



Dear Families,

We would like to take this opportunity to welcome you back to ProCare Family Centre. As part of our wish to ensure the children's safety and well-being, we are providing you with a "COVID-19 Policy". This Policy will highlight a variety of the guidelines that the Ministry of Education and Ottawa Public Health have put into place. These enhanced health and safety measures are to ensure that we can continue to provide a welcoming and caring environment for our families under the current circumstances. As you are aware, it's going to look different than what we are all used to.

The ProCare Family Centre is committed to providing a safe and responsible re-opening of our programs. We are also committed to communicating with you as transparently as possible. As conditions change and additional guidance is issued by local, provincial, and federal authorities, we will adapt to the new realities and update our policies as required.

Here is how you can help keep our child care programs safe and protect our community:

1. Staying home when sick. If your child is sick, keep your child home. Do not bring your child back to the child care program until they are symptom free (please refer to our Health Policy)
2. Arranging for someone else to drop off or pick up your child if you are sick.
3. Washing or sanitizing your hands prior to arriving at the building. This must happen daily at both drop off and pick up times. Wash your hands frequently with soap and water for at least twenty seconds. When soap and water are unavailable please use an alcohol-based rub with at least 60% alcohol.
4. Covering your mouth with tissues whenever you sneeze or cough and discarding used tissues in the trash. If that's not possible, cough or sneeze into your elbow. Do not cough or sneeze into your hand.
5. Avoiding touching your face, especially your eyes, nose, or mouth with your hands.
6. Avoiding people who are sick with respiratory symptoms.
7. Avoiding close physical contact (maintaining a physical separation of at least six feet) with others whenever possible.
8. Avoiding using others' phones, tools, or equipment whenever possible.
9. Although not mandatory, consideration for wearing a mask or face covering for drop off/pick up is encouraged.



Please note that this is a “ProCare Family Centre” that highlights a select few of our policies and procedures that have had to be adjusted. Our full regular Family Handbooks can be located on our website at www.procarecentre.ca

We welcome your feedback, and your thoughts on how we can be as safe as possible during this challenging time. If you have any questions, we strongly encourage you to connect with the Directors.

We wish you well!

COVID-19 Health and Safety Protocols

A. Daily Operations

- As recommended by public health guidelines at this time, it is recommended that only staff and children enter the centre and that all others, such as parents/guardians of children and delivery persons, be met at the door.
- Procure will permit one point of entry and exit while ensuring that only necessary items are passed between home and daycare. Procure will ensure that those who enroll their children in Childcare Centre should be made aware of the possibility of exposure to COVID-19 in the centre through a consent form.
- Emails, the Parent Portal, and phone calls will be used to interact with families
- Following the Ministry guidelines, Procure will maintain a maximum group size of 10 staff and children per room ensuring groups do not come within the physical distancing standard of 2 metres.
- Procure has changed meal practices to ensure there is no self-serve or sharing of food, meals should be served in individual portions to the children using clean utensils. There should be no food provided by the family/outside of the regular meal provision of the program with the exception of previously arranged dietary restrictions.

B. Increased Handwashing, Sanitization

- Employees and children are expected to wash hands with soap and water or use hand sanitizer frequently throughout the day. Hand sanitizer is readily available all over the Centre. In addition to hand washing, cleaning requirements have increased. Staff are now expected to routinely clean frequently touched surfaces twice daily (doorknobs, toys, etc.) using an enhanced outbreak disinfectant.
- Staff are expected to clean, sanitize and disinfect their workspace twice daily and have been asked to document cleaning in daily logs this includes but is not limited to the bathrooms room, lunch area and cubby rooms.

- Toys will be limited, those that can be cleaned frequently, sensory activities and plush toys will be removed completely at this time unless provided for individual use. Following public health guidelines personal blankets, toys and cots will be sanitized between each use.

C. Physical Distancing and Use of PPE

- In compliance with public health guidelines regarding physical distancing, employees are expected to maintain a separation of two meters between groups and encouraged within a group whenever possible. Within a group, the physical space will be set up to encourage children to spread out into different areas by incorporating more individual activities or activities that encourage more space between children.
- During meal times children will be spread out amongst the tables available and during nap cots will be distributed around the class and children will be placed head to toe or toes to toes where space is limited.
- In shared spaces groups will be staggered each group will have separate toys available in the shared space to avoid contamination between groups. Wherever possible outdoor times will be extended through community walks.
- Follow local public health guidelines regarding the use of masks procure requires staff to use PPE when in the screening area when cleaning and disinfecting bodily fluid spills, when caring for a child showing symptoms of illness.

D. Active Screening and Illness Report

- Directors will clearly communicate to parents/guardians to check their children's temperature and ask staff to check their own temperature daily before coming to the childcare setting. Active screening is required for anyone entering the childcare centre and refers to the process of proactively checking for symptoms (e.g., temperature checks and asking questions), travel history and contact of a person who may have COVID-19.
- Screeners should take appropriate precautions when screening, including maintaining a distance of at least 2 metres (six feet) from those being screened and wearing PPE (i.e., surgical/procedure mask; gown; gloves; eye protection (goggles or face shield)).
- At any time, children who have an infectious illness that may be communicable should not be entering a childcare facility while infectious.

- If a child or child care staff/provider becomes sick while in the program, they should be isolated and family members contacted for pick-up.
- If the sick person is a child, a child care staff/provider should remain with the child until a parent/guardian arrives. In this case, appropriate PPE would be worn wherever possible. (See employers COVID -19 incident report for the centres mitigation and contact tracing measures upon notice of a possible case.) Other persons identified as close contact should be further isolated until they can be picked up by parents/guardians to self-isolate at home.
- As advised by public health, staff and families have been notified that if they are presenting any symptoms they must go into self-isolation immediately and complete the online health assessment or call telehealth/their primary care provider for further instructions. In the event this happens, no refunds will be provided.
- A list of symptoms, including atypical signs and symptoms, can be also be found in the 'COVID-19 Reference Document for Symptoms' on the Ministry of Health's COVID-19 website.
 - 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 has been received from the local public health unit.
- In the event of a positive case, the director will report to the ministry as a serious occurrence and contact the local public health unit for further directions.

E. Staffing and Shift Schedule

- In collaboration with local public health, procure will ensure that training is provided to all child care staff on the health, safety and other operational measures.
- Staff and supply staff will be assigned to only one group of children.
- Toddler teachers and preschool teachers will cover their own lunch breaks each day.
- Directors will limit their movement between rooms, doing so only when absolutely necessary.
- The cook will be required to deliver food trays just outside the door to each room, to avoid staff entering multiple rooms.

F. Outside Visitor and Parent Pickup/Drop-off

- Following public health guidelines, Procure has placed visual markers around entrances to indicate appropriate physical distancing expectations. Upon arrival at the program parents are expected to wait at one of the assigned waiting spots.
- Only one family will be permitted screening area at a time. At the screening area parents will be greeted by a staff member wearing PPE(face mask or shield), they will ask families a series of questions as per Public Health guidelines and will record the child's temperature using a contactless thermometer. Parents are not permitted past the screening area. The assigned staff member will then escort the child to their group.
- During pick up/drop off personal belongings coming into the centre daily have been minimized to necessities.
- Personal belongings will be labelled and kept in the child's cubby/ designated bin. New COVID-19 guidelines indicate that children must bring their own sunscreen and it should not be shared. All children must arrive at child care with sunscreen already applied. If children require assistance to apply sunscreen, our staff will assist and will exercise proper hand hygiene when doing so. We do not allow spray sunscreens due to health and safety concerns. All containers must be labelled with the child's name and kept at the centre.
- Procure has limited the centre to only essential visitors. Anyone entering the facility outside of regular staff is expected to sign-in on the appropriate forms to aid in contact tracing in the event of a positive case. Use of video and telephone interviews can be used to interact with families wherever necessary.
- As was the expectation prior to closure strollers are to be stored outside of the side entrance gate.