



Little Miracles Child Care & Learning Centre

Parent Handbook COVID-19 Edition

Effective from June 2020, Subject to change at anytime

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**Parent Handbook
COVID-19 Edition**

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Introduction

Dear Parents,

As we are getting ready to reopen after being closed for nearly three months, I want to make sure we are all on the same page. While I know this can be a fearful time since none of us have ever experienced this before, the Early Childhood Educators and administration at Little Miracles Child Care & Learning Centre are committed to providing a quality program that is safe, educational, child-friendly, and fun!

While many things will seem different with new procedures in place for the safety of all, this will still be an environment that fosters fun and learning. It is our goal to draw out and inspire the best in our children as we provide them with opportunities to create, explore, and learn.

This handbook will lay out the changes that will occur at the Centre as we enter the next phase of reopening. This situation is unprecedented and is constantly evolving, so all changes included in this handbook will remain as the “new normal” until further notice. We will make sure that all changes are realistic and feasible for staff and children by following Infectious Disease Control Policy guidelines as well as those put forth by the Ministry of Education and Public Health. Please be sure to read through this document and sign and return the last page electronically.

Please feel free to contact me if you have any questions about the policies and procedures that are outlined in this Parent Handbook. They are in place to ensure that Little Miracles Child Care & Learning Centre is a safe and enjoyable place for your family.

Jenny Jiang, RECE
Supervisor
Little Miracles Child Care & Learning Centre

A. Enrolling Your Child

Before enrolling any child, parents/guardians must schedule an appointment with the Supervisor for a virtual tour, and the child(ren) can accompany the parents in a virtual online interview. We believe this provides both the parent and the Supervisor the opportunity to clearly convey their expectations of Little Miracles Child Care & Learning Centre and go through our enrollment package. Upon the decision to enroll your child, parents/guardians will be provided with an application, tuition and financial agreement, all health and emergency forms, as well as a copy of our handbook. All forms would be filled out electronically and sent through email or mailed in.

In the event of a class being at its full capacity, we will place you on the waiting list for up to six months. We are sorry that we cannot always meet the needs of parents or guardians when requested, however you may call us and request a place on the list or submit an application to be placed on a waiting list. You will be called by the Supervisor when an opening becomes available.

B. COVID-19 Policy

Below are the requirements set out by York Region Public Health and required by the Ministry of Education. Little Miracles Child Care & Learning Centre is required to share these guidelines with families and staff, and train its staff prior to reopening the Centre. All families and staff members must comply and understand the following requirements. It is important that all families and staff are transparent regarding any illness/symptoms they personally encounter.

Requirements for Health and Safety

Little Miracles Child Care & Learning Centre will ensure the following:

1. Ensure all current infection prevention and control practices are adhered to. This includes, but is not limited to:

- All toys used at the Centre will consist of material that can be cleaned and disinfected. The Centre will not use toys such as plush toys and any other learning material that cannot be cleaned and disinfected.
- All carpets, dress-up clothes, books and any material and items that cannot be cleaned and disinfected will be removed from the Centre and made inaccessible to children, staff and families.
- Staff will refrain from singing as this increases the potential distance that droplets travel.

- The Centre will increase the frequency of cleaning and disinfecting objects, toys and frequently touched surfaces by designating staff to fulfil these cleaning roles.
- Examples of frequently touched surfaces which are most likely to become contaminated include, but not limited to: door knobs, light switches, toilet handles, and tabletops. These surfaces will be cleaned and disinfected at least twice a day or more if the Centre sees fit.
- Only disinfectants with a Drug Identification Number (DIN) will be used at the Centre for the purpose of cleaning and disinfecting.
- The Centre will ensure that expiry dates of products are checked frequently to ensure they are current. All manufacturer's instructions on products will be followed and adhered to.
- Proper hand hygiene will be followed, posters will be posted in all hand-washing areas, and children requiring adult assistance will be supported by the staff incharge of their specific cohort.
- Proper diapering and toileting procedures will be followed and posters will be posted in all diapering and toileting areas.
- Hand sanitizer will be available in all hallways, classrooms and in the emergency backpacks to ensure children and staff have sanitizing readily available to them.
- Children and staff will be required to wash their hands several times throughout the day, including, but not limited to, before and after meals, before and after diapering and toileting, before and after outdoor play, before and after transition, after coughing and sneezing, before and after donning and doffing PPE equipment.
- Single use PPE will be disposed of in the garbage after each use.
- Designated staff will be hired to clean the Centre several times throughout the day. This cleaning will mirror procedures that are followed when outbreaks occur.
- Enhanced cleaning/disinfecting will occur throughout the day by designated individuals who are not considered part of the ratio. Thorough and frequent cleaning of equipment and surfaces will be reinforced.
- Designated cleaning staff will be provided with a specific and detailed list of cleaning and sanitizing requirements, along with specific instructions on which classrooms they are responsible for cleaning and the frequency required. These designated staff will not be part of the ratio in order to ensure their attention is fully on completing the cleaning and disinfecting process.

- Staff working with children will be responsible for identifying and collecting items that require special washing and sanitizing, aside from the requirements outlined above.
- All designated staff hired for cleaning and disinfecting will be required to wear appropriate PPE.

2. Encourage more physical space between children by:

- Spreading children out into different areas throughout the classroom.
- A maximum of 10 individuals will be permitted in each classroom “cohort”.
- Staff will be assigned to only one cohort and cannot visit another cohort.
- Staff and children must stay in the same cohort for a minimum of 7 days.
- If a staff member needs to leave to use the washroom, then the replacement staff must engage in proper hand-washing and then wear a mask before entering the room. After the cohort staff return, the replacement staff must engage in proper hand-washing and dispose of the mask after leaving the room and once again engage in proper hand-washing.
- Children must remain with their cohort and not mix with any other cohort.
- Incorporating more individual activities or activities that encourage more space between children.
- During naptime, children’s cots and cribs will be separated by 2 metres and children will be sleeping in a head-to-toe position.

3. The Centre will not use any water tables or sensory tables. Any sensory experiences will be provided to each child separately. For example, if children are exploring with playdough, each child will have their own set of playdough to explore. After each use of individual sensory material, the material will be disposed of immediately.

4. Special consideration will be given to outdoor play time. This includes:

- The Centre will not use any community playgrounds.
- Only the outdoor play area that is licensed will be used.
- The gym will not be used as an alternate space, as this space is shared with the community.
- Children will be provided with ample material and supplies to encourage physical distancing.

- Community will not occur during this time.
- Outdoor water play will also not be accessible during this time.
- Children must have two pairs of shoes, one for outdoor use and one for indoor use, and will be required to change their shoes each time they come inside the Centre.

5. Special consideration will be given to sleep arrangements. This includes:

- Increasing the distance between cribs and cots.
- Children will be placed head-to-toe or toe-to-toe positions.
- Cots and cribs will be disinfected after each use.
- All bed sheets and blankets will be changed and laundered after each use, by the Centre.
- No personal blankets will be permitted for sleeping purposes. The Centre will provide each child with a blanket and ensure it is laundered after each use.
- Any laundry belonging to a symptomatic child cannot be laundered at the Centre. The laundry will be sealed in a plastic bag and sent home with the child.
- No personal pillows or plush toys are permitted.
- When holding infants and toddlers staff will use blankets or cloths over their clothing and change the blankets or cloths between children.

6. Children will not share soothers, bottles, sippy cups, facecloths, etc. The Centre will label these items with the child's name to prevent accidental sharing.

7. The Centre will ensure that no food of any sort is being shared between children or staff. The following is put in place to prevent food sharing:

- Staff will carefully monitor each child during meal times
- Children will be physically distant from one another
- Children will be served food by a staff member only
- No food from home will be permitted

8. Special considerations will occur during meals and snack time, which include:

- Each child has their own individual meal and snack
- Multi-use utensils must be sanitized after each use by the kitchen personnel
- Each child will have their own cutlery and utensils to use during meal times

9. Pick-up and drop-off of children will occur outside the Centre, unless it is determined that there is a need for the parent/guardian to enter the setting. Only parents/guardians are encouraged to pick-up/drop-off their children. No strollers and carseats will NOT be allowed to bring into the Centre. The following procedures are in place to ensure safe pick-up and drop-off of children:

I. Drop-off

- A. Families will park in designated parking spaces and remain in their vehicle till a staff member approaches their vehicle.
- B. Staff member “Scanner” will scan the child and parent’s/guardian's temperature and conduct a questionnaire to ensure the child is able to attend care.
- C. Once it is deemed safe that the child can attend care, staff member “Runner” will guide the child inside the Centre and to their cohort.

II. Pick-up

- A. Families will park in designated parking spaces and remain in their vehicle till a staff member approaches their vehicle.
- B. Families will display their child’s name (first and last) on their dashboard so staff member “Runner” is able to view it
- C. Staff member “Runner” will guide the appropriate child to their parent/guardians vehicle.

Families must allow for a minimum of 15 minutes to complete the drop-off and pick-up procedure. It is important that this time is reserved for this purpose in order for the Centre to determine the child is safe to enter/leave the Centre. We understand that families may be in a rush, however this procedure must be completed without rushing to ensure the safety of all.

If it is deemed necessary for a family member to enter the Centre, they will be limited to the hallways and not permitted to enter the classrooms.

All delivery personnel must drop-off items outside of the Centre, near the entrance, and are not permitted to enter the Centre.

Any individual that must enter the Centre, for mandatory inspection purposes, must go through the screening procedure outlined below.

10. Special procedures for holding infants and toddlers will be followed:

- When holding infants and toddlers, use blankets over staff's clothing.
- Change the blankets between children.

- Blankets and clothes will be laundered daily.
- The Centre will provide the blankets.

11. Where possible, staff will avoid getting close to the faces of children. The following circumstances will be considered:

- Staff will be wearing face-masks and face-shields when they are close to children or need to carry the children.
- Staff will be wearing face-masks and face-shields when they are serving food.
- Staff will be wearing face-masks and face-shields when they are diaper changing and assisting with toileting.

12. Staff will be required to refer to Public Health Ontario’s Information on how to self-monitor. This includes:

- Checking temperature daily.
- Monitor symptoms for any possible COVID-19 related symptoms.
- If there are any COVID-19 symptoms or cases, the Centre will follow the COVID-19 outbreak reporting procedures.
- Individuals experiencing any symptoms will be isolated from all other individuals and staff must leave the Centre immediately in a safe manner.
- Staff will complete daily questionnaires to ensure they are safe to be at the Centre.
- All questionnaires will be logged, documented and information will be kept in each staff’s file.

13. All staff must maintain physical distance from one another at all times. This includes during break-time, lunch-time, during administrative duties and in the kitchen.

Screening Procedures

1. All individuals, including children, parents/guardians and staff will be screened upon arrival.

- Any individual that does not get screened is not permitted in the Centre.
- Any person including the child of a parent/guardian who has any of the symptoms outlined in the ‘COVID-19 Reference Document for Symptoms’ on the Ministry of Health’s COVID-19 website, or the child looks unwell, or the temperature over 38 celsius or 100.4 fereahigh , will be denied entry to the Centre. ***This is Non-negotiable.***

Parents/guardians will be reminded of this requirement when children are first registered for the program and through visible signage at the entrances and drop-off areas.

- Children will be monitored for atypical symptoms and signs of COVID-19.
- All screening records will be maintained and records will be kept on the premises.
- Any child or staff that is absent from the Centre, must report the reason for their absence, which will be recorded in a logbook and kept on file.

2. Screeners will take appropriate precautions when screening, including maintaining a distance of at least 2 metres (6 feet) from those being screened and wear personal protective equipment (PPE) such as surgical/procedure mask, gloves, gowns and face shield.

3. Little Miracles Child Care & Learning Centre has the duty to report suspected or confirmed cases COVID-19 under the Health Protection and Promotion Act. The Centre will contact York Region Public Health to report a child suspected to have COVID-19. The Centre will accept guidance from Public Health regarding 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.

4. Thermometers will be disinfecting between use.

5. Children and staff that are ill will not be permitted to enter the Centre.

6. The Centre will follow the below protocols when notifying families of possible COVID-19 symptoms:

- I. Isolate the child from the cohort.
- II. Contact the family using the phone number provided in the child's emergency records.
- III. If families cannot be reached, the emergency contacts indicated in the child's file will be contacted.
- IV. Families must pick-up their child within one hour or make alternate arrangements for pick-up.
- V. All symptoms will be documented and the Centre will consult with Public Health regarding 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.

Management of Children & Staff with Suspected to have COVID-19

1. If a child begins to experience symptoms of COVID-19 while attending Little Miracles, the Centre will follow the below procedures:

- Symptomatic children will be immediately separated from others in a supervised area until they can go home. In addition, where possible, anyone who is providing care to the child should maintain a distance of at least 2 metres. If a 2-metre distance cannot be maintained from the ill child, advice from York Region Public Health will be necessary to prevent/limit virus transmission to those providing care.
- Contact York Region Public Health and notify them of a potential case and seek advice regarding the information that should be shared with other parents/guardians of children in the Centre.
- While contacting Public Health, at a minimum the child and staff member will wear a surgical/procedure mask (if tolerated), and any other PPE appropriate for the circumstance.
- Hand hygiene and respiratory etiquette will be practiced while the child is waiting to be picked up.
- Tissues will be provided to the child for proper respiratory etiquette, along with proper disposal of the tissues.
- Environmental cleaning of the space the child was separated from will be conducted once the child has been picked up.
- Families of children with symptoms will be advised to get them tested, prior to being permitted to return to the Centre. A doctor's note indicating that the child is safe to return to the Centre will be required in order for children to be permitted back to the Centre.
- Other children, including siblings of the sick child, and child care staff/providers in the program who were present while the child or staff member/provider became ill should be identified as a close contact and further cohorted (grouped together) until they can be picked up by parents/guardians to self-isolate at home. The local Public Health will provide any further direction on testing and isolation of these close contacts.
- Ill children and staff must be tested for COVID-19 and cannot return to the Centre until they are 24 hours symptom free and are COVID-19 negative.
- Children or staff who have been exposed to a confirmed case of COVID-19 will be excluded from the Centre for 14 days. A doctor's note indicating that the child or staff is

safe to return to the Centre will be required in order for them to be permitted back to the Centre.

- Children who have COVID-19 symptoms must be tested. In the event that a family does not want their child to be tested, the child must be excluded from the Centre for a minimum of 14 days.
- Staff members who have COVID-19 symptoms must be tested. In the event that a staff member does not want to be tested, they must be excluded from the Centre for a minimum of 14 days.

The Local COVID-19 assessment centre is located at :

Mackenzie Health Hospital

Monday to Friday 10:00 am to 9:30 pm

Weekend and Holidays: 10:00am to 5:30 pm

Office Tel. Number: 905-883-1212 Ex. 2004

Report Procedures

Two or more symptomatic individuals within the Centre, within a period of 48 hours is considered an Outbreak. If this occurs, the Centre will contact York Region Public Health, within 48 hours and seek guidance and advise on how to proceed.

York Region Public Health

1(877)464-9674 ext. 73588 (7 days a week, 8am to 8pm)

(905)953-6478 after hours

Little Miracles Child Care & Learning Centre will stop all operation if there is one (1) confirmed case of COVID-19 and all families and staff will be notified to not return to the Centre and to self-isolate. The Centre will remain closed for a minimum of 14 days while deep cleaning and sanization takes place. Once the Centre is prepared for re-opening, the supervisor will seek direction from York Region Public Health on how to proceed. All families and staff will be notified and updated on when the Centre is permitted to resume operation.

Re-scheduling of Group Events & In-person Meetings

All events, such as kindergarten graduation will be rescheduled for a later time, when York Region Public Health deems that it is safe to have large gatherings without the need of social distancing.

Any tours for inquiring families will take place virtually, to limit the number of visitors in the Centre

All staff meetings and training will take place using Zoom.

Shift Schedules

Little Miracles Child Care & Learning Centre will notify each staff of the room that they will be working in and will be advised of the requirements pertaining to physical distancing and all that is outlined in this policy. An increased number of staff will be hired in relation to the number of children, in order to ensure cleaning and disinfecting occurs several times throughout the day. Each staff member will have their own job description that outlines their role. Training will occur, via Zoom, to ensure that staff questions, concerns and appropriate training is addressed.

C. Inclusion Policy

To the greatest extent possible, children with disabilities will be included in the full range of activities and services normally provided to children at our Center by making necessary modifications to meet the child's special needs.

D. Fee and Payment Policy

Little Miracles Child Care & Learning Centre enforces the following policies and procedures for tuition payments:

1. Part-time and Full-time tuition is automatically deducted on the 1st of the month or 1st and 15th of the month. All preauthorized payments will be required of all families during this time to limit the counter with cash.
2. A \$35.00 per month NSF (Non-Sufficient Funds) will be charged when a payment is declined.
3. A new family will be charged \$50.00 one time registration fee. (This fee will not apply for currently enrolled children)
4. There will be a \$1.00 charge per child for every minute that elapses after your scheduled pick-up time. Upon late arrival, staff will log the time of your arrival and families will be

required to sign this log. The clock at the Centre will be used to determine the time of your arrival. Little Miracles Child Care & Learning Centre will have the authority to terminate any families from the Centre if late pick-ups exceed three (3) times.

5. All fees are due regardless of sickness, behavioral/disciplinary removal, vacations, weather-related closings or statutory holidays, ***emergency-related closings mandated by the provincial/local government/DHS, like a pandemic, unless the Centre is mandated to close and stops your service.***
6. If you need to terminate your child's enrollment, thirty-days written notice is to be given to the Supervisor; otherwise you will continue to be charged your monthly fee. (No reimbursement of monthly fee will be granted).
7. If you decide to take an extended leave of absence, beyond September 30, 2020, we can NOT hold your child's spot, unless we receive different instructions from the Ministry of Education.
8. Part-time options will be available for all ages only while in the re-opening phase (2 days or 3 days) or is space permit.
9. Prior to children attending the Centre, families must re-register their child by completing a new enrollment form, which will provide us with your most up-to-date information.
10. It is understood that there will be an annual increase each January, at the start of the fiscal year.

E. Arrival and Departure Procedures

Our facility is operational from **7:30am – 5:30pm**, Monday through Friday. Later options (until 6pm) may be available upon request. While operating in this phase, drop-off times will be staggered. Families are permitted to drop-off between 7:30am to 9am and pick up between 4:00pm to 5:30pm to pick-up. All children must be dropped off by 9am. If you require alternate pick-up and drop-off times, please contact the Supervisor to make arrangements. If you see another family being checked in or out, please be patient till your turn arrives.

F. Visitors

Visitors will not be permitted at this time. Any individual from the Ministry of Education or Public Health, or anyone else that must enter the Centre for any reason, will go through the screening process.

G. Field Trips/Special Events

There will be no field trips or special events/gatherings at this time.

H. Parties and Celebrations

Birthdays: If you wish to celebrate your child's birthday at Little Miracles Child Care & Learning Centre, please check with your child's educator, through HiMama, at least one week in advance to discuss plans for the celebration. Staff will only distribute pre-packaged treats as opposed to homemade treats. The Centre will make the purchase of these special treats, upon request, at no charge to the family. The use of candles is prohibited.

Little Miracles Child Care & Learning Centre

Parent or Guardian COVID-19 Handbook Receipt Form

Parents or Guardians,

Please thoroughly review the Parent Handbook "COVID-19 Edition - June 2020", which contains the policies and procedures for Little Miracles Child Care & Learning while in the process of reopening. After reading the handbook, please complete this form and return it to the Centre, via email, as soon as possible. All families must return this form prior to re-admission. This form will be kept in your child's file.

Thank you in advance for your cooperation.

Sincerely,

Jenny Jiang, RECE
Supervisor
Little Miracles Child Care & Learning Centre

I, _____ (print your name), the parent/guardian

of _____ (print child's name), hereby acknowledge receipt of Little Miracles Child Care & Learning Centre's Parent Handbook COVID-19 edition. I have read and agree to adhere to all the policies and regulations set forth in this handbook. I understand that non-compliance to this handbook or the policies and procedures outlined will result in the automatic and immediate termination of my family from the Centre.

Parent/Guardian Signature: _____

Date: _____