



COVID – 19 Pandemic Handbook



Sunny Faces Day Care, Ltd.

30 Harefield Drive
Etobicoke, ON
M9W 4C9

416-744-0778

August 2020

A Message from the Board of Directors

On behalf of the **Sunny Faces Board of Directors** and our child care staffing team, we would like to welcome you and your family back to **Sunny Faces**!

Sunny Faces Day Care has been mandatorily closed since March 16th, 2020 due to COVID - 19. As your Board of Directors, we recognize the difficulties this closure has created for our families, our children and our staff. Despite the many challenges that this unprecedented pandemic has created the management team has continued to work diligently to maintain the operations from offsite locations.

With the recent government announcement on June 9th, 2020, **Sunny Faces** is excited to be able to reopen. We understand the importance of our role within the community and look forward to once again being able to meet the child care needs of our families. Even with the many changes, revamped guidelines and new regulations, we are confident that your child will grow and develop under the guidance and encouragement of our dedicated staff team.

While many things will be different, with new protocol in place for safety for all, every effort to foster a sense of responsibility and a respect for others at a level appropriate to the child's development will be maintained. Our child care team is committed to providing a quality program that is safe, educational and child friendly, to help the children adjusted as we find our way in a 'new normal'.

Parents have the right to choose the child care setting most appropriate to meet their child's and family needs. A supportive partnership between the parents and **Sunny Faces** will help to ensure the best care. Shared information and involvement will support this process, *so we invite you to reacquaint yourselves with our 2020 – 2021 Parent Handbook, as well as to familiarize yourselves with the new COVID – 19 Pandemic Handbook.*

In conjunction with our existing 2020 - 2021 Parent Handbook the new COVID – 19 Pandemic Handbook, will lay out new, additional protocols and guidelines as we reopen our centres.

This pandemic is unprecedented and continues to evolve daily. As such, this COVID – 19 Pandemic Handbook will remain as the 'new normal' until further notice.

We encourage all of our families to stay connected with the **Sunny Faces** management team via email or telephone. Parents are also encouraged to continue visiting the centres website at www.sunnyfacesdaycare.com as we will continue to post updates as needed on the website.

Welcome back!

Shauna MacKendrick

Shauna MacKendrick
President

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Board of Directors

NAME	POSITION		EMAIL
Shauna MacKendrick	President	416 740 3375	srmackendrick@gmail.com
Gary Ramharack	Vice President	416 629 1671	gary.ramharack@hotmail.com
Doris Asare Williams	Secretary	905 915 0721	dorisaw@hotmail.com
Kandy May	Treasurer	416-841-5375	kanzies@msn.com
Jennifer Gill	Chairperson	416 741 9435	jennifergill02@yahoo.ca
Sarah Ramcharran	Member	647 248 7913	sarah.r@rogers.com
Savitree Heeralal	Member	416 882 3727	savitreej@aol.com
Bryan Brannon	Member	416 688 3053	bb944@msn.com
Jennifer Krikorian	Member	416 802 3359	jkirk@mac.com

CITY CONTACT STAFF

Program Advisor, Child Care Quality Assurance & Licensing

Helen Sipione
416 325 0665

Helen.Sipione@ontario.ca

Children's Services Consultant

Michelle Noel
416 338 5953

Michelle.Noel@toronto.ca

Community Resources

Pauline
Malkomkojian
416 397 7375

Pauline.malkomkojian@toronto.ca

Membership

Membership in the Corporation will entitle your family to one vote on each question arising during any general or special meeting of the membership. Membership is obtained after a 60-day period of enrollment and if your financial status is in good standing.

Organization Chart

August 2020

BOARD OF DIRECTORS

LEE-ANN HAND
EXECUTIVE DIRECTOR

HELEN PRIMI
SUPERVISOR

RIVERCREST

Natalie Drysdelle - RECE
Erin Treasure - RECE
Rena Ialenti - Non ECE
Melissa Burch - RECE
Esmeralda Jonuzi - RECE
Marisa Rambali - RECE
Stephany Gallo - RECE
Sonia Sukhoo - RECE
Pauline Levert - RECE
Ashley Treasure - RECE
Cheryl Walker - Non ECE Program Support/Nutrition

ST. BENEDICT

Jamila Barrett - RECE (Assistant Supervisor)
Nicole Drysdelle - RECE
Luisa Fazzari - Non ECE
Jennifer Vidad - Non ECE
Fathiya Mohamed - RECE
Asiya Kashif - Non ECE
Shehara Farook - RECE
Sandra Castelanos - Non ECE

Introduction for COVID – 19



On March 22, 2020 the Government of Ontario declared a State of Emergency due to COVID – 19, and ordered all licenced child care centres to be closed until further notice.

COVID-19 is a disease caused by a novel coronavirus that can result in acute respiratory illness.

In general, these viruses are spread when a sick person coughs or sneezes. It may also be possible for a person to get COVID-19 by touching contaminated surfaces and then touching their own mouth, nose, or possibly their eyes. The majority of people with COVID-19 develop a mild illness, which may include fever, cough, or shortness of breath. Children may have milder or asymptomatic infections of COVID-19, and the virus may still be transmitted to other people.

On June 9th, 2020, the Province announced that licensed child care centres could reopen by implementing the required interim recommendations to help reduce the risk of acute respiratory illness, including COVID-19, in these settings.

PURPOSE

While infection prevention and control (IPAC) has always been an integral part of our child care culture, we have adapted and enhanced our policies and procedures in response to COVID-19, to mitigate risk and ensure the health and safety of all.

The information found within this document is meant to support parents and **Sunny Faces** in meeting requirements set out under the *Child Care and Early Years Act, 2014* (CCEYA) and to provide clarification on operating child care programs with enhanced health and safety guidelines and/or restrictions in place to re-open. This document will be modified as applicable, when these restrictions can be lifted and/or amended to reflect new instruction when received.

This document has been designed for use in conjunction with the Child Care Centre Licensing Manual, the CCEYA and its regulations as well as the Centre's policies and procedures including the Parent Handbook.

In the event of a conflict between this document and the CCEYA or Centre policies, this document will prevail. Advice of the local public health unit as it changes from time to time will be followed, even in the event that it contradicts this guidance document.

While the focus of this document is on the new health, safety and operational measures that are required in order to safely reopen child care centres, our goal is to ensure that the health and safety of our children, families, staff and entire child care community is of the utmost priority. Please note that throughout the process, every effort will continue to be made to uphold the welcoming and caring environment that **Sunny Faces** provides for children and families.

The following enhanced policies and practices will be in place:

- Screening and temperature checks
- Attendance reporting
- Cohorting staff and children
- Physical distancing
- Hand hygiene and respiratory etiquette
- Food safety practices
- Enhanced environmental cleaning and disinfection
- Requirements for the use of toys, equipment and other materials
- Use of personal protective equipment
- Isolation/exclusion of ill children and child care staff
- Management of cases and outbreaks of COVID-19
- Communication with families/guardians

COMMUNICATION PLAN

This document will be submitted to Toronto Public Health department (TPH), Toronto Children's Services (TCS) and the Ministry of Education (MEDU), to confirm it was developed and reviewed with employees, providers and parents prior to the Centre re-opening.

This document which includes new policies, procedures, directives, and relevant posters and signage, will be posted at the entrance to each site and available in electronic copy to all families and visitors to the Centre for the duration of the pandemic and while these heightened policies and procedures are required and in effect.

ONGOING COMMUNICATION WITH FAMILIES

Communication with families will be ongoing to advise of any news, changes or updates that occur on a day to day basis or as needed.

Communication will occur via the website, email, centre postings and hand outs. It is the parent's responsibility to ensure they are checking their email and with designates (if applicable) who are picking up/dropping children off each day, are transferring necessary information. Please check you child's backpack daily!

In person communication will be very limited. Requests for meetings will be managed via telephone calls, emails and/or video conferencing as necessary.

EMERGENCY & CONTACT INFORMATION

Supervisor – Helen Primi	416 428 5457
Director – Lee-Ann Hand	905 580 0411
Toronto Public Health Hotline	416-338-7600
Fee Subsidy Information (City of Toronto, Children's Services)	3-1-1
Telehealth Ontario	1-866-797-0000

Roles & Responsibilities during COVID – 19



PURPOSE

The roles and responsibilities noted below are meant to support child care operators in meeting requirements set out in the Ministry of Education's Operational Guidance During COVID-19 Outbreak - Child Care Re-Opening. Operators are expected to follow the Operational Guidance and requirements under the Child Care and Early Years Act, 2014 (CCEYA) to support operating child care programs with enhanced health and safety guidelines and/or restrictions in place to reopen.

TOOL

This list provides an overview of the roles and responsibilities of various parties and has been designed for use in conjunction with the Operational Guidance During COVID-19, Child Care Centre Licensing Manual, the CCEYA and its regulations.

MINISTRY OF EDUCATION

- Determine funding formula for reopening child care
- Review and approved revised licenses for reopening
- Maintain a record of operators reopening and proposed dates
- Receive attestation from operators confirming that revised policies and protocols have been developed for enhanced health and safety requirements in child care settings
- Conduct in-person monitoring and licensing inspections of child care centres, where necessary
- Review Serious Occurrences and take appropriate action
- Review Provincial Operational Guidance as required, and update based on current Public Health conditions

PUBLIC HEALTH

- Provide advice to child care operators on preventing the spread of COVID, including how to implement the Provincial operational guidance
- Work with Children's Services to ensure support is provided to all child care staff/providers on health, safety and other operational measures
- Provide guidance on effective services to support inclusion of children with special needs
- Support operators with suspected/ confirmed cases of COVID-19 and outbreaks in centres through consultation, guidance and direction
- Determine exclusion periods for illness, including COVID-19
- Work with Children's Services to respond to new questions from operators

CHILDREN'S SERVICES

- Distribute communications and information to operators
- Establish priorities for access to child care
- Assist families currently receiving Emergency child care to find an alternate child care arrangement
- Collaborate with school Boards to ensure full day child care programs can open in schools with aligning health and safety policies
- Work with Public Health to ensure support is provided to all child care staff/providers on health, safety and other operational measures
- Oversight of program quality
- Allocate and reconcile provincial funding
- Administer child care fee subsidy for eligible families
- Work with community partners and Public Health to support effective services to support inclusion of children with special needs
- Support operators and respond to inquiries
- Review Serious Occurrences and take appropriate actions
- Provide ongoing advice to the Ministry of Education regarding required processes and resources for stabilization of the early years and child care sector

SUNNY FACES DAY CARE

- Develop new health and safety policies and protocols including how to operate through the COVID-19 pandemic and recovery period
- Apply for license revision, (if required)
- Submit attestation to the Ministry of Education that confirms new policies and procedures have been developed and shared with employees and families
- Contact families, share policies, assess demand for child care
- Update priority/waitlist policies based on limited capacity when re-opening
- Arrange for appropriate cleaning prior to reopening and throughout
- Ensure qualified staffing and appropriate ratios, based on enrolment
- Establish cohorts of children and staff
- Source personal protective equipment
- Establish screening process for staff, children and families
- Maintain daily attendance records for anyone entering the facility/home
- Ensure appropriate toys and equipment in rooms/outdoor
- Maintain physical distancing
- Report suspected or confirmed cases of COVID-19 as a Serious Occurrence
- Address any recommendations from Public Health
- Complete reconciliation of funding

Compliance during COVID – 19



COMPLIANCE AND ADMINISTRATIVE PENALTIES

The policies and procedures outlined in this document are legislated requirements.

Compliance from employees, parents, children and the community are required.

There is zero tolerance to non-compliance.

The Ministry of Education announcement that administrative penalties for non-compliance will be increased for COVID-19 related requirements to \$1,000 per day per child in care.

See *Ontario General Regulation 137/15* of the CCEYA, and associated tables for further details.

Family Prioritization Guide during COVID – 19



Guidelines set out by the Ministry of Education have identified maximum cohort size and ratio requirements. A cohort is defined as “a group of children and the staff members assigned to them, who stay together throughout the duration of the program for a minimum of 7 days”. As of July 27, 2020, the maximum number of children assigned to each cohort is 15 children plus educators, which includes a requirement to social distance during the program hours. These factors will limit program access in each age group.

Each cohort will be assigned a specific room and ideally 1 additional staff member will be assigned to each cohort in order to cover the full day and cleaning/disinfecting requirements, to minimize staff from travelling between cohorts.

If demand from families for available spaces exceeds capacity at **Sunny Faces**, there will be limitations to the number of children that can accepted into care. For that reason, Toronto Children’s Services developed recommendations to prioritize access. This approach is consistent with the Ministry of Education Child Care Reopening Guidelines as well as Toronto Children’s Services Recovery Principals. **Sunny Faces** has established the following prioritization procedures to determine access to child care spaces for each age group based on:

Access to Child Care Spaces

Priority Category 1: Return of children/families served through emergency child care to their original placement and continuity of service for these families;

Priority Category 2: Return of children/families who are considered essential workers as defined by the province (<https://www.ontario.ca/page/child-care-health-care-and-frontline-staff>). As recommended by Toronto Children’s Services, the following factors will be considered and prioritized in order of:

- Lone parent families;
- Two parent families where both parents are required to work;
- Families with special circumstances or children with extra support needs, or families facing systematic barriers.

Priority Category 3: Return of children/families who are employed or self employed in any other sector, and as recommended by Toronto Children’s Services, the following factors will be considered and prioritized in order of:

- Lone parent families who are currently returning to work;
- Two parent families where both parents are either currently working or required to work;
- Families with children with extra support needs, or families facing systematic barriers.

Priority Category 4: Return of children/families with special circumstances that would benefit from children returning to care, such as children with extra support needs or families facing systemic barriers, and as per Toronto Children's Services recommendations the following factors will be considered and prioritized in order of:

- Lone parent families;
- This category may also include families who are students or who are looking for work who also have children with special circumstances.

Priority Category 5: Return of children/families who are students, and as per Toronto Children's Services recommendations the following factors will be considered and prioritized in order of.

- Lone parent families;
- In two parent families, if one parent is a student, other parent must be employed, self-employed or in school.

Priority Category 6: Return of children/families who are looking for work, and as per Toronto Children's Services recommendations the following factors will be considered and prioritized in order of.

- Lone parent families;

If needed, the remaining available spaces will be distributed on a lottery basis

NOTE: Those families who receive fee subsidies will need to contact their case worker to confirm placement before a space at **Sunny Faces** can be confirmed. All clients are required to confirm their eligibility prior to returning to care, following the COVID-19 re-opening.

Staffing during COVID – 19



STAFF TRAINING AND SCHEDULING

In collaboration with Toronto Public Health (TPH), Toronto Children's Services (TCS), as well as our own management team, **Sunny Faces** is committed to ensuring that training will be provided to all child care staff/educators on the health, safety and other operational measures outlined in this document, plus any additional local requirements in place prior to re-opening.

A record of staff that have reviewed the training modules and COVID-19 related policies will be maintained and kept on file for 12 months.

Training will include:

- All staff are required to review the training modules developed by TCS, in collaboration with TPH, prior to opening
- Instruction on how to properly clean the space and equipment
- Cleaning and Disinfection for Public Safety Fact Sheet (Public Health Ontario), as well as disinfectant contact times, safety procedures, PPE and safe storage requirements
- How to safely conduct daily screening and keep daily attendance records
- Be aware of the signs and symptoms associated with COVID-19 and what to do in the case that someone becomes sick (<https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/?accordion=know-the-symptoms>)
- Review of existing and new policies, procedures and protocols to ensure that heightened measures are practiced on a daily basis including the revised Infection Prevention and Control (IPAC) policies and procedures
- Proper use of Personal Protective Equipment (PPE)
- Ensuring new information and resources are provided in a timely basis to reflect any changes that may occur

Staff will provide support and reassurance

- All staff are expected to be a positive role model and provide an effective strategy to help reduce fear and anxiety, as well as promoting healthy behaviours. Remember that children are often listening when you talk to others about COVID-19, so
- Keep personal and/or negative opinions away from the program environment
- Staff are expected to read and access resources to help support their role in the program
- Maintain familiar routines and activities to reinforce a sense of security
- Acknowledge concerns and provide reassurance about personal safety and health
- Refer parents/caregivers to the City of Toronto website at www.toronto.ca/COVID19 for the most up-to-date information
- Help identify when sources of misinformation are circulating and correct this information when it occurs
- Further guidance is available and should be provided from the World Health Organization to help children cope with stress. For more information, visit the Toronto Public Health website at: www.toronto.ca/COVID19 or call at 416 338 7600

Serious Occurrence - COVID - 19



Additional SERIOUS OCCURRENCES categories to be reported are defined as follows;

The definition of a serious occurrence has also been *updated* by the Ministry of Education, in Regulation 137/15 to include the following category:

- (c.1) a confirmed or suspected case of the coronavirus (COVID-19) in respect of,
 - (i) a child who receives child care at a home child care premises or child care centre,
 - (ii) a home child care provider,
 - (iii) a home child care visitor,
 - (iv) a parent of a child mentioned in subclause (i), or
 - (v) a staff member at a child care centre,

Licensees are required to report:

- (c.1) a confirmed or suspected case of the coronavirus (COVID-19) in respect of,
 - (i) a child who receives child care at a home child care premises or child care centre,
 - (ii) a home child care provider,
 - (iii) a home child care visitor,
 - (iv) a parent of a child mentioned in subclause (i), or
 - (v) a staff member at a child care centre,

A serious occurrence must be reported where a child, parent, or staff is suspected (i.e. has symptoms and has been tested) of having or has a confirmed case of COVID-19, licensees must report this to the Ministry as a Serious Occurrence (SO), or, where a room, centre or premises closes due to COVID-19, licensees must report this to the Ministry as a serious occurrence.

Licensees are required to post the serious occurrence notification form as required under the CCEYA, unless local public health advises otherwise.

Operating Procedures during COVID - 19



DAILY ENTRY

Children, staff, parents/guardians of children and/or authorized visitors attending Sunny Faces Day Care Centre must not attend the child care program or enter onto the premises when they are ill, and must report any symptoms associated with COVID-19 to the Supervisor immediately. Masks or face shields are required to be worn by all staff and visitors while in the building or any indoor space.

SCREENING AND VISIBLY MARKED PHYSICAL SPACE

ALL children, staff and visitors must be screened before entering **Sunny Faces** and will be monitored throughout the day for COVID-19 related symptoms.

- Children, staff and visitors will need to complete a health check and screening prior to entry into the facility
- A designated screening area will be set up outside (or in inclement weather) inside the entrance of the child care centre in a manner that physical distancing can be maintained (2m or 6 ft)
- Posters and signage will be available at the screening area to explain the screening process and rules and conditions for entry
- Visual markers/cues spaced two metres/six feet apart (e.g. tape on the floor, pylons, signs) to assist children and parents/guardians to maintain a two-metre distance from each other if waiting to be screened
- Hand sanitizers (70-90% alcohol concentration) will be available at the screening station for individuals who are able to enter the facility (i.e. answered 'no' to all screening questions)

Individuals who answered 'yes' to any of the screening questions or have visible signs of illness or have a fever, will not be admitted to the facility and will be referred to Telehealth for further information and direction

- Only one entrance/exit will be used to ensure effective monitoring and screening practices
- Parents are requested to arrange for only one parent to perform pick up and drop off duties. Only one parent can enter the screening area with their child/children. Parents may not enter facility beyond screening area.
- All children will be escorted to and from their designated rooms by a Sunny Faces staff
- **Entry/Drop Off Preschool, School Age Room 6 and School Age Gym** – All children in these groups will enter and exit the building through the PARKING LOT doors. Line up on the orange markers located outside on the ground along the side of the building (smiley faces). All parents will be asked to submit their questionnaire or be asked a series of questions to answer for themselves and their child. All children will have their temperature taken and recorded prior to entry into the centre.
- **Entry/Drop Off JK/SK Room 15** – All children registered in JK/SK will enter and exit the building through the KINDERGARTEN doors. Line up on the orange markers located on the ground along the side of the building (smiley faces). All parents will be asked to submit their questionnaire or will be asked a series of questions to answer for themselves and their child. All children will have their temperature taken and recorded prior to entry into the centre.

- **Exit/Pick Up Preschool, School Age Room 6 and School Age Gym** – All children in these cohorts will exit the building through the PARKING LOT doors. Parents must call the centre at 416 744 0778 **15 minutes prior to pick up**. Parents may also sign up for a pick up time when they drop their child off in the morning. All children will have their temperature taken and recorded before leaving the centre.
- **Exit/Pick Up JK/SK Room 15** – All children registered in JK/SK will exit the building through the KINDERGARTEN doors. Parents may also sign up for a pick up time when they drop their child off in the morning. All children will have their temperature taken and recorded before leaving the centre.
- **Entry into the centre is not permitted throughout the day or while children are in care**
- **Children/staff/visitors will be excluded from care if they develop any symptoms related to COVID-19, or answer yes to any question on the questionnaire**
- Staff will monitor children throughout the day to ensure social distancing and infection prevention and control practices are prioritized
- Screening results will be recorded and filed onsite to be available, if requested, by a governing body (Public Health, Ministry, etc.)
- Regular communication on health and safety and infection, prevention and control practices may be shared with families for use at the child care centre and at home

VISITORS

- Non-essential visitors will not be admitted to the Centre premises
- Individuals wishing to visit the Centre, should call or email the Supervisor to determine an appropriate method to address any inquiries
- Ministry staff and other public officials will be granted access (e.g. fire marshal, public health inspectors etc.) at any reasonable time

ATTENDANCE

Enhanced attendance reporting practices for children, child care staff and all other individuals entering the child care centre:

- Daily attendance records of all individuals entering the child care centre will be maintained. This includes, but is not limited to, maintenance workers, cleaning/environmental staff, food service workers and government agency employees (e.g. public health inspectors, fire inspectors)
- Records of attendance must include the following information: name, company, contact information, date, time of arrival/departure, reason for visit, rooms/areas visited, screening and temperature check results.
- Parents and staff must call the centre if they or their child is ill and will not be attending. Attendance records must be updated when a child or staff is absent.

- **Sunny Faces** will follow-up with all individuals to determine the reason for any unplanned absences, and determine if the absence is due to illness to note any symptoms (e.g. fever, sore throat, cough).
- Parents/guardians of ill children and ill or unwell staff will be directed to seek COVID-19 testing at assessment centres, and to call Telehealth (at 1 866 797 0000) or their primary care provider to determine if further care is required.
- Staff will monitor attendance records for patterns or trends (e.g. children and child care staff in the same group or cohort absent at the same time or over the course of a few days).
- Non-essential visitors are not permitted to enter the child care centre
- Attendance records will be maintained and filed in the locked office cabinet, onsite, and will be available upon request by a governing body (i.e. Public Health, Ministry, etc.). These records will be kept for 12 months.

SPECIAL EVENTS AND OUTINGS

Sunny Faces will not be hosting any special events or engaging in any outings during the pandemic period or until further notice

Program Rooms during COVID - 19



Guidelines set out by the Ministry of Education have identified maximum cohort size and ratio requirements. A cohort is defined as, 'a group of children and the staff members assigned to them, who stay together throughout the duration of the program for a minimum of 7 days'

Therefore,

- Child Care Centres may operate at pre-covid or standard licensing capacities, if available space permits physical distancing. Programs may need to be modified to accommodate this requirement.
- Staff will be assigned to work at only one centre and within one cohort *as much as possible*.
- Child care staff will be limited from mixing with other colleagues (outside their assigned cohort) as best as possible – including break rooms, etc.
- Supply/replacement will be assigned to work at a single designated child care centre, *as much as is possible*
- Supply/replacement staff that are assigned to a child care centre will be considered part of the cohort they are assigned to
- Reassigning supply/replacement staff to a different cohort/group within the same child care centre will be avoided *as best as possible* to prevent mixing of cohorts. If supply/replacement staff are assigned to a different cohort/group within the same child care centre they will use a non-medical mask or face covering whether indoors or outdoors
- Cohorts will be designated to a specific 'home room' or area
- Programming must be planned in a manner that prevents cohorts from mixing throughout the day and over the course of the child care program/session
- Staggered/alternate scheduling may include:
 - ❖ drop-off and pick-up times to prevent parents/guardians from gathering or grouping together
 - ❖ snack times and lunch/meal times
 - ❖ use of outdoor playgrounds and play spaces (dedicated to **Sunny Faces**) by different cohorts

Where different cohorts are using the same indoor area (e.g. gymnasium) child care staff must ensure that physical distancing is maintained and that the groups do not mix.

- ❖ temporary physical barriers may be used to prevent mixing of groups or if physical distancing cannot be maintained (note temporary barriers are required to take into account the tallest user and the users breathing zones. Breathing zone is defined as a pocket of air from which a person draws breath and generally extends 30 centimeters or 12 inches around (and above) the mid-point of a person's face.
- ❖ staff scheduling will allow multiple staff assigned to one room consistently over the course of the day, and avoid moving between cohorts or other rooms

PROCEDURES WITHIN COHORTS

- Physical distancing will be reinforced throughout the day, *as best as possible*, to maintain a two metre/six feet distance between staff and children
- Physical distancing may **never** compromise supervision or a child's safety
- Children are encouraged to greet each other using non-physical gestures (e.g. wave or nod or a verbal 'Hello') and to avoid close greetings (e.g. hugs, handshakes) and to keep 'hands to yourself'
- The, NO SHARING, policies and procedures will be enforced. This includes the current practice of not sharing food, water bottles or other personal items.
- Personal items (for children and staff) should be limited to only those that are required. Staff will be permitted to bring only one small personal bag.
- All personal items must be clearly labelled with the child's name to prevent accidental sharing
- Activities will be planned to encourage individual play and increase space between children
- Activities that involve shared objects or toys will be avoided and discouraged
- Activities involving singing, shouting, or speaking loudly indoors, or outdoors if physical distancing is not possible, are discouraged
- The distance between cots/resting mats must be increased (2 m or 6 ft), or if space is limited, children will be placed head-to-toe or toe-to-toe

Communication during COVID - 19



VOICEMAIL, EMAIL, WEBSITE

Sunny Faces' voicemail is accessible 24 hours a day and allows you to leave a direct message regarding your child for the staff. When leaving a message, be specific. State your name, date, time, your child's name and Centre location plus the information you need to convey. If you require a returned call by staff, be sure to leave your telephone number, including area code.

If an emergency arises later in the day (i.e. you are going to be late, or someone else is picking up your child) call and leave this information on voicemail. Staff will check for messages before calling you at work or your emergency numbers.

You may also leave an email at sunny.faces@outlook.com and hpsunnyfaces@outlook.com

Management will also be posting centre updates on the website at www.sunnyfacesdaycare.com. Please check the website routinely.

HOURS OF OPERATION

School operating days – 7 am until school start, after school until 6 pm (no late pick ups)

School closure days and Preschool – 7 am – 6 pm (no late pick ups)

ABSENTEEISM

It is extremely important to call **Sunny Faces** every time your child will be absent from program

ESCORTING CHILDREN TO AND FROM THE CENTRE

Parents/guardians must escort their child/ren to the screening area each morning. A staff member will screen all children. Parents must also pick the child up at the screening entrance prior to 6:00 pm. Children will not be released to meet a parent outside. The parent/guardian must be visible at the screening entrance for pick up.

Under no circumstances is a child to be dropped off at a Sunny Faces' location and left unattended

RELEASE OF CHILD/REN

Sunny Faces cannot allow your child to go home with someone we do not know. *Please make sure your child care staff member is advised of any changes to your child's pick-up arrangements.*

Sunny Faces reserves the right to ask any adult to remove their mask for proper identification during pick up.

EMERGENCY CONTACTS

An emergency contact person's name, address and telephone number must be provided by the parent at the time of registration. The contact person must be available at work or home during the hours that the child is at **Sunny Faces**.

It is the parent's responsibility to update this information when necessary. The contact person must be informed by the parent that s(he) is the emergency contact person and must provide photo ID to staff upon pick up.

LATE PICK-UP – ZERO TOLERANCE

Make alternate pick-up arrangements if you anticipate arriving at the centre late. Parents arriving after the program time will pay a late fee. A late fee is levied at the rate of \$15.00 for every 15 minutes, per child, starting at one minute past the program time.

Example

6:01 – 6:15 p.m. \$15.00 **per child**

6:16 – 6:30 p.m. \$15.00 **per child**

Total cost \$30.00 **per child**

The late fee is cumulative and is to be paid within **24 hours**. A receipt will not be issued for late fee payments.

Failure to pay late fees may result in termination from the program.

After the **SECOND** late pick-up, parents will be requested to find alternate child care arrangements.

Should you be late, every effort will be made to reach you or your emergency contact. As a last resort, the police department will be notified after 7 pm and the child placed in their custody.

PARENT AND STAFF EXCHANGE OF INFORMATION

The exchange of information between parents and staff provides insight for both parties.

Sunny Faces may send notices home with your child, in their backpack. Please check daily. Parent information may also be posted on our website at www.sunnyfacesdaycare.com. Please monitor the website routinely.

CLOTHING AND POSSESSIONS

Children should wear comfortable clothing that allows for freedom of movement.

All children must have a pair of indoor shoes that are to be left at the centre. For your child's safety, rubber-soled shoes are required.

Each child should have an extra set of clothing in case of accidents. Extra clothing should include socks, shoes, underwear, t-shirt and pants. It is important that children's clothing is appropriate for the season as outdoor activity is part of the daily program. Extra winter clothing should include socks, boots, hat, mittens, and snow pants. All clothing must be labeled with the child's name.

Although all creative supplies at **Sunny Faces** are non-toxic, safe and washable, it is important to keep in mind that not all stains wash out.

Sunny Faces is not responsible for any lost or stolen items that your child brings into the Centre. It is recommended that all items be labeled.

Children will not be allowed to bring any personal items from home (excluding a small sleeping blanket). All personal sleeping blankets will remain at the centre and will not be sent home at the end of each day. All sheets and blankets will be washed daily at the centre.

Do not send your child with any plush toys, or sleeping aids as they will not be permitted in the room.

Sunny Faces will not provide refunds for damaged or lost belongings.

Parent and Child Code of Conduct



All children and parents are required to sign and abide by the **Parent and Child Code of Conduct** at the time of registration and annually thereafter. The Code of Conduct reads:

As part of your contract with **Sunny Faces**, **Sunny Faces'** reserves the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met.

The decision for suspension and/or withdrawal will be based on, but not limited to, the following types of incidents:

- Extreme physical acts against other children and/or staff (hitting, biting, spitting, bullying, or any other form of verbal or physical threat or assault) **ZERO TOLERANCE – MINIMUM 3 DAY SUSPENSION THAT MAY LEAD TO BEING WITHDRAWN** from **Sunny Faces**
- Non-compliance of staff direction **ZERO TOLERANCE – MINIMUM 1 DAY SUSPENSION**
- Verbal attacks on other children and/or staff, which include the use of threats, name-calling, and repeated profane/degrading language **ZERO TOLERANCE – MINIMUM 1 DAY SUSPENSION**
- Racial or other discriminatory incidents **ZERO TOLERANCE – MINIMUM 3 DAY SUSPENSION**
- A child who leaves **Sunny Faces** without permission and/or leaves the care of **Sunny Faces'** staff on or offsite. This behaviour will result in an **automatic one-day suspension with review and potential withdrawal** from **Sunny Faces**.
- Any verbal or physical abuse by a child or child's family member or designate responsible for child **ZERO TOLERANCE – MINIMUM 1 – 3 DAY SUSPENSION THAT MAY LEAD TO BEING WITHDRAWN** from **Sunny Faces**.

Sunny Faces realizes that occurrences and disputes will occur among children and it is not our intent to exclude children over normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered at **Sunny Faces**.

Sunny Faces will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviors still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn, with approval from **Sunny Faces'** Executive Director and or Board of Directors.

Infection and Prevention during COVID - 19



Infection prevention and control (IPAC) measures have been established to help reduce the risk of respiratory infections. These are to be used in addition to Toronto Public Health's (TPH) *Infection Prevention and Control in Child Care Centres Requirements and Best Practices Document*. The enhanced policies practices and requirements related to COVID-19., are as follows:

1. Conduct screening to limit the introduction of infection to the facility:

- o All staff/parents/caregivers are made aware of signs and symptoms of COVID-19, including through correspondence, policy and handbook review:
 - fever (equal or greater than 37.8 degrees Celsius)
 - cough
 - muscle aches and tiredness
 - difficulty breathing
 - less commonly: sore throat, headache, diarrhea
 - symptoms as outlined in the “*COVID-19 Reference Document for Symptoms*” on the Ministry of Health’s Covid-19 website.
- o Passive screening:
 - Parents/guardians are instructed to check their child's temperature daily. Staff should be instructed to check their own temperature daily.
 - Staff/children with any of the above signs and symptoms are advised to stay home, should not travel to the Centre or enter its premises, and will not be permitted to attend the facility for 14 days from symptom onset and no longer feeling unwell.
- o Active screening:
 - A designate area outside the main entrance of each building will be established to conduct daily screening of staff and children. The area will allow a minimum of two metres (six feet) distance between staff conducting screening and the person being screened.
 - Signage will be posted in visible areas which clearly explains the screening process and the rules and conditions for entry (see example COVID-19 Screening Sign).
 - Actively screen staff, children and parents/guardian, prior to entry/drop-off by asking about the following:
 - Do you/the child *or any member of your household* have any of the following:
Fever/feverish, new onset of cough, worsening chronic cough, shortness of breath, difficulty breathing, sore throat, difficulty swallowing, decrease or loss of sense of taste or smell, chills, headaches, unexplained fatigue/malaise/muscle aches, nausea/vomiting, diarrhea, abdominal pain, pink eye (conjunctivitis), runny nose/nasal congestion without other known cause?
 - Have you/the child travelled outside of Canada, including the United States, within the last 14 days?

- Have you/the child tested positive for COVID-19 or had close contact with a confirmed case of COVID-19 without wearing appropriate PPE?
- Have you/the child been given fever reducing medicine in the last 5 hours?
- Daily screening records will be completed and kept onsite for 12 months.
- Provide alcohol-based hand sanitizer at the screening stations for people who have answered NO to all questions for use prior to entry into the facility.
- Staff/parents/caregivers who answer YES to any of the question should not be permitted to enter the facility.
- Non-essential visitors (including parents/guardians) will be restricted from entering the child care centre

2. Reduce the risk by monitoring exposure

- Cohorts will be established to comply with Ministry guidelines, which may be amended from time to time throughout the pandemic and recovery period
- Ratio requirements as set out in the CCEYA will be maintained. Pre-COVID ratios are in effect IF social distancing is feasible. If not, ratios will be reduced, based on room size.
- When possible, staff will only work at one location in an assigned cohort
- Reduced ratios may occur but staff and children may not mix cohorts to do so
- Supervisors should limit movement between rooms, and enter rooms only when necessary
- Special needs resource staff who are required to come onsite to support children in care, will be in addition to established cohort group sizing (cannot be counted in ratio requirements)
- Supply/replacement staff will be assigned to cohorts (whenever possible)

3. Practice proper hand hygiene and respiratory etiquette for staff and children

- Wash hands with soap and water for at least 20 seconds or use hand sanitizer (60-90% alcohol concentration) if hands are not visibly soiled
- Cover your cough or sneeze into a tissue. Immediately throw the tissue in the garbage and wash your hands.
- If you don't have a tissue, sneeze or cough into your sleeve
- Avoid touching your face, nose and mouth with unwashed hands
- **Sunny Faces** will provide additional hand sanitizer stations in supervised areas – (to be kept out of reach of children)
- **Sunny Faces** will ensure adequate amounts of liquid soap, paper towel, hand sanitizer, tissues, and waste receptacles lined with plastic bags

4. Modified Food Safety Practices for snacks and meals

- Self serving and/or sharing of food is NOT permitting (staff and children)
- Meals must be served in individual portion to children
- Staff must use utensils to serve food in individual portions to children – utensils may not be shared (children and staff)
- Outside food will not be permitted. All food will be provided by the catering company and served to children by staff in individual portions
- Morning and afternoon snacks/lunches will be provided by the catering company and or **Sunny Faces**.
- Staff will ensure proper hand hygiene is practiced when serving food, and for all (children and staff) before and after eating

5. Reduce the risk of transmission during activities

- All staff and children will practice physical distancing as best as possible to maintain a two metre (six feet) distance between staff and children
- Sensory play activities will be suspended or individual activities will be provided until further notice
- Toys and equipment used will be made of materials that can be cleaned and disinfected
- Plush and porous toys are not permitted
- Where possible toys/equipment will be designated to a cohort and/or used by one cohort at a time (such as when using outdoor equipment)
- Reinforcing 'no sharing' policies and procedures. This includes the current practice of not sharing food, water bottles or personal items and belongings. Personal items should be clearly labelled with each child's name. Outside food is not permitted in the centre.
- Children may not mix or move from different cohort groups
- Daily activities to include individual activities to increase space between children
- Stagger mealtimes when possible
- When possible, stagger use of playgrounds and play spaces to prevent over-crowding
- Children may not use community playgrounds
- Staff to provide close supervision to ensure that children practice hand hygiene frequently while using dedicated playgrounds and after using playground equipment
- Maintain a 2-metre distance between cots or if space is restricted place children head-to-toe or toe-to-toe

6. Isolate children and staff that become ill with signs and symptoms of COVID-19 while attending the facility

- Staff who become ill while at the facility will be sent home immediately
- A child with symptoms will be placed in a designated room/area and supervised until they are picked up or are able to go home. Parents must call the centre upon arrival and the 'sick' child will be taken by a staff member to the waiting parent.
 - Parents/caregivers or emergency contacts will be notified to pick up sick children **immediately** – a one hour pick up time is required
 - The designated room should have a handwashing sink or alcohol-based hand sanitizer available
 - Open outside doors and windows in designated room to increase air circulation in the area if possible
 - Children who are able will wear a mask and physical distancing can be maintained, then staff do not require personal protective equipment, but it is encouraged
 - If physical distancing cannot be maintained (e.g. providing direct care to a child), staff must wear mask and gloves
 - Clean and disinfect the area immediately after the child with symptoms has been sent home
 - Contact Toronto Public Health at 416-338-7600 to notify them of the potential case and seek input regarding the information that should be shared with other parents of the child care centre

- Staff and children who were exposed to a confirmed case of COVID-19 or a child with symptoms should be excluded from the child care setting for 14 days or 24 hours after symptoms clear following a negative COVID-19 test
 - These staff should also self-monitor for symptoms for the next 14 days. They should be advised to avoid being in contact with vulnerable persons or settings where there are vulnerable persons (e.g. long-term care homes). They must not work in other child care settings.
- If a child or staff tests positive on a COVID-19 test, then the children and staff in that individual's cohort will be excluded and will need to isolate for 14 days and will need to monitor for symptoms of COVID-19.
- Staff/children who are being managed by Toronto Public Health (TPH) (e.g. confirmed cases of COVID-19, household contacts of cases) should follow instructions from TPH to determine when to return to the facility.

7. Absenteeism resulting from Exclusion

- Staff or children who respond 'yes' to any of the questions on the screening report and/or become ill with signs or symptoms of COVID – 19, should contact their physician and/or Telehealth for further direction. It is recommended that they receive a COVID – 19 test
- Staff and/or children will be excluded from the centre until;
 - ❖ A negative COVID – 19 test is provided, or
 - ❖ For 14 days from the onset of symptoms or the date of exclusion when signs/symptoms were noted
- Fees will be charged while children are absent from the centre, as per the Fee Payment policy

Duty to Report Suspected or Confirmed Cases of COVID-19

All child care centres within the meaning of the *Child Care and Early Years Act, 2014*, have a duty to report suspected or confirmed cases COVID-19 under the *Health Protection and Promotion Act*.

Sunny Faces will contact Toronto Public Health's (TPH) Communicable Disease Surveillance Unit (416-392-7411) between 8:30 a.m. to 4:30 p.m. or 3-1-1 after hours to report:

- Clusters of suspected cases (e.g. two or more children or staff with COVID-19 symptoms within a 48-hour period)
- Cases of COVID-19 among staff or child attendees that are laboratory-confirmed or probable (symptoms occurring among a staff or child who has been exposed to a person with confirmed COVID-19)

Toronto Public Health will provide specific advice on what control measures should be implemented to prevent the potential spread and how to monitor for other possible infected staff members and children.

Use of Masks and Personal Protective Equipment during COVID - 19

MASKS AND FACE COVERINGS

All **Sunny Faces** staff and visitors must wear a mask at all times while on the premises, and while working with the children – unless eating/drinking, and during that time individuals are discouraged from being in a space together during those times or at minimum to ensure social distancing.

Masks are required for all children (2.5 years and older), who are attending **Sunny Faces Day Care**. Children will have opportunities throughout the day to take the mask off, when it is deemed safe to do so (ex. Outside)

Individuals must follow local public health guidelines regarding the use of masks. Masks must be worn when:

- in the screening area and when accompanying children into the program from the screening area along with a face shield in lieu of plexi glass barriers. See the screening section of this guidance document for more information;
- when cleaning and disinfecting blood or bodily fluid spills if there is a risk of splashing.
- when caring for a sick child or a child showing symptoms of illness. See the section in this e document on protocols when an individual is sick for more information.

When wearing a mask, you should wash your hands before donning the mask and before and after removing the mask. Refer to Public Health Ontario resources for how to properly wear and take off masks and eye protection.

Fit: Non-medical masks or face coverings should:

- fit securely to the head with ties or ear loops
- maintain their shape after washing and drying
- be made of at least two layers of tightly woven material (such as cotton or linen)
- be large enough to completely and comfortably cover the nose and mouth without gaping

Face coverings will not protect you from getting COVID-19. The best way to protect yourself is to:

- minimize errands to a single trip where possible
- avoid close contact with others and keep at least two metres from others outside your household
- wash your hands regularly (or using alcohol-based hand sanitizer if soap and water are not available)
- practice proper cough and sneeze etiquette (for example, sneeze and cough into your sleeve and avoid touching your eyes, nose or mouth)

Who should not use face coverings?

Face coverings should not be placed on or used by:

- children under the age of two
- anyone who has trouble breathing
- anyone who is unconscious, incapacitated or otherwise unable to remove the mask without assistance

How to properly use face coverings

When wearing a face covering, you should:

- wash your hands immediately before putting it on and immediately after taking it off (practise good hand hygiene while you are wearing the face covering)
- make sure the face covering fits well around your nose and mouth
- avoid moving the mask around or adjusting it often
- avoid touching the covering while using it
- not share it with others

Face coverings should be changed when they get slightly wet or dirty.

Remove or dispose of face coverings

When removing a face covering, you should:

- throw it out into a lined garbage bin
- wash your hands

Do not leave any discarded face coverings in shopping carts or on the ground.

Cleaning Face Coverings

If the face covering **can be cleaned**, you should:

- put it directly into the washing machine or a bag that can be emptied into the washing machine
- wash with other items using a hot cycle with laundry detergent (no special soaps are needed), and dry thoroughly
- wash your hands after putting the face covering into the laundry

All face coverings **that cannot be cleaned** should be thrown out and replaced as soon as they get slightly wet, dirty or crumpled.

Summary of dos and don'ts...

Do:

- wash your hands immediately before putting on and immediately after taking off a face covering or face mask
- practise good hand hygiene while you are wearing the face covering
- make sure the face covering fits well around your nose and mouth
- avoid moving the mask around or adjusting it often
- avoid touching the covering while using it
- change the face covering or face mask when it gets slightly wet or dirty

Do not:

- share face coverings or face masks with others
- place on children under the age of two years or on anyone unable to remove without assistance or who has trouble breathing
- use plastic or other non-breathable materials as a face covering or face mask

Perform and promote frequent, proper hand hygiene (including supervising or assisting participants with hand hygiene). Hand washing using soap and water is recommended over alcohol-based hand rub for children.

Financial



Sunny Faces is a 12-month child care operation. Space is **not** held for any missed days or withdrawal purposes during the year.

Fee Schedule

Effective January 1st, 2020

Program	Cost per Month	Cost per Day
Preschool	\$956	\$43.80
JK/SK AM	\$350	\$16.00
JK/SK PM	\$590	\$27.00
JK/SK AM/PM	\$714	\$32.70
School Age	\$575	\$26.35
Summer (July & August) (Full-time JK/SK)	\$956	\$43.80
Summer (July & August) (School Age)	\$745	\$34.15

- Nutritional snacks are provided for all AM and PM programs
- Monthly fees are inclusive of PA Days, March Break and Christmas Break
- Nutritional snacks and lunches are provided on all full day programs
- Two weeks' written notice is required for any withdrawal from the program

Fee Assistance – City of Toronto

Sunny Faces has a **Purchase of Service Agreement** with **Toronto Children's Services**. This agreement allows **Sunny Faces** to accept families with fee subsidy. Families requiring fee subsidy should contact **Toronto Children's Services** to complete the **City of Toronto's** process and assessment for eligibility. Families may be placed on a waiting list for fee subsidy. With a **Purchase of Service Agreement**, **Sunny Faces** is required to meet the **Children's Services Operating Criteria** which outlines the operating standards and practices for child care. Inspections are completed by Quality Assurance analysts on a routine basis. For more information, please refer to **Toronto Children's Services** website at www.toronto.ca/children

Subsidized Families

Subsidized families will provide fees based on their per diem rate at the time of registration. Fees are calculated according to your approved daily rate, multiplied by the number of days in each month, including statutory holidays and vacations. Should changes be made to your daily rate, you will be required to make the necessary financial adjustments no later than the first day of the following month. **Sunny Faces** must have written verification of your subsidy from the Toronto Children's Services at time of registration.

September Fees Only

Summer daily fees will be in effect from September 8th – 14th for Rivercrest families.

Summer daily fees will be in effect from September 8th – 11th for St. Benedict families.

September fees will be prorated from the 14th or 15th pending location, based on your monthly program fees.

FOR EXAMPLE – A school age child attending Sunny Faces **Rivercrest** from September 8th to 30th, the fee will be calculated as follows:

September 8th to 14th = 5 days at \$34.15 per day = \$170.75

September 15th to 30th = 12 days at \$26.35 per day = \$316.20

Total for the month of September = **\$486.95** will be debited from your account

A school age child attending Sunny Faces **St. Benedict** from September 8th to 30th, the fee will be calculated as follows:

September 8th to 11th = 4 days at \$34.15 per day = \$136.60

September 14th to 30th = 13 days at \$26.35 per day = \$342.55

Total for the month of September = **\$479.15** will be debited from your account

Families who gave their withdraw notice prior to August 31st, and who qualify for a refund, will be issued a refund between September 29th and October 2nd, 2020.

All families withdrawing after September 1st, 2020, will be required to provide 2 weeks written notice.

STRIKE DAYS

Families owing for full days used during school STRIKE DAYS, between January 1st – March 13th, 2020, will be charged for these days in October. Fees for these days will be debited separately and appear in your account separate from your regular monthly fees.

Refunds

There will be **NO refunds** for any absenteeism, whether occasional or short-term, **inclusive of COVID – 19 monitoring periods, self-monitoring periods, or isolation periods.**

Long-term medical absenteeism (more than 3 consecutive weeks) will be reviewed after **Sunny Faces** receives a written doctor's certificate. A prorated fee will be required to hold a space for your child during a medical leave.

Refunds will not be issued for statutory holidays, vacations, short-term illness (less than three weeks) or other unforeseen reasons (i.e. inclement weather, school board closures). **Full payment is required.**



APPENDICES

Appendix 1 – Exclusion Policy COVID – 19

Appendix 2 – Environmental Cleaning & Disinfecting Protocols

Appendix 3 – Toy Cleaning and Disinfecting

Appendix 4 – Hand Hygiene Policy & Procedure

Appendix 5 – Health Screening Procedure

Appendix 6 – Communicable Diseases

EXCLUSION POLICY COVID – 19



Policy Category: Staff, Students, Volunteers, Families and Partners	Date Revised: August 2020
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Policy

Sunny Faces Day Care is committed to providing a safe and healthy environment for children, families and employees. **Sunny Faces'** will take every reasonable precaution to prevent the risk of communicable diseases within all our locations including a screening tool upon arrival (Appendix 1A).

Purpose

To ensure that all staff are aware of and adhere to the directive established by Toronto Public Health (TPH), and Toronto Children's Services regarding the exclusion of sick staff and/or children attending Rivercrest or St. Benedict centres.

Application

This policy applies to all employees, parents/guardians, children and any others persons engaged in business with **Sunny Faces Day Care**.

Procedures

As required by the Child Care and Early Years Act, 2014 (CCEYA), **Sunny Faces** must separate children of ill health and contact parents/guardians to pick up their child **immediately**.

When children are ill and/or exhibit COVID-19 related symptoms, staff will ensure the following:

- Ill or symptomatic children will be separated into the designated exclusion room, and be removed from other children to be monitored by a staff until parent/guardian pick up. *How to Exclude* steps noted below must be followed.
- Symptoms of illness will be recorded in the child's daily record and in a daily log as per the CCEYA
- The parent/guardian of the ill child will be notified to pick up their child immediately; or
- If it appears that the child requires immediate medical attention, the child will be taken to the hospital by ambulance and examined by a legally qualified medical practitioner or a nurse registered under the Health Disciplines Act. R.R.O. 1990, Reg. 262, s. 34 (3)

If you suspect a child has symptoms of a reportable communicable disease, (refer to Toronto Public Health Resource), please report these immediately to Toronto Public Health Communicable Disease Surveillance unit at 416 392 7411.

When to exclude

Staff and children must be excluded when they have any signs and/or symptoms that are greater than normal, or if a child is unable to participate in regular programming because of illness.

Common symptoms of COVID-19 include:

- Fever (temperature of 37.8°C or greater)
- New or worsening cough
- Shortness of breath (dyspnea)

Other symptoms of COVID-19 can include:

- Sore throat
- Runny nose or sneezing
- Nasal congestion
- Hoarse voice
- Difficulty swallowing
- New olfactory or taste disorder(s)
- Nausea/vomiting, diarrhea, abdominal pain

Follow the steps below on ***How to Exclude a child with COVID – 19 symptoms*** if symptoms are considered to be COVID – 19 related (refer to most recent health screening checklist)

How to Exclude a child *WITH* COVID – 19 symptoms

- One staff will supervise the child in a designated room with a hand washing sink and hand sanitizer available
- Notify parents/caregivers of the sick child for pick up immediately
- Only one staff should be in the designated room and attempt physical distancing from the ill child maintaining a distance of 2 meters. If physical distancing of 2 meters cannot be maintained, staff should wear PPE protocol - a surgical/procedure mask, eye protection and gloves
- Staff should perform hand hygiene and attempt to not touch their face with unwashed hands
- If possible, a mask should be placed on the ill child if it is tolerated and the child is over the age of 2.5. The child should not be allowed to touch the mask
- Staff should not interact with others while waiting with ill child
- Staff should avoid contact with the child's respiratory secretions

- Tissues should be provided to the child for proper respiratory etiquette, with proper disposal of the tissues and proper hand hygiene
- Increase ventilation in the designated exclusion room if possible (e.g., open windows)
- Clean and disinfect the area immediately after the child has been sent home, including all items used by the ill child
- Items that cannot be cleaned (paper, books, cardboard puzzles) should be removed and stored in a sealed container for a minimum of 7 days
- While cleaning and disinfecting staff are to wear PPE (mask and gloves)
- If the child's symptoms are consistent with COVID – 19, staff and children who were exposed to the ill child should be identified as a close contact and will continue to be cohorted. *Staff should self-monitor and children should be monitored for symptoms for the next 14 days. During this period, they should avoid contact with vulnerable persons or settings where there are vulnerable persons (ex., long term care homes)*
- Supervisor will contact Toronto Public Health (TPH) to notify of a potential case and seek input regarding the information that should be shared with parents of children in the child care centre
- Supervisor will inform parents/guardians of children who were exposed to the ill child, and advise that the centre has contacted TPH and they should monitor their child for symptoms
- Children or staff who have been in contact with a probable COVID-19 case should be monitored for symptoms and cohorted until test results, if any, have been completed or until directed by Toronto Public Health
- Children who are being managed by Toronto Public Health must follow their instructions to determine when to return to the child care centre
- Staff must refer to *PROCEDURE for SUSPECTED or POSITIVE COVID – 19 cases – COVID – 19* for detailed steps
- Staff awaiting test results, who are asymptomatic, may continue to work unless they are a close contact of a case

How to Exclude a child with NON COVID – 19 symptoms

Refer to management of Common Communicable Diseases Policy and Procedures – COVID – 19 for non COVID - 19

- One staff will supervise the child in a designated room with a hand washing sink and hand sanitizer available
- Notify parents/caregivers of the sick child for pick up immediately
- Only one staff should be in the designated room and attempt physical distancing from the ill child maintaining a distance of 2 meters. Staff must wear PPE protocol - a surgical/procedure mask, eye protection and gloves
- Staff should perform hand hygiene and attempt to not touch their face with unwashed hands
- Increase ventilation in the designated exclusion room if possible (e.g., open windows)

- Clean and disinfect the area immediately after the child has been sent home, including all items used by the ill child
- While cleaning and disinfecting staff are to wear PPE (mask and gloves)

Reporting

The directions outlined below will be followed for any probable and/or confirmed cases of COVID-19 for the following individuals:

- a child enrolled at **Sunny Faces** day care centre
- a parent/guardian of a child enrolled at **Sunny Faces** day care centre
- a staff of **Sunny Faces** day care centre

When becoming aware of any probable and/or confirmed cases of COVID-19 for any of the above individuals:

- Notify the Toronto Public Health unit immediately and follow all direction provided;
- Notify the Child Care Quality Assurance and Licensing Program Advisor;
- Follow Toronto Public Health's advice with respect to the appropriate process for notifying parents with children enrolled at the child care centre;
- Notify Toronto Children's Services, District Consultant and Director of Children's Services (if applicable)
- Follow the regular Serious Occurrence (SO) reporting requirements (including submitting a SO report in the Child Care Licensing System and posting the SO notification form)

Testing for COVID-19

- Symptomatic staff and children should be referred for testing. Testing of asymptomatic person should only be performed as directed by Toronto Public Health as part of outbreak management.
- Those who test negative for COVID-19 must be excluded until 24 hours after symptom resolution
- Those who test positive for COVID-19 must be excluded from the child care centre for 14 days after the onset of symptoms and clearance following a negative COVID – 19 test has been received or a notice from Toronto Public Health
- Asymptomatic contacts of a confirmed case may consider going for testing for COVID-19 within 14 days from their last exposure. If they test negative and become symptomatic after the negative test, they should be re-tested.
- Asymptomatic contacts must remain in self isolation for 14 days from their last exposure to the case, even if they get a negative test result
- Staff who test positive for COVID-19 must inform their Supervisor of the positive test result
- Outbreaks should be declared in collaboration with the child care centre and Toronto Public Health

NOTE: **Sunny Faces'** staff who are tested as part of the surveillance screening are not required to self-isolate and may return to work as long as they pass the daily screening for the workplace.

Surveillance

Ensuring that all environmental conditions are constantly monitored is essential in preventing and reducing illness. Staff must monitor for an increase in above normal amount of illnesses among other employees and children by looking at the normal occurrence of illness at that location and during the specific time period.

Ensure surveillance includes the following:

- Observe children for illness upon arrival
- Active screening is required for anyone entering the childcare centre. ***Anyone who fails screening criteria will not be allowed into the child care centre***
- Record symptoms of illness for each child including signs or complaints the child may describe (e.g., sore throat, stomach ache, head ache)
- Record the date and time that the symptoms occur
- Keep all screening records on site
- Record the room the child attends (e.g., room number/description)
- Record attendances and absences. The Supervisor will follow up with all individuals to determine the reason for any unplanned absence and determine if the absence is due to illness and note any symptoms.

Returning from Exclusion Due to Illness

Staff/children who are being managed by Toronto Public Health (e.g., confirmed cases of COVID-19, household contacts of cases) should follow instructions from Toronto Public Health to determine when to return to the facility. Refer to the Procedure for Suspected or Positive COVID – 19 cases – COVID – 19.

If not advised by Toronto Public Health, staff/children will NOT be permitted back to the centre(s) for a minimum of 14 days from symptoms onset, UNLESS they have been tested and results are found to be negative for COVID – 19. Those who test negative for COVID – 19 must be excluded for 24 hours after symptom resolution.

Those who test positive for COVID – 19 must be excluded from the child care centre for 14 days after the onset of symptoms, and symptoms must be resolved for 24 hours.

NOTE: A Serious Occurrence is generated through the Child Care Licensing System to report all probable or confirmed cases of COVID-19 for anyone attending or regularly present at **Sunny Faces'** Child Care Centre including a child, staff or parent/guardian.

Policy and Procedure Review

This policy and procedure will be reviewed and signed off by all staff prior to commencing employment **Sunny Faces'** Child Care Centre.

Environmental Cleaning & Disinfecting Protocols during COVID - 19

Policy Category: Staff, Students, Volunteers, Families and Partners	Date Revised: August 2020
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POLICY

Sunny Faces is committed to providing a safe and healthy environment for children, families and employees. **Sunny Faces** will take every reasonable precaution to prevent the risk of communicable diseases within all of our locations.

PURPOSE

To ensure that all employees are aware of, and adhere to, the directive established by Toronto Public Health (TPH), and Children's Services regarding cleaning and disinfecting in all **Sunny Faces** locations.

DEFINITIONS

Cleaning refers to the physical removal of foreign material (i.e. dust, soil) and organic material (i.e., blood, secretions, microorganisms). Cleaning removes, rather than kill microorganisms. Warm water, detergent and mechanical action (i.e., wiping) is required to clean surfaces. Rinsing with clean water is required to complete the cleaning process to ensure the detergent film is removed.

Disinfecting describes a process completed after cleaning in which a chemical solution (i.e., a 1:9 bleach and water solution), is used to kill most disease-causing microorganisms. In order to be effective disinfectants must be left on a surface for a period of time). Contact times are generally prescribed by the product manufacturer. Any items children may come into contact with, require a final rinse after the required contact time is observed.

PROCEDURE

All products including cleaning agents and disinfectants must be stored securely, kept out of reach of children, labelled, and must have Material Safety Data Sheets (MSDS) up to date (within three years), which are stored in the MSDS Binder. Ensure that expiry dates are checked and that all manufacturer instructions are followed.

Cleaning

- Use detergent and warm water to clean visibly soiled surfaces
- Rinse the surface with clean water (warm to tepid temperature preferred) to ensure detergent is removed
- Let the surface dry

Disinfecting

When disinfecting, only approved products can be used. The AHP disinfecting products approved for use is to be used in concentrate, spray and wipe form

- Oxivir Tb and Oxivir Five 16
- Optim 33tb and Optim 1
- Accel INTERVention
- Peroxigard

All are considered high-level disinfectants which is defined as the complete elimination of all microorganisms in or on a surface. Ensure that all manufacturer labels and Safety Data Sheets (SDS) are read and understood. All appropriate contact times and Personal Protect Equipment (PPE) use, must be adhered to for each individual item. Refer to WHIMIS and ask your Supervisor if you have any questions.

- For general environmental disinfection of high touch surfaces, large toys and equipment that cannot be immersed in a disinfectant solution, use wipes or a spray which comes ready to use, the contact time for disinfecting is **1 minute**
- For all other toy cleaning and disinfecting use Oxivir Five 16 Concentrate, which has to be mixed and tested before use, the contact time is **5 minutes**
- **Refer to Toy Disinfection Procedures for further guidance**

Staff are to use a 1:9 or 1 teaspoon (5ml) bleach per 1 cup (250 ml) water solution (prepared daily) as a disinfectant

- For general environmental disinfection of high touch surfaces large toys and equipment that cannot be immersed in a disinfectant solution, use a wet cloth soaked in a 1:9 bleach and water solution. The contact time for disinfecting is one minute
- For all other toy cleaning and disinfecting first clean toys in a detergent and water solution followed by soaking in a 1:9 bleach and water solution. The contact time for disinfecting is one minute

Disinfecting using Sprays and Wipes

- Put on rubber/chemical or nitrile/vinyl gloves. If cleaning blood/bodily fluids a surgical mask must be used. If the employee has scent sensitivities a non medical mask can be used
- Spray or wipe on the disinfectant and leave wet on the surface for the appropriate disinfecting contact time (1 minute)
- Ensure the spray setting is on stream and not mist
- Once the 1-minute disinfecting contact time has elapsed, the surfaces has now been disinfected

- Any surface children may come in contact with requires a final rinse with a single-use paper towel (for example, lunch tables, floor, shelves). If the surface continues to be wet, you may wipe it dry with a single-use paper towel

CLEANING AND DISINFECTING FREQUENCY REQUIREMENTS

A cleaning and disinfecting should be logged to demonstrate the cleaning schedules.

Clean and disinfect upon ENTRY to child care (for staff)

- Any hard surfaces such as water bottles, travel mugs, cell phones (no cell phones in program rooms), lunch containers

Clean and disinfect upon children's ENTRY to child care

- Any hard surfaces such as water bottles, containers, toothbrush handles, toothpaste

Clean and disinfect frequencies for other surfaces and items

Cleaning and disinfecting routines must be increased as the risk of environmental contamination is higher

- **Tables and countertops** - used for food preparation and food service must be cleaned and disinfected before and after each use
- **Spills** - must be cleaned and disinfected immediately
- **Washroom and sinks** - staff and children washroom areas must be cleaned and disinfected at least two times per day and as often as necessary (i.e., when visibly dirty or contaminated with body fluids).
- **Floors** - cleaning and disinfecting must be performed as required (i.e., when spills occur, and throughout the day when rooms are available) e.g., during outdoor play
- **Outdoor play equipment** - must be disinfected before each group/cohort uses it, and as required (i.e., visibly dirty). Any outdoor play equipment that is used must be easy to clean and disinfect
- **High-touch surfaces** - any surfaces at your location that has frequent contact with hands (e.g., light switches, shelving, containers, hand rails, door knobs, sinks toilets etc.). These surfaces should be cleaned at least twice per day and as often as necessary (i.e., when visibly dirty or contaminated with body fluids)
- **Other shared items** – for example, phones, IPADS, tablets, keyboards, attendance binders etc., these must be disinfected between users.

Clean and disinfect daily

- **Low-touch surfaces** - (any surfaces at your location that has minimal contact with hands), must be cleaned and disinfected daily (e.g. Window ledges, doors, sides of furnishings etc.)
- **Carpets** - are to be vacuumed daily when the rooms are available, e.g., during outdoor play. If carpets can be removed, that is recommended

Clean and disinfect as required

Blood/Bodily Fluid Spills: Using the steps below, the surface must be cleaned first then disinfected:

1. Isolate the area around the spill so that no other objects/humans can be contaminated
2. Gather all supplies, perform hand hygiene, then put on single-use gloves
3. Soak up the fluid with disposable paper towels (check the surrounding area for splash/splatter) and dispose of in separate garbage bag
4. Clean the spill area with detergent, warm water and single-use towels
5. Rinse to remove detergent residue with clean water and single-use towel
6. Discard used paper towels and gloves immediately in a tied plastic bag
7. Perform hand hygiene and put on a new pair of gloves
8. Spray Disinfectant solution in and around the spill area and allow the appropriate 1-minute disinfecting contact time OR
9. Spray the bleach and water solution 1:9 in and around the spill area and allow the appropriate 2-minute disinfecting contact time
10. A final rinse is required if children come into contact with the area
11. Remove gloves as directed and discard them immediately
12. Perform hand hygiene as directed

NOTES

- If the spill includes broken glass, ensure a brush and dustpan is used to pick it up and discard. Disinfect the brush and dustpan after use. **NEVER** use your hands to clean up the glass.
- If the spill occurs on a carpet, follow the above steps along with professional steam/wet cleaning the carpet.
- Please refer to the TPH, 'Blood and Bodily Fluid Spills' poster for further guidance

Cot cleaning and disinfecting

- Cots must be labelled and assigned/designated to a single child per use
- Cots must be cleaned and disinfected before being assigned to a child
- Cots must be cleaned and disinfected after each use
- High touch surfaces on cots must be disinfected at least twice per day and as often as necessary
- Cots must be stored in a manner which there is no contact with the sleeping surface of another cot
- Cots and bedding must be laundered daily, and or when soiled or wet

Additional Infection Prevention and Control Practices for Hygiene Items

- If applicable - For creams and lotions, never put hands directly into lotion or cream bottles, use a tissue or single-use gloves. Upon arrival to the centre, wipe the cream/lotion container with a disinfecting wipe

Cutting Surfaces and Utensils

All cutting of food must be done on a plastic cutting board and used for 1 single task at a time. Cutting boards must be routinely cleaned in hot water, sanitized and rinsed after each use. Care must be taken not to transfer contamination of one food to another. Knives used to cut or slice food items should not be used for other foods or other items, unless the knife has been adequately cleaned with hot water, sanitized, and rinsed.

Access to Kitchen

Only authorized staff are permitted to enter the kitchen or food storage areas. Kitchen must not be used as a passage way to other areas of the centre. Only staff who are appropriately clothed (i.e., clean clothes, hairnet, etc.) are permitted to enter the kitchen/food preparation areas. Signs will be posted at entrance of kitchen reminding staff of these rules.

Policy and Procedure Review

This policy and procedure will be reviewed and signed off by all employees before commencing employment/unpaid placement, and at any time where a change is made.

Toy Cleaning and Disinfecting during COVID - 19



Policy Category: Staff, Students, Volunteers, Families and Partners	Date Revised: August 2020
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PURPOSE

The disinfection of toys is vital for ensuring the health and safety of children as it reduces and mitigates the potential spread of germs and viruses among children and those who may come into contact with them.

All plush toys will be removed and not used in play, these include, stuffed animals, hand puppets, cloth toys etc. In additional, all group sensory play is suspended, this includes (playdough and slime unless individually portioned).

All porous toys or materials that cannot be effectively cleaned and disinfected must be removed and not used in play.

PROCEDURES

1. Cleaning and Disinfection using a Mechanical Dishwasher

It is recommended that the dishwasher be used for toy washing whenever possible, as long as:

- The rinse cycle must meet a minimum of **82 degrees Celsius**
- Only use the dishwasher in the kitchen when it is not being used for any other purposes (i.e. washing dishes, food preparation, serving)
- Toys are placed evenly on the dishwashing racks and are an appropriate size to ensure they will not fall into the basin
- Toys are removed carefully once the wash cycle is complete as they may be hot or contain hot water
- Toys are air dried in a designated area that is separate from bathrooms or change tables and protected from sources of contamination
- The kitchen is clean and tidy when you have completed toy washing

2. Cleaning and Disinfection using Manual designates

Toy and Surface Cleaning:

- Toys that can be placed in dishwasher should be washed in the dishwasher
- All other toys / furniture/surfaces must be cleaned with sanitizing solution

Sanitizing solution used for table washing can be used for toy and equipment cleaning

Chlorine bleach solution can also be used for disinfecting, as follows:

When to use	Ratio	How to Mix	Contact Time
General disinfecting Disinfecting toys, counter surfaces, play mats, etc.	1 to 100 dilution of bleach to water	5 ml of bleach mixed with 250 ml of warm (using 5.25% hypochlorite)	Minimum 2 minute Allow to air dry
Disinfecting areas contaminated by Blood or Body fluid spills (i.e. blood, feces, vomit, urine, etc.) Environmental disinfecting during outbreaks	1 to 10 dilution of bleach to water	50 ml of bleach mixed with 450 ml of warm (using 5.25% hypochlorite)	Minimum 2 minute Allow to air dry

4 Bin – 5 Step Method for Disinfecting Toys (2 min contact time)

To ensure consistent and proper dilution of the solution, staff should use test strips to test the concentration.

Small toys that can be immersed in water should use the 4 Bin - 5 Step method for washing. Please following the steps below:

1. Sink/Bin - wash with soap and warm water to clean visible dirt
2. Sink/Bin - rinse soap off with clean water
3. Sink/Bin - soak in (bleach and water cleaning solution for 2 minutes) to disinfect
4. Sink/Bin - rinse using clean water
5. Air dry toys by placing them on a Drying Tray

Cleaning and Disinfecting Large Toys/Equipment In-Place (2 min contact time)

Large toys, wooden toys, cots, cribs, etc. that cannot be immersed in a disinfectant solution should use this method for washing. Please follow the steps below:

1. Clean with soap and water using a cloth
2. Wipe with a clean wet cloth to rinse
3. Disinfect by spraying with Bleach/water solution for **2-minutes** (required 2-minute contact time). Do not spray product to toys and surfaces when children or other staff are nearby.
4. A final rinse is required using a single-use wet paper towel
5. Allow toys to air dry

Tips & Reminders

- Unused test strips must be kept dry and in a dark space
- When a new bottle of test strips is opened the date opened should be written on the bottle
- Test strips expire six (6) months after the container is opened. Any unused test strips must be discarded after 6 months as it is no longer effective.

Frequencies and Cleaning Schedules

Toy Cleaning

- Toy cleaning schedules will be posted in each area and updated daily by the staff person responsible for the area.
- High touch items will be cleaned and disinfected at least two times per day and as often as necessary (i.e., when toys/items are visibly soiled or when toys/items have been contaminated with body fluids).
- Toys and items such as electronic devices should be cleaned and disinfected between users prior to redistributing.
- Toys and large play structures (e.g. indoor play structures, playhouses, climbers) must be cleaned and disinfected between cohorts.
- Approved brands of disinfectant wipes may be used to disinfect equipment and play structures that are too large for a sink or a dishwasher.
- Mouthed toys must be separated, cleaned and disinfected immediately after the child has finished using it.
- Toys can be cleaned and disinfected in a mechanical dishwasher provided that the rinse cycle reaches a minimum of 82 degrees Celsius. Only use the dishwasher in the kitchen when it is not being used for any other purposes (i.e. washing dishes, food preparation).
- Ensure required disinfectant contact times are achieved or alternatively allow toys to air dry.
- Dry toys in a designated area that is separate from bathrooms, change tables and protected from sources of contamination.

Clean and disinfect upon ENTRY to child care staff will clean:

- Any hard surfaces such as water bottles, travel mugs, cell phones, lunch containers

Clean and disinfect upon children's ENTRY to program:

- Any hard surfaces such as water bottles, containers

Other:

- **Tables and countertops:** used for food preparation and food service must be cleaned and disinfected before and after each use
- **Highchairs:** must be cleaned and disinfected before and after serving food
- **Spills** must be cleaned and disinfected immediately
- **Handwash sinks:** staff and children washroom areas must be cleaned and disinfected at least two times per day and as often as necessary (e.g., when visibly dirty or contaminated with body fluids).
- **Floors:** cleaning and disinfecting must be performed twice daily or as required, i.e., when spills occur, and throughout the day when rooms are available, i.e., during outdoor play
- **Floor Mats:** cleaning and disinfecting must be performed throughout the day, and at a minimum of twice daily
- **Outdoor play equipment:** must be disinfected before each group uses it, and additionally as required (e.g., visibly dirty). Any outdoor play equipment that is used must be easy to clean and disinfect. It is recommended to limit the amount of outdoor play equipment in use
- **High-touch surfaces:** any surfaces at your location that has frequent contact with hands (e.g., light switches, shelving, containers, hand rails, door knobs, sinks toilets etc.) These surfaces should be cleaned at least twice per day and as often as necessary (e.g., when visibly dirty or contaminated with body fluids)
- **Other shared items:** e.g., phones, IPADs, IPODs, attendance binders etc., these must be disinfected between users.

Clean and disinfect daily

Low-touch surfaces (any surfaces at your location that has minimal contact with hands), must be cleaned and disinfected daily (e.g. Window ledges, doors, sides of furnishings etc.)

Handling used toys

- Toys that have become visibly dirty or that have come into contact with body fluids (e.g., toys that have been mouthed) should be taken out of circulation immediately and cleaned and disinfected immediately.
- Toys that cannot be cleaned and disinfected immediately should be placed in a designated dirty toy bin. The bin should be clearly labelled and inaccessible to children.

Hand Hygiene Policy & Procedures during COVID - 19



Policy Category: Staff, Students, Volunteers, Families and Partners	Date Revised: August 2020
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POLICY

Sunny Faces day care is committed to providing a safe and healthy environment for children, families and employees. Sunny Faces will take every reasonable precaution to prevent the risk of communicable diseases within all our locations.

DEFINITION

Hand Hygiene is a general term referring to any action of hand cleaning. Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using soap and running water or a hand sanitizer (70 - 90% alcohol based).

Hand washing with soap and running water must be performed when hands are visibly soiled.

PROCEDURE

Hands carry and spread germs. Touching your eyes, nose, mouth or sneezing or coughing into your hands may provide an opportunity for germs to get into your body or spread to others. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs.

Ensure that employees and children are always practicing good hand hygiene when hands are visibly dirty and/or after:

- Sneezing, coughing, or blowing your nose
- Using the washroom
- Handling garbage
- Handling raw foods
- Outdoor play
- Toileting/diapering routine
- Handling soiled laundry or dishes
- Handling soiled toys or other items
- Coming into contact with bodily fluids
- Coming into contact with any soiled/mouthed items
- Gardening
- Touching commonly touched surfaces
- Hands should be cleaned using soap and water or hand sanitizer before and after:
- Preparing, handling, serving and eating food

- Handling animals
- Touching a cut or open sore
- Changing diapers
- Glove use
- Dispensing/handling expressed breast milk
- Before and after giving medication
- Communal sensory play activity

When hands are visibly soiled, follow these steps for cleaning hands:

- Wet hands
- Apply soap
- Lather for at least 20 seconds. Rub between fingers, back of hands, fingertips, under nails
- Rinse well under running water
- Dry hands well with paper towel or hot air blower
- Turn taps off with paper towel, if available

When hands are not visibly soiled, follow these steps for cleaning hands:

- Apply hand sanitizer (70-90% alcohol-based)
- Rub hands together for at least 15 seconds
- Work sanitizer between fingers, back of hands, fingertips, and under nails
- Rub hands until dry

Hand Hygiene Monitoring

To ensure that employees are using proper hand hygiene methods, supervisors will review hand hygiene practices on a regular basis and provide feedback to employees as required.

Hand Sanitizing Information

When your hands are not visible dirty, a 70-90% alcohol-based hand sanitizer can be used. Hand sanitizers can only be used on children who are over the age of two and must always be used under adult supervision. Adults must ensure that the product has completely evaporated from the child's hands before allowing the child to continue their activity.

Glove Use

Gloves shall be worn when it is anticipated that hands will come into contact with mucous membranes, broken skin, tissue, blood, bodily fluids, secretions, excretions, contaminated equipment or environmental surfaces. Gloves are single use only.

Gloves and Hand Hygiene

Hand hygiene shall be practised before applying and after removing gloves. Gloves shall be removed and discarded after each use.

To reduce hand irritation related to gloves:

- Wear gloves for as short as time as possible
- Ensure that hands are clean and dry before wearing gloves
- Ensure gloves are intact, clean and dry inside
- Gloves are single use only, and must be task specific such as nitrile gloves for diaper changes

Gloves when Cleaning/Disinfecting

Employees must wear gloves when immersing toys in diluted disinfectant when toy washing.

Covering Your Cough Procedure

Germs, such as influenza and cold viruses, are spread by coughing and/or sneezing. When you cough or sneeze on your hands, your hands carry and spread these germs.

Attempt to keep your distance (preferably more than 2 metres/6 feet) from people who are coughing or sneezing. Follow these steps to stop the spread of germs:

- If you have a tissue, cover your mouth and nose when you cough, sneeze or blow your nose
- Put used tissues in the garbage
- If you don't have a tissue, cough or sneeze into your sleeve, not in your hands
- Clean your hands with soap and water or hand sanitizer (70-90% alcohol-based) regularly and after using a tissue on yourself or others

Health Screening Procedure during COVID – 19



Policy Category: Staff, Students, Volunteers, Families and Partners	Date Revised: August 2020
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POLICY

In order to help reduce the risk of respiratory infections (including COVID-19), a health screening is an essential step. This tool was developed to assist **Sunny Faces** staff in preparing and administering health screening for staff and children who enter our centre.

PROCEDURE

This procedure applies to all employees, students, clients, community members and any other persons engaging in business with **Sunny Faces**. Every person must be screened prior to entering into the child care centre.

For staff, an individual health assessment must start at home. Perform a screen on yourself prior to coming into work, if you answer yes to any of the questions, do not go to work and contact the Supervisor.

Prior to health screening at the centre, set up is required, please complete the following

- Staff will complete the health screening training
- Identify/set up the location and staffing of the screening table:
 - Place at front entrance, visually blocking entrance into the centre (if possible)
 - Only ONE entrance/exit is to be used, to ensure that each person is screened
 - Maintain a minimum of 6ft/2 metres distance between staff conducting screening and the person being screened. If this is not feasible, the screener must wear PPE
 - Provide visual guides to assist with physical distancing (ex, pylons, tape, signs)
 - Place posters/signage identifying the screening area outside and directly inside child care centre doors, including related COVID-19 information posters
 - Place hand sanitizer at the screening table. Ensure it is visible to staff/clients entering the building and they are asked to hand sanitize
 - Ensure all Personal Protective Equipment (PPE) and screening materials are accessible in the area. This includes surgical masks, gloves, eye protection and gowns.
 - Ensure Toronto Public Health resources are available for anyone who does not pass the screening
 - Ensure the health screening area is disinfected regularly throughout screening and the day
 - Parents/guardians are not permitted past the health screening line. Only one parent/guardian is permitted into the screening area
 - Only children and staff will have their temperature taken, not parents/guardians
 - Parents/guardians are NOT permitted into the child care centre

SCREENING

All individuals, including staff, children, parents/guardians and visitor must be screened prior to being admitted into **Sunny Faces**. Assigned staff must follow the screening checklist for each person and record the outcome (pass or fail).

Staff are not permitted past the health screening area until they have passed the screening and have been cleared to enter the child care centre.

Health screening questions are for the parent/guardian to answer on their and their child's behalf, and for staff; also included are household contact information.

Staff should continue to self-monitor themselves and monitor children in care throughout the shift. Any symptoms must immediately be reported to the Supervisor.

Ensure that surgical masks are worn anytime you are working in the screening area, and when escorting children from screening area to program rooms. Eye protection must be worn when it is anticipated that the screening could generate bodily fluids (for example, child is upset and crying during screening)

Health Screeners must take appropriate precautions when screening, including maintaining a distance of at least 2 metres (6 feet) from those being screened, or being separated by a physical barrier (such as a plexiglass barrier), and/or wearing personal protective equipment (PPE) (i.e., surgical/procedure mask; gown; gloves; eye protection (goggles or face shield)).

The screening process will consist of:

- Recording the name of parent/guardian who is dropping the child off, and/or staff name upon arrival to work, to respond to the following questions:

1. Do you/the child *or any member of your household* have any of the following:

Fever/feverish, new onset of cough, worsening chronic cough, shortness of breath, difficulty breathing, sore throat, difficulty swallowing, decrease or loss of sense of taste or smell, chills, headaches, unexplained fatigue/malaise/muscle aches, nausea/vomiting, diarrhea, abdominal pain, pink eye (conjunctivitis), runny nose/nasal congestion without other known cause?

2. Have you/the child travelled outside of Canada, including the United States, within the last 14 days?

3. Have you/the child tested positive for COVID-19 or had close contact with a confirmed case of COVID-19 without wearing appropriate PPE?

4. Have you/the child been given fever reducing medicine in the last 5 hours? Yes/No

If individuals answer 'no' to all questions above then staff will be required to confirm there are no visible indicators of illness, and take the temperature of the staff/child who is entering the Centre.

Records of screening records will be maintained in a locked filing cabinet in the main office area, and maintained in the archive files for 12 months.

SCREENING OUTCOMES AND RESULTS

If the individual answers NO to all questions, and does not have a fever (37.88 degrees C and above), they have passed the screening and can enter the building.

If the individual answers YES to any of the screening questions, refuses to answer, and/or has a fever (37.88 degrees Celsius and above), they have failed the screening and cannot enter the building.

Further,

- Advise the Supervisor if response is yes for a staff member
- Staff/clients denied admittance will be provided with a hand out of resources
- The screener must ensure that door handles, and any other surfaces the individual has touched are disinfected immediately. Personal protective equipment (PPE), a mask and gloves, must be worn for this, with hand hygiene performed before and after donning and taking off the gloves and mask.

Sunny Faces will deny admittance to any person who has any of the symptoms outlined in the '**COVID-19 Reference Document for Symptoms**' on the **Ministry of Health's Covid-19 website**.

These include:

Common symptoms of COVID-19 include:

- Fever (temperature of 37.8°C or greater)
- New or worsening cough
- Shortness of breath (dyspnea)

Other symptoms of COVID-19 can include:

- Sore throat
- Difficulty swallowing
- New olfactory or taste disorder(s)
- Nausea/vomiting, diarrhea, abdominal pain
- Runny nose, or nasal congestion – *in absence of underlying reason for these symptoms such as seasonal allergies, post nasal drip, etc.*

Atypical symptoms/clinical pictures of COVID-19 should be considered, particularly in children, older persons, and people living with a developmental disability. Atypical symptoms can include:

- Unexplained fatigue/malaise/myalgias
- Delirium (acutely altered mental status and inattention)
- Unexplained or increased number of falls
- Acute functional decline
- Exacerbation of chronic conditions
- Chills
- Headaches
- Croup
- Conjunctivitis
- Multisystem inflammatory vasculitis in children
 - Presentation may include persistent fever, abdominal pain, conjunctivitis, gastrointestinal symptoms (nausea, vomiting and diarrhea) and rash

Atypical signs can include

- Unexplained tachycardia, including age specific tachycardia for children
- Decrease in blood pressure
- Unexplained hypoxia (even if mild i.e. O₂ sat <90%)
- Lethargy, difficulty feeding in infants (if no other diagnosis)

Questions for staff and families

- Greet everyone into the child care centre with a friendly, calm manner. Request that only ONE parent/guardian enters the centre with the child, and request they both use hand sanitizer.
- 'Good morning/afternoon. As you are aware COVID-19 continues to evolve, as a result we are conducting active screening for potential risks of COVID-19 for everyone who enters the location. The screening will ensure the safety and well-being of staff, children and families'
- 'We are required to take your temperature. The thermometer has been disinfected, and gloves will be worn'
- Ask the questions on the most recent Health Screening Checklist
- Staff must complete hand hygiene and have appropriate PPE on (refer to screening procedure above)
- Take temperature, record, remove gloves, and complete hand hygiene (hand washing or hand sanitizer). Disinfect thermometer and wait appropriate contact time.

How to respond

- If the individual answers NO to all questions, and does not have a fever (37.8 degrees Celsius and above), they have passed the screening and can enter the building:
 - "Thank you for your patience. Your child is cleared to enter the emergency child care centre"
- If the individual answers YES to any of the screening questions, refuses to answer, and/or has a fever (37.8 degrees Celsius and above), they have failed the screening and cannot enter the building

- 'Thank you for your patience. Unfortunately based on these answers, I'm not able to let you enter the child care centre. Please review the self-assessment tool on the Ministry of Health website or the Toronto Public Health website to determine if further care is required'
- Provide clients with a hand out of resources
- Ensure that door handles, and any other surfaces the individual has touched are disinfected immediately. Personal protective equipment (PPE), a mask and gloves, must be worn for this, with hand hygiene performed before and after donning and doffing the gloves and mask

Communicable Diseases

Policy Category: Health & Well-being

Date Revised: August 2020

The following is a list of communicable diseases and their required periods of exclusion.

A doctor's note is required before a child can return to program

Chicken Pox	Until all chicken pox have become dry and scabbed over
Diarrhea	Until 24 hours after diarrhea stops (depending on the cause the Health Department may require a longer period of exclusion)
Fever	Until 24 hours after fever disappears
Impetigo	Until an antibiotic prescribed by a doctor has been taken for at least one full day
Measles	For a minimum of four days after rash appears
Rubella (German Measles)	For a minimum of seven days after the rash first appears
Mumps	For a minimum of 9 days after the swollen glands first appear
Pink Eye, Bacterial Conjunctivitis	Until antibiotic treatment has been taken for one full day
Ringworm	Until treatment has been taken for one full day
Scarlett Fever & Strep Throat	Until antibiotic treatment has been taken for one full day
Vomiting	Until 24 hours after vomiting stops
Whooping Cough (Pertussis)	Until antibiotic treatment has been taken for a minimum of 5 days. If no treatment has been given, a minimum of 3 weeks from the time the coughing began.
Thrush (Candida) Hand, Foot, Mouth	Until fever and or blisters disappear
Roseola	Until signs and symptoms have disappeared
Fifth's Disease (slap cheek)	Until fever is gone. Children are unlikely to be infectious after the rash appears, but it is safest to keep your child away from anyone who might be pregnant
COVID – 19	Until 14 days of self isolation has been completed or 24 hours after a negative COVID – 19 test result has been provided

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Public Health Ontario Website and Resources PPE: <https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>

COVID-19 Assessment Centres: <https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/covid-19-assessment-centres/>

FEE SUBSIDY – City of Toronto Children’s Services Child Care Fee Subsidy: <https://www.toronto.ca/community-people/employment-social-support/child-family-support/child-care-support/>