



Daycare Services

COVID-19 Customer Guide



Clarence-Rockland

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Customer Guide

The Daycare Services of Clarence-Rockland follows instructions from the Ontario government, the Ministry of Education and the Ministry of Health to reopen the daycares in 2021.

In addition to the policies and procedures in the Parent's Guide, we have added several health and safety protocols to fight COVID-19 to allow us to open the daycares and ensure the safety of children and daycare staff.

We will need the support, patience and cooperation of the parents in order to comply with the protocols put in place.

Variants of concern are here in Ontario and urgent efforts by all are needed to slow their spread to protect our health system and our most vulnerable. Increased transmissibility of variants means it will take more intensive effort of the same public health practices to prevent transmitting infection. Households have the highest risk of transmission from a case.

Our procedure

- Parents or guardians must drop off and pick up their children at the reception area, identified by the Service. The parent cannot enter the daycare nor the outdoor play area at any time.
- We will allow one family at a time in the reception area. We ask other families to wait outside when there is a family already in the reception area. Be sure to keep 2 meters away between each family while waiting outside.
- Parents or guardians are responsible for checking their children's temperature and assess their health before taking them to daycare.
- Individuals' normal body temperature is 37.8 degrees Celsius or lower.

Children with one or more of the following symptoms will be advised to stay at home until they can see a health care professional and receive another diagnosis or COVID-19 negative test.

- Abnormal body temperature ($\geq 37.8^{\circ}\text{C}$)
- Cough – new or getting worse
- Chills
- Shortness of breath
- Sore throat
- Difficulty swallowing
- Runny, stuffy or congested nose (not related to allergies)
- Lost sense of taste or smell
- Headache

- Nausea, vomiting, diarrhea
- Muscle aches
- Extreme tiredness (fatigue or lack of energy)
- Sluggishness
- Lack of appetite
- Other

In addition, anyone/family who has travelled outside of Canada must comply with the government's 14-day quarantine directive. The Service will not be able to accept a child whose family has travelled outside of Canada to daycare during the mandatory quarantine.

An individual who presents one or more symptoms on this list on a regular basis, for any other health reason, must provide a note from the parent and/or practising physician that will be kept in the child or employee's file.

Daycare capacity and staff

Licensed childcare services can open up groups to a maximum capacity, as indicated on each centre's operating licence.

Services for children with special needs do not have to be interrupted.

In order to limit the number of people who will be in contact in the toddler and preschool groups, the service will give priority to customers who book the place from Monday to Friday. We cannot accept that two families share a week between them at this time.

In order to limit contact between individuals who attend the Daycare Services, groups must remain separated from each other.

Upon the arrival of a child

Health Screening of the child and his or her family will be done

- upon arrival; and/or
- when the child has a symptom of COVID-19 during the day.

Parents must do the screening of their child before leaving home, by going to the following web address: <https://covid-19.ontario.ca/school-screening/>

Every day when the child arrives, the supervisor/crew leader or a staff member is responsible to conduct a check of the health of the child and his family by asking assessment questions required by the health office. Parents should inform us if their child or family member present potential illnesses at home or any early signs of infection.

- Every day, the supervisor will take the child's temperature.

- The supervisor/crew leader or staff member will bring the child to their group when they meet health standards.
- Children whose family members must isolate themselves following a positive Covid-19 test will not be allowed to attend daycare.
- We will not allow children who are ill or with a temperature of 37.8 degrees Celsius or higher to enter the daycare.
- We will not allow a child with one or more symptoms of COVID-19 to enter the daycare.
- When an individual fails the screening test and is not allowed to enter the daycare, it is necessary to report it to the Health Unit.

Departure of a child

The supervisor/crew leader or a staff member will be responsible for bringing the child back to the reception area for the child's departure.

Management of potential cases of children with Covid-19 disease

Staff will make a diligent observation of the children's health during the day. All children who begin to experience symptoms of COVID-19, while in daycare will be treated as a potential case of COVID-19 disease until assessed by the health office.

Our procedure

- Isolate the child who has symptoms from other children immediately and place them in a supervised area until they return home. Anyone caring for the child must remain at a distance of two metres and/or wear the proper equipment.
- If there is no isolation room in the facility, the group of children and adult must be at a distance of two metres from the child who must be isolated from the group.
- The child must wear a medical mask (if he/she can tolerate it) and the daycare worker must wear a medical mask and a face shield.
- Contact the parent;
- The parent must pick up their child as soon as they receive the call;
- The child has to follow hand hygiene and respiratory etiquette practises while he waits for his parent to arrive;

- When the isolated child must use the washroom, all surfaces touched by the child must be cleaned and disinfected before another person uses the washroom;
- The space where the child was isolated and all items that the child has touched must be cleaned after he/she has left the premises;
- If the isolated child had used a bed camp, the sheet and bed camp should be cleaned/disinfected immediately;
- Once the intervention with a symptomatic child is complete and the isolation perimeter is cleaned and disinfected
 - The employee must discard and/or change the PPE before coming into contact with other individuals.
 - The soiled PPE must be placed in a sealed bag to be discarded and/or washed and disinfected.
- Contact the Health Unit office to notify them of a potential case.
- The group that has been in contact with a suspected case, including the children and the employee, should be considered close contact and isolate themselves in groups.
 - Children and adults in this group will need to stay in cohorts until the COVID-19 result is available.
 - The Health Unit will provide us with more guidance where appropriate.
- People who test negative for COVID-19 must be excluded from the program up to 24 hours after the symptoms have disappeared.
 - If a symptomatic person receives a negative result, the public health office may have another test within 24 to 48 hours if the level of clinical suspicion is high.
- When a family member is waiting for a COVID-19 test result, asymptomatic siblings must be excluded from daycare.

New Single-symptom Screening

Staff, students and children with **any** new or worsening symptom of COVID-19, **even those with only one symptom**, must stay home until:

- They receive a negative COVID-19 test result;
- They receive an alternative diagnosis by a health care professional; or
- It has been 10 days since their symptom onset and they are feeling better.
 - When we have more than one child from the same family in the daycare, and a member of that family is symptomatic, but receives a negative test at COVID-19, asymptomatic siblings do not have to be excluded from daycare.

- People who test positive for COVID-19 must be excluded from the program;
 - For 10 days after the onset of symptoms and until they have received permission to return from the local public health office.
 - The parent is responsible of informing the daycare of the child's absence during the period of self-isolation.
- Children or staff who have been exposed to a confirmed case of COVID-19 disease will not be able to attend the daycare for 14 days following exposure.
- Children or staff who have been exposed to a confirmed case of COVID-19 disease or have a symptom and choose not to be tested will not be able to attend the daycare for 14 days after exposure and wait 24 hours after the symptoms have disappeared.
- Daycare centres should consider a single, symptomatic and laboratory-confirmed case of COVID-19 in a staff member or child as a confirmed outbreak of COVID-19 in consultation with the region's public health office.
 - Outbreaks must be reported in collaboration with the program and the Health Unit office to ensure that an outbreak number is provided.
- All individuals with 1 symptom and/or confirmed cases of COVID-19 will be reported to the Ministry of Education and considered a serious incident.
- The daycare centre will be required to post the Serious Incident Notification Form on the communications board, prominently displayed to inform visitors and employees when a case of COVID-19 is positive.

Communication in case of outbreak

- We will call the parent of a child with a COVID-19 symptom to ensure immediate contact.
- When a child test positive for COVID-19, we will call all parents in the group attended by the positive child to ensure immediate contact and to notify them of an outbreak of COVID-19.
- When a child tests positive for COVID-19, the serious incident notification form will be installed at the front door, in view of all clients, to inform them of the outbreak;
- Also, when a child tests positive for COVID-19, a message will be sent to all clients of the affected daycare through the parents' portal to notify them of an outbreak of COVID-19 at the daycare.

Measures to protect the health of children and staff

Daycare staff had a training in health and safety measures to ensure the protection of children and staff. Employees will follow the disinfection procedures as established.

While close contacts between group members may be unavoidable, physical distancing and general infection prevention and control practise should be encouraged when possible.

- Since employees must disinfect everything children touches, items that cannot be washed with soapy water and disinfected will not be accessible.
- In the event that an item that cannot be washed and disinfected is used, it must be placed in a sealed bag or container for 7 days, identified with the date the item was placed in the bag.
- The employee must place a blanket on her clothes before holding a child in her arms. This procedure requires the use of a unique blanket for each child.
- Employees should avoid bringing her face closer to the children.

Teach your children the following:

- Wash your hands often with soapy water or use a hand sanitizer where there is no access to water and soap.
- Sneeze and cough up his elbow.
- Avoid touching your eyes, nose or mouth.
- Avoid getting close to other people's faces whenever possible.
- Avoid contact with sick people.
- Make a game of opening your arms as wide as possible without being able to touch another person.

Meal and snack

- The daycare will provide breakfast, lunch and afternoon snacks to children in the toddler and preschooler's group;
- The daycare will provide breakfast and afternoon snacks to children in the school age group.
 - The parent must provide the morning snack and lunch;
 - Make sure to put the food in a lunch box/bag clearly identified with the child's name, containing an "Ice Pack" to keep the food fresh until the meal;
- If your child requires a special diet, you can bring the healthy food replacement in a lunch box/bag clearly identified with the child's name, containing an "Ice Pack" to keep the food fresh until the meal;
- Make sure that children bring their own bottle of beverage identified with their name, keep it with them during the day and do not share it;
- Fill the bottles with water rather than drink directly from the tip of the public fountain;
- Children will eat meals and snacks while staying with their respective groups.
- Children and staff wash their hands with soapy water before eating and after;
- We will sit children strategically to respect physical distance during meals;

- We will not offer self-service food and dishes will not be freely accessible;
- We will clean multipurpose utensils after each use;
- We will not allow children to share food between them.

Sanitary equipment

Daycare staff must wear a medical mask and face shield and/or protective goggles at work at all times, including, but not limited in shared spaces **when the 2-meter distancing is not possible.**

Please note that prescription glasses cannot replace face shield/protective goggles.

Students in grades 1 and over must always wear the face covering provided by the parent inside and outside the daycare, including, but not limited in shared spaces such as:

- hallways
- bathrooms
- gymnasium
- library
- during the outdoor play

The daycare will provide a face covering for a child who does not have one.

It is recommended to encourage the face coverings for children over the age of two, however, this practice is not mandatory.

The face covering is not recommended for children under 2 years of age.

Exceptions

- It is understood that an individual who cannot tolerate the face covering for reasons of health, behavioral problems or religious belief will not be required to wear it.
- Consideration should also be given to mitigating the risk of any possible physical or psychological injury that may unintentionally result from wearing a face covering (e.g., if the face covering interferes with the ability to see or express itself clearly, or if it accidentally gets stuck in equipment used by the wearer).

Exceptions to wearing the mask must be documented in the administrative register and reported to the Daycare Services administration.

Individuals who cannot tolerate the face covering are strongly advised to wear the face shield. This does not replace the facemask but will limit the burst of the droplets.

- Make a game with facemasks to get your child used to looking at a face covered with a facemask.
- Also, if your child is over two years old, encourage them to wear a facemask for a short period, so they can get used to breathing well and not touching them when wearing it.
- For health reasons, facemask should be changed when it becomes dirty, wet or damaged.
- Get your child to wash their hands more often, among other things:
 - When entering the daycare
 - Before and after eating;
 - After washroom use;
 - Before and after touching his/her face;
 - Before putting on PPE;
 - Before and after removing PPE;
 - After touching commonly touched surfaces;
 - After using a tissue/sneezing;

When an employee or child removes his facemask or visor, he must place it on a brown paper in front of him, taking care to remove it with the elastic and place the soiled side towards the ceiling. It will have to be taken back by touching only the elastics to put it back on, making sure that the soiled side is not touching his face.

Physical distancing

In order to limit contact between individuals who attend the Daycare Services, we will encourage groups to remain separated from each other where possible.

Groups may not mix with other groups or find themselves in the same room or space simultaneously, including arrivals and departures, during mealtimes, hours of play, outdoor activities, in the premises of the programs, tents, staff-only areas or rooms, etc.

There will be no event to ensure that groups do not mix.

In order to encourage physical distancing between children, we will follow these guidelines:

- There will be more playing time outside when the weather allows. Please make sure to bring the necessary clothing, according to temperature.
- Children will go outside with their respective groups. They will not be able to mingle with another group during the outdoor play.
- The school outdoor play structures will not be accessible until further notice as we cannot clean and disinfect the equipment before and after the use of each group.
- We will install visual marks to ensure that a minimum of 2-meter separates the groups if more than one group is outside at the same time.

Inside

- We will offer more individual activities;
- Each child will have a basket identified with his name that will contain items he cannot share, such as: pencils, playdough, scissors, DIY materials, etc;
- We will encourage activities that require more space between children;
- We will distribute the furniture, equipment and activity stations in different areas of the room in order to encourage the distance between children;
- We will use visual marks to help children respect the 2-meter distance;
- We will not allow sharing items and equipment among groups unless the item has been cleaned and disinfected before sharing.

Additional health measures

- Clean and disinfect a shared room or space before and after the use of the space between groups. A cleaning log should be posted and used to track the clean-up;
- Each group must have designated equipment (e.g. balloons, loose equipment); otherwise, equipment should be cleaned and disinfected between group usages;
- Minimize the number of personal items brought to the daycare. If participants bring personal items to the daycare (e.g. backpack, clothing, towel, water bottles, food, pacifier, etc.) they must be identified with the child's name and kept in an area designated for the group and should not be handled by individuals from another group;
- Children must bring their own sunscreen and should not share it;
 - The daycare worker will be able to help the child apply sunscreen if necessary.
 - Because the staff will not be able to respect the 2-meter distance, they will wear the required sanitary equipment during this process.
 - The staff must wash their hands before and after applying sunscreen between each child;
- The daycare must have a restroom schedule to avoid mixing groups in the bathrooms;
 - Once the group leaves the room, the employee must clean and disinfect common surfaces in the washrooms;
- We will avoid singing inside, this will become an outdoor activity:
 - We will place children 2 metres from each other to respect physical distance and ensure their safety during this activity;
- We will use individual water or sensory tray for one child usage;

- We will empty, clean and disinfect the tray before another child uses it and/or at the end of the day;
- We will not plan excursions or outings that require group transportation;
- There will be no animal exposure at the daycare;
- Children will be able to do individual culinary activities for themselves (e.g. decorate a muffin for their personal snack);
- If the program includes naps, we should increase the distance between the beds to at least 2-meter, if possible.
 - If space is limited, children will be positioned head to toe or foot against foot.
 - The sheets will be washed at the end of the week.
 - The blanket that the parent brings to the child's daycare must be returned to the parent at the end of the day to be washed.
- We will not allow visitors or volunteers inside the daycare nor in the outdoor play area.
- The Daycare Services administration encourages telephone or email communication to limit physical contact with people who do not work at the daycare. Clients will be able to email the supervisor/crew leader to contact an educator.

Resources

Need for health care in case of illness at COVID-19

If you are not feeling well (cough, fever, difficulty breathing), it is strongly recommended that you notify your employer of your condition, self-isolate immediately and request a health assessment for the disease at COVID-19 as soon as possible.

There are four options:

- A self-assessment tool available at <https://www.ontario.ca/fr/page/nouveau-coronavirus-2019>
- Telehealth Ontario at 1-866-797-0000 (24/7)
- Your primary medical provider. You should call your primary medical provider and give them details of your virtual assessment over the phone or through other technologies. You should not make an appointment in person for an evaluation of COVID-19 until you have done the virtual assessment.
- Ontario Health Board Daily Health Assessment Form: <https://eohu.ca/files/resources/12086-icd-20f.pdf>