

Important Telephone Numbers

The Tree House

Deer Lake Toll Free	1-866-635-5808
Deer Lake	635-5808
Pasadena	686-5005
Bonne Bay North	1-866-635-5808
Bonne Bay South	1-866-635-5808
White Bay	1-866-635-5808

Fire Department

Deer Lake	635-2323	Pasadena	911
Jackson's Arm	459-4444	Sop Arm	482-2053
Rocky Harbour	458-7153	Hampden	455-5555
Cow Head	243-9999	Woody Point	453-2273
Trout River	451-6116	Parsons Pond	243-2101

Public Health

Deer Lake	635-7830	Pasadena	686-5052
Bonne Bay	453-2401	White Bay	455-3333
Rocky Harbour	458-2381	Cow Head	243-2450

Crisis Help Line

Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-709-726-1411
Kids Help Line	1-800-668-6868
Parent Information Line	1-888-603-9100
Health Line	1-888-709-2929
For Breastfeeding Information	1-709-777-4656

Dear Parents and Caregivers,

Welcome to The Tree House Family Resource Centre! We are so glad to have you join us. Please remember the Centre is yours and we **always** welcome your ideas.

Please read through this booklet. It will provide you with valuable information about The Tree House and your responsibilities as a participant in the programs.

We depend on you, the parents and caregivers, to help make the Centre and its programs a success. The following list shows a few ways you can help:

- Space can be limited for some programs. If, after you have signed up for a program, you realize you will not be able to attend, please contact the centre to let us know.
- Volunteer at the centre.
- Let us know what you think. We value your input.

We look forward to you and your family getting involved with the centre. We believe that by working together we will maintain a great Family Resource Centre for all families to enjoy.

As you read through this information package, you will begin to understand the importance of this centre. If you have any questions at any time please use the contact information on the back of this booklet.



Table of Contents

Who We Are	3
Equipment Lending	4
Clothing Closet	4
Bulletin Board	4
Transportation	4
Community Garden	4
Sign In/Registration	5
Safety and Security	5
Cell Phones	5
Behavior	6
Language	6
Smoking, Drugs, and Alcohol	6
Nutrition and Snacks	7
Clean Up	7
Play	8
Program Cancellation	8
Personal Belongings/Clothing	8
Parking	8
Illness	9
Breastfeeding Friendly	9
Your Ideas	10
Help Us Promote	10
Our Staff	11
Important Numbers	12

Our Staff

At The Tree House you will meet a number of staff members as follows:

Executive Director

- Provides leadership in the development of the Family Resource Centre,
- Oversees daily activities, staff training, and funding

Financial Administrator

- Responsible for overall office coordination, and financial management
- Provide program support

Program Coordinator

- Responsible for ensuring the needs of families supported by The Tree House Family Resource Centre are being met
- Provides a wide variety of family resource programming for children and parents/caregivers

Healthy Baby Club Coordinator

- Responsible for ensuring that the needs of pre/postnatal women supported by the Healthy Baby Club are being met
- Provides a wide variety of programming for pre/postnatal women and their supports

Program Facilitator/Resource Mothers

- Provides a wide variety of family resource programming for children and parents/caregivers including Healthy Baby Club in their satellite sites.

Parent Program Coordinator

- Responsible for ensuring that the needs of parents supported by the Tree House FRC are being met.
- Provide a variety of family resource programming for parents/caregivers in the Tree House region.

The Tree House is governed by a Board of Directors made up of volunteers from the communities we serve.

Your Ideas

Your comments and suggestions are **always** welcome. There are several ways you can share your ideas and concerns with us:

- Join our parent committee TLC-The Tree House Liaison Committee (Deer Lake)
- Speak with our staff or volunteers that are responsible for programming
- Use your evaluation sheets. Put your ideas about programs on the evaluation forms
- You may wish to remain anonymous. Please feel free to use the suggestion box at your site

Help Us Promote

You can help us promote the services and programs offered by The Tree House Family Resource Centre by telling your friends about us and inviting them to come along to a session with you. Come join the fun! We participate in many events and celebrations: outings, family swimming and skating, parties, structured programs, and playtime.

At the Centre we invite you to share in your child's play, while both you and your child make new friends, learn new information, and begin to create your own networks and relationships. If you would like an information package to share with your friends please ask a staff member.



Who We Are

The Tree House Family Resource Centre opened in Deer Lake in January, 2000. Since that time the Centre has grown and opened other sites in these locations:

- Bonne Bay South
- Bonne Bay North
- Pasadena
- White Bay

The Centre receives funding from Dept. of Education and Early Childhood Development. We are committed to offering programs to families of children from birth to 6 years.

Our programs include the following services:

- Healthy Baby Club
- Parent Support Programs
- Drop In Play
- Structured Children's Programs
- Community Garden
- Safety Programs—Car Seat Installation and Inspection
- Equipment Lending

Vision Statement

Healthy communities where families have access to quality programs and services, which encourage and enhance the full development of children and their parents/caregivers.

Mission Statement

The Tree House Family Resource Centre provides a wide range of quality programming and support services for families in our communities in order to promote and support healthy child development and family functioning.

Equipment Lending

The Deer Lake Centre has items available for lending to anyone in the Tree House region. If you wish to borrow items, please ask our staff or call the Deer Lake Centre; 1 866 635-5808. These items include;

- Snowshoes (child/adult)
- Playpens
- Portable highchair
- Strollers

Clothing Closet

Come in and browse the Clothing Closet at the Deer Lake site. A variety of infant, toddler, and maternity clothes are available for you to select at no cost.

Bulletin Board

There is a bulletin board at the Centre for your viewing. Please check it during each visit. Information and sign-up sheets will be posted here for upcoming programs and events.

Transportation

Transportation (taxi)/or a cost subsidy for transportation may be provided by the Tree House FRC if a participant has no means of transportation. For more information, please ask a facilitator about our transportation policy.

Community Garden

Located at the Deer Lake centre is a Community Garden. This program is open to anyone who would like to avail of it. Please call the centre for more info.

Illness



To prevent the spread of illness, we request that you remain at home if you or your child are ill. Any contagious illness should be contained by remaining home to reduce germs from spreading and resting to ensure a quick recovery. Such illnesses may include, but are not limited to, the following: pink eye, cold, flu, lice, chicken pox, measles, and scabies.



Breastfeeding Friendly

Breastfeeding is the best choice for the healthy growth and development of infants. We promote a comfortable, supportive place for any mother wishing to breastfeed.

If you are breastfeeding, or thinking of breastfeeding, we are here to support your decision. If you require privacy to nurse your baby, we can provide a comfortable place during feeding.

If you need more information regarding breastfeeding and its benefits, please ask our staff. Through training many of the staff members are qualified to answer your questions and guide your decision. Information is available at www.babyfriendly.nl.ca or <https://www.facebook.com/babyfriendlynl/>

Parking

Please honour all signs indicating reserved or mobility impaired parking.



Play

The most important asset your child has is their curiosity and love of play. “Play” is how a child does research, learning about cause and effect of actions, mastering skills and gathering all the information they will need to grow up. All Family Resource Programs are play-based. By encouraging your child to play, you are making a very important contribution to the development of his or her abilities, intelligence and communication skills.

Program Cancellations

There are times when programs must be cancelled due to weather, illness, staff training, or other reasons. We will do everything possible to make sure you know about cancellations in advance. To find out about cancelled programs you may check the following:

- The monthly calendar at your site. We will do our best to include scheduled cancellations and holidays.
- Our Facebook Pages (Please join the one for your area)

Please note; If schools in your area are closed due to weather, programming **will be cancelled** at the Centre.

Personal Belongings/Clothing

There is space at the Centre to store coats and boots while visiting; however, we cannot provide “locked” space. We are not responsible for lost or stolen items. Please ensure that valuables are either left at home or with you at all times.

Sign In

For each program you and your child attend, please remember to sign the sheet at the desk in the front entrance. These numbers are very important to maintain our funding levels.

Safety and Security

Please keep your children safe by following these rules:

- You are responsible for your children **at all times**. Please do not leave the centre without your children. If you must leave, bring your children with you or ask another parent/caregiver to supervise your child. You must supervise your children in the washroom.
- Please do not allow your children to run in the centre.
- If we provide onsite childcare, you must be available to your child at all times. Please do not leave the building without your child for any reason.
- When snack is served, please make sure your child is seated. Running or walking around while eating may cause choking.
- Latex balloons are not allowed at the centre; they are considered choking hazards.
- A First Aid Kit is available at each centre.

Cell Phones

When we are fully present to our child we send them the message that we value our time with them. The biggest reward for children is the attention of the people they love. They feel it when our attention wanders away from them; sometimes they get our attention back by misbehaving. So we encourage you to turn off your cell phone, and let yourself relax into play.

Behaviour

We understand that all children have moments of misbehaviour at some time or another. This is normal; however, we do believe in positive approach to guiding children's behavior. We ask parents/caregivers not to yell, shout, or use any form of physical discipline (spanking) while visiting the Centre. Please use the opportunity as a time to teach. If you would like information concerning positive approaches to guiding children's behavior, please feel free to speak to our staff.

Language

The Centre promotes a positive interaction between parents/caregivers and children. Parents/Caregivers are given opportunities to interact and to create a support network. Please remember that we model good language for our children and inappropriate words or tone of voice may be disturbing to hear.

Smoking, Drugs, and Alcohol

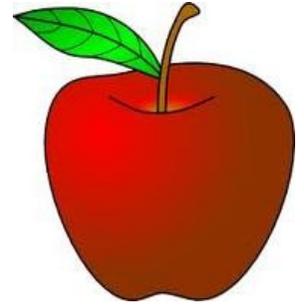
The Centre provides a smoke-free environment. There is no smoking permitted inside or outside the building. Please keep all prescription medication or over-the-counter drugs safely out of children's reach at all times. Alcohol and drug use are not permitted at the Centre at anytime.

Private Solicitation

Please refrain from the solicitation of private business while at the centre (this includes our Face Book/email). We value your presence at the centre and the many connections made as a result of programming. We want to promote an atmosphere that is filled with friendly conversation and relaxed interaction between parents, caregivers and children.

Nutrition and Snacks

Good eating habits are formed in childhood and are important for future healthy eating. We want to create a healthy start for our children by following Canada's Food Guide. We provide healthy snacks at the Centre; there is no need for you to bring anything. These snacks are free of charge. Thus we ask that you do not bring food items that may be considered "junk food" for you or your children. If you have any suggestions for snacks or would like to contribute to snack time, chat with a staff member.



Clean Up

Everyone involved with The Tree House is responsible for helping to keep it clean and tidy. This includes participants, volunteers, and staff. When attending the programs at the Centre please help us through the following ways:

- Put away any toys or books your child has used.
- Throw away your garbage.
- Clean up the area where you or child have been eating; this includes washing your dishes.
- Keep washroom and kitchen areas tidy and clean.
- After changing your baby, please place the diaper in a plastic bag, tie it off, and throw in the garbage.
- Disinfect change area with disinfectant wipe or spray.

THANK YOU!