st

DECEMBER 2017						
SUN	MON	TUE	WED	THU	FRI	SAT
24	25	26	27	28	29	30
	Centres Closed	Centres Closed			Centres Closed	
JANUARY 2018						
DEC 31	JAN 1	2	3	4	5	6
	Centres Closed					

GREENSVILLE, SPENCER VALLEY AND SUMMIT PARK SCHOOLS

In June 2017, Greensville Elementary School closed its doors for the 2017-2018 school year. The children, staff and our Umbrella program are being housed at Spencer Valley Elementary School for the 2017- 2018 school year.

When Greensville school re-opens, which is scheduled for September 2018, Umbrella will offer a full day program in the new building for toddlers and preschoolers, in addition to our regular extended day programs for kindergarten and school aged children.

In September 2018, we also anticipate opening a full day program at a school to be newly built in the Binbrook area. Currently being called Summit Park, our new program there will offer infant, toddler and preschool care in addition to the extended day programs.

We will provide updates on these two new programs as they become available.

SEPTEMBER 2017 UPDATES TO PROGRAM HANDBOOK

In September 2017, two updated procedures were created which will eventually be printed in the new edition of our Program Handbook. In the meantime, copies are posted on the Parent Board in each program and are available either on our website or by request to the Program Leader or Supervisor.

DEALING WITH PARENT CONCERNS

Providing our families with the highest quality of customer service is a matter of great importance to us at Umbrella Family and Child Centres of Hamilton.

In any environment, problems emerge. It is important to all of us “under the Umbrella” that parents are happy and satisfied with the service our centres provide. Sometimes a situation arises when a family’s needs are not being met. As Early Years Professionals, staff try to find solutions that meet the needs of everyone involved.

We recognize that conflict can be a healthy process when it is managed in a transparent and respectful manner. Staff will do their best to understand parents’ concerns and to respond in a respectful and timely manner.

The establishment of a fair and transparent process for parents to share concerns or express complaints reflects that commitment.

IF YOU HAVE CONCERNS:

- Arrange to speak with your child’s teacher at a time and place that is mutually convenient for both of you. It is important to us that we have a place where confidentiality is preserved and our teachers can take the time to fully understand your concerns. It wouldn’t be fair to you or to the children in the program if we engaged in these conversations while the teacher is engaged with the children.
- Alternatively, you may wish to bring forward your concern in writing.
- Most conflicts are resolved at the centre or supervisor level, however, you do have the opportunity to request the involvement of the Program Manager .
- A list of Supervisors and Program Managers for each program and their contact information has

been printed on Page 4 of this newsletter for your information.

- Parents could expect an initial response within 24 hours. We endeavour to resolve all complaints within one week.

EMERGENCY MANAGEMENT PROCEDURE

The purpose of this procedure is to provide clear direction for Umbrella Family and Child Centres (UFCC) staff and designates to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. They are based on guidelines supplied by and required by the Ministry of Education and the terms of our license.

All UFCC programs operate in Hamilton Wentworth District School Board schools. During a school wide emergency, UFCC staff will follow any additional direction provided by the school principal.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

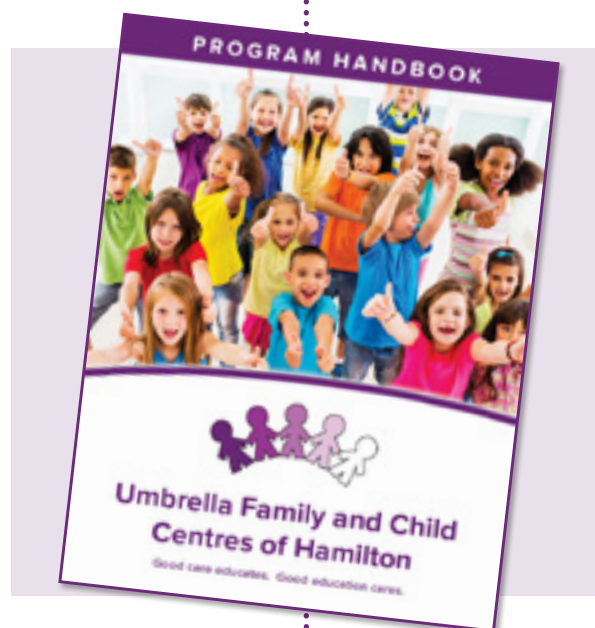
For situations that require evacuation of the early learning and child care centre/program the location to gather immediately is the designated meeting place noted on the program specific Fire and Emergency Evacuation Form, which is to be posted on the Parent Board.

If it is deemed ‘unsafe to return’ to the early learning and child care centre/program, the evacuation

site to proceed to is the designated evacuation site noted on the program specific Fire and Emergency Evacuation Form, which is to be posted on the Parent Board. Upon arrival at the emergency evacuation site, the Supervisor/Program Leader will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.

When possible, the Program Manager will update the early learning and child care centre/programs voicemail box as soon as possible to inform parents/guardians that the early learning and child care centre/program has been evacuated, and include the details of the evacuation site location and contact information.

The above information is a very brief synopsis of Umbrella Emergency Management procedures. The full procedure is posted on the Parent Board in each program and is available either on our website or by request to the Program Leader or Supervisor.



2017 PARENT AND CHILD SURVEY RESULTS

In June 2017, we conducted our annual survey of Umbrella parents, kindergarten and school age children. 400 parents and 586 children responded to the anonymous surveys, which were conducted on iPads in our centres or through a link that could be accessed at home.

The survey tool allows us to tabulate overall results, which are those listed below, but we can also isolate issues and concerns by program, allowing follow-up and goal setting in individual locations.

2017 Parent Survey Results	Response Percentages		
	Answer Options	Satisfied	Unsatisfied
Quality of care	99%	1%	0%
Staff	99%	1%	0%
Activities planned	98%	1%	1%
Communication with Centre Staff	98%	2%	0%
Food served (breakfast, lunch, snacks)	96%	1%	3%
Hours of operation	98%	2%	0%
Ease of payment	98%	1%	1%
Cost of programs	93%	4%	3%
Space where programs operate	98%	2%	0%
Special events	81%	2%	17%
Child's enjoyment	99%	1%	0%
Child's safety	99%	1%	0%
Students on placement	67%	1%	32%
Registration process	96%	3%	1%
Parent survey process	98%	1%	1%
Communication with Head Office	76%	2%	22%
Rate the overall service	99%	1%	0%

2017 Child Survey Results	Response Percentages		
	Answer Options	Satisfied	Unsatisfied
Staff	95%	2%	3%
Daily activities	94%	4%	2%
Special events	86%	3%	11%
Toys/sports equipment	89%	7%	4%
Food	92%	5%	3%

We were somewhat disappointed this year by the participation rate in our parent surveys. Last year, 529 parents participated; this year we were down to 400 participants. We really do review both the response percentages and the comments very carefully to look at ways we can improve our service.

One thing that stood out to us this year, was the high percentage of responses that indicted parents weren't sure how to rate things like communication with Head Office, food served, special events and students on placement.

We wanted to ensure that parents have access to this information and have provided it here, as follows:

COMMUNICATION WITH HEAD OFFICE

Our Head Office can be reached by calling 905-312-9836. Administrative staff will be happy to answer your questions and/or direct you to the best person to do so. On page 4 of this newsletter, you will find a complete list of programs and the Supervisor and Program Manager responsible for each.

FOOD SERVED

Morning and afternoon snacks and a nutritious midday meal are prepared for toddler and preschool children by an on-site cook, who is required to complete the Food Handler's course offered by the Public Health Department. Menus were created in consultation with a dietitian, in accordance with Canada's Food Guide. Weekly menu plans are posted in the Parent Information Area in each program. The Umbrella cooks meet regularly to review and adjust menus according to the seasons.

In extended day programs, morning and afternoon snacks are prepared for children by program staff who have completed the Food Handler's course offered by the Public Health Department. Weekly menu plans are posted in the Parent Information Area in each program. A group of Supervisors and Program Leaders plan and review snacks twice a year.

ACTIVITIES AND SPECIAL EVENTS

Each week, staff members in our toddler and preschool programs plan and implement a program based on the observed interests and developmental needs of the children in their group. A weekly program plan is posted in the Parent Information Area.

A variety of activities and special events that are of interest to kindergarten and school-age children (e.g. arts and crafts, games, puzzles, sport activities, music, etc.) are offered each day before and after school, based on the observed interests of children. The weekly program plan is posted in the Parent Information Area.

VOLUNTEERS AND STUDENTS ON PLACEMENT

Umbrella provides mentoring and practice teaching experiences for Early Childhood Education students. High School Co-op Students, Focus on Youth students and volunteers also participate in programs. The students and volunteers are not counted in the child/staff ratios and are never responsible for or left alone with the children. In addition, students on placement and volunteers are required to comply with all Umbrella policies and procedures. Usually a picture of the student and an introduction will be posted in the Parent Information area.

WHO SHOULD I CALL AT MY CENTRE?

Centre	Supervisor	Program Manager
Ancaster Meadow	Krista Genesiee krista@umbrellafamily.com 905-973-8889	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
Balaclava	Connie Cortina connie@umbrellafamily.com 289-527-2374	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
Bellmoore	Julie Kott julie@umbrellafamily.com 905-973-1894	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Cathy Wever	Cathy Anson cathy@umbrellafamily.com 289-442-2074	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Dundana	Connie Cortina connie@umbrellafamily.com 289-527-2374	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
Dundas Central	Connie Cortina connie@umbrellafamily.com 289-527-2374	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
Elizabeth Bagshaw	Connie Cortina connie@umbrellafamily.com 289-527-2374	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
Gatestone	Sue Kowch suek@umbrellafamily.com 289-527-5643	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Glen Echo	Connie Cortina connie@umbrellafamily.com 289-527-2374	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
Gordon Price	Connie Cortina connie@umbrellafamily.com 289-527-2374	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
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Hillcrest	Tracy Sparkes tracy@umbrellafamily.com 289-527-3492	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
James MacDonald	Julie Kott julie@umbrellafamily.com 905-973-1894	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Lawfield	Shawna Webster shawna@umbrellafamily.com 905-973-1378	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
Lincoln Alexander	Vesna Milanovic vesna@umbrellafamily.com 289-260-6804	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Memorial	Julie Kott julie@umbrellafamily.com 905-973-1894	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Michaëlle Jean	Julie Kott julie@umbrellafamily.com 905-973-1894	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Mount Hope	Julie Kott julie@umbrellafamily.com 905-973-1894	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Mountain View	Julie Kott julie@umbrellafamily.com 905-973-1894	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Mountview	Connie Cortina connie@umbrellafamily.com 289-527-2374	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
Queensdale	Julie Kott julie@umbrellafamily.com 905-973-1894	Sheila Greenland sheila@umbrellafamily.com 905-912-0516
Ray Lewis	Christine Kott christine@umbrellafamily.com 289-442-5778	Lynn McInnis lynn@umbrellafamily.com 289-527-4371
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