



PARENT INFORMATION FOR COVID-19 TORONTO HOME CHILD CARE

**TORONTO EARLY LEARNING & CHILD CARE SERVICES
TORONTO CHILDREN'S SERVICES**

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Care

In support of the current COVID-19 public health emergency, Toronto Early Learning & Child Care Services (TELCCS) will be operating Toronto Home Child Care (THCC) services in accordance with the Child Care and Early Years Act and guidance documents from the Ministry of Health, Ministry of Education and Toronto Public Health (TPH). The health and safety of our staff and children are our top priority.

We will provide care for children from birth to 12 years of age. Your child or children will be placed in small group sizes of 6 children or less while maintaining physical distancing protocol. This also ensures that we maintain effective health and safety and infection prevention and control practices.

We will do our best to provide child care for your family, subject to the limitations required by the current circumstances, including Provincial, City, and Public Health directives. We believe every child belongs and will do our best to ensure that your child is welcomed into our home child care environments. If your child has extra support needs requiring accommodation, please request an Accommodation Form so we can assess our ability to provide child care that meets your child's individual needs, within the parameters of care possible during this time.

Response to COVID-19

Toronto Early Learning and Child Care Services is dedicated to protecting the health and safety of your children, our providers and visitors, partners, and the community. We are closely monitoring COVID-19 and base our response and actions on recommendations from Toronto Public Health, the Ministry of Health, Health Canada and additional relevant authorities.

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 following practices are in place:

- Providers complete a health check on themselves and their residents each day prior to receiving children into their care.
- Parents are completing a screening each morning on their child, filling in the screening sheet and dropping off the screening sheet with their child each morning.
- Providers keep the screening sheets daily in their COVID-19 binder for each child.
- Parents are not permitted into the provider home, past the screening area.

- Children are screened prior to coming to the child care home and monitored throughout the day for COVID-19 related symptoms.
- Children are excluded from care if they develop any symptoms related to COVID-19. Your child would be excluded from care for 14 days and possibly longer if you have multiple children in care. We provide a letter for expedited COVID-19 testing to determine re-entry into care sooner.
- In the event there is an outbreak at the home, it is possible that your child's home is closed until Public Health Authorities deem it safe to reopen.
- Policies and procedures are developed and implemented specific to COVID-19 to promote the health and safety of children, families, providers, residents and visitors.
- Providers monitor children to ensure physical distancing and infection prevention and control practices are prioritized.
- Visitors and providers receive thorough enhanced infection, prevention and control, and health and safety training. Training is frequently updated and provided to ensure best practices and consistency.
- Regular communication on health & safety and infection, prevention and control practices will be shared with families for use at the child care program and at home.
- Procedures will be updated and revised regularly to ensure best practices in accordance with Public Health authorities. Our providers will regularly communicate updates and changes to you.
- The Agency will be communicating updates to families and providers via email to ensure information is received in a timely manner.

When Your Child is Sick

Providers will complete a basic health check and screening to ensure your child is asymptomatic when they arrive. Your child will also be monitored throughout the day.

If your child is showing ill symptoms at home (e.g. sore throat, stomach ache, headache, cough, lethargy, change in appetite) your child should not attend care and should remain home and isolate until they have been without symptoms for 48 hours. For primary COVID-19 symptoms such as a fever, cough, and/or respiratory symptoms, please contact the Home Visitor. We will provide you with a letter from TPH to receive expedited COVID-19 testing. Your child will be permitted back into care if the results are negative and your child has been symptom free for 48 hours.

If your child becomes sick at the Provider home, they will be separated in an isolation area and supervised by the Provider. The Home Visitor will notify you to pick up your child. If it is appropriate and feasible, we may place a mask on your child if they are over the age of two. If your child requires immediate medical attention, your child will be taken to the hospital by ambulance and examined by a legally qualified medical practitioner. If your child presents COVID-19 symptoms such as a fever, cough, and/or

respiratory symptoms, we will provide you with a letter from TPH to receive expedited COVID-19 testing. Your child will be permitted back into care if the results are negative and your child has been symptom free for 48 hours. If you decide not to test your child, your child will be excluded from care for 14 days and potentially longer if your child also has siblings in care

If you or your child are being managed by Toronto Public Health, (e.g. confirmed cases of COVID-19, household contacts of cases), we will follow instructions from TPH to determine when to return your child to home child care.

According to the Ministry of Health guidelines, if your child is assigned to a home where a child, provider, resident or visitor is being tested for COVID-19, your child will be excluded from care until we have confirmed negative results from testing. Please be assured that we are taking cautious measures to ensure the health and safety of children who are in our care and the providers, residents and visitors.

Medication

Our providers will only administer prescription medication. Prescription medication must be provided in the original bottle/packaging, clearly labeled with your child's name, and instructions for administering. Parents must complete and sign the appropriate medication administration form before the medication can be administered by our providers. Please try to minimize the amount of medication that is administered at the home child care.

Non-prescription or over the counter medication must be accompanied by a written prescription by a medical practitioner outlining the exact dosage and time(s) to be given and symptoms of when to administer the medication.

For the safety of the children, all medication must be handed directly to the provider so that it can be securely stored away from the children's reach.

Outdoor Play

Outdoor play time will be used to support the efforts to maintain physical distance requirements and support children's immune systems. It is important that children be dressed for various types of weather to ensure they can actively participate in the outdoor program. Please ensure that adequate and suitable clothing and footwear is provided as well as individually labeled sunscreen.

Rest Time

Your child will be provided a crib or cot with bedding. Playpens and cots will be sanitized after each use and sheets will be changed and laundered after each use.

Children's sleep/rest time is monitored by providers ensuring that regular visual checks are completed on each child and documented to ensure their health and safety.

Children under the age of 24 months will sleep in a designated playpen, which is sanitized after each use.

Please note that TPH does not permit tooth brushing during this time.

The Agency will not be offering overnight care during Covid-19.

Concerns

If you have a concern or complaint concerning your child's care, we encourage you to speak to the home visitor of your child's program directly. If you feel your concern or complaint has not been addressed or resolved to your satisfaction or you prefer to speak to someone else, you may contact a Toronto Home Child Care Supervisor. If you wish to escalate your complaint, you can call the agency at 416- 392-3326.

Complaints are reviewed promptly and we attempt to resolve them quickly. We monitor complaints and use them to improve the quality of service we are able to provide to you. Complaints are treated confidentially and steps will be taken to help protect your privacy. You will be informed when a decision is made and provided with an explanation for the decision. Complaints involving provider conduct will be investigated and you will be informed when it is resolved.

- All written complaints will be responded to in writing.
- While there are certain steps that need to be taken to ensure fairness for all concerned, there can be unavoidable delays; however, we will treat each case in a prompt and thorough manner.

If you are making a verbal complaint, you may be asked to put your complaint in writing, especially if it involves a serious or complex matter.

Contact Information – Toronto Home Child Care Agency

Sylvia Frisz – Home Child Care Supervisor

[416-392-5628](tel:416-392-5628)

Annette Fry – Home Child Care Supervisor

[416-392-3333](tel:416-392-3333)

Sandra McDooling – Program Manager

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