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| Trafalgar Out of School Care Society  4020 Trafalgar Street  Vancouver, BC Canada V6L 2M5  Ph: 604 732 8220 Fax: 604 732 8398  Website: [www.tooscs.org](http://www.tooscs.org) |
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Dear Parents,

Thank you for your patience and for working with us as we navigate together through this pandemic.

On Monday, June 15, the Ministry of Children and Family Development announced that child care centres will continue to receive Temporary Emergency Funding (TEF) until the end of the summer – August 31st. TEF has helped us to cover our fixed costs, such as rent and utilities, during this time we have had to close our doors.

**Returning to Child Care**

We plan to re-open on Monday July 6, 2020, and will prioritize services for Essential Service Workers, as per the TEF requirements. However, we may have room for your child to return. Please feel free to get in touch with us, and let us know your child care needs. Please note that the priority will go to families who are in tiers one and two and as per the agreement if a non- TOOSCS family is referred to us and we have a space that is occupied by a tier three family, we have bump that family off and give the space to the referred family. This is why I am asking families who can care of their child at home, please do so, so that we can keep the space available for parents who must go back to work as essential workers.

**Health & Safety**

On their [website](https://www2.gov.bc.ca/gov/content?id=B244AAE83C67418ABE50DB6E1BAFEEDE), MCFD has provided resources for parents and child care providers, including the [Child Care Setting Practice Standards](https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-response-covid-19/child-care-response-covid-19-provider/child-care-response-covid-19-health-safety). Please see the TOOSCS Health and Safety Policies attached as a separate document. If you have any questions or concerns about your child returning to care, we encourage you to review the updated documents on the site.

**Summer Child Care**

If our child care centre reaches capacity with Essential Service Workers before you are able to secure care for the months of July and August, we encourage you to fill out the form to [request temporary emergency child care](https://www2.gov.bc.ca/gov/content?id=E4BF415CABA047F191FA99A20E52C23A). This will give your information to our local Child Care Resource and Referral (CCRR), who will try to connect you with another open child care centre in the interim. You can also contact our [CCRR directly](https://www2.gov.bc.ca/gov/content?id=C8E1FA43F2124103B2B9B158F97473F1).

Please don’t hesitate to contact Salimah or Theresa to discuss your child care needs.

**ON EMAIL:**

Dear Families,

I hope you are well.  Thank goodness for the sunshine today!  I know some of you have been asking about Summer care and I am happy to share that we have a plan in place finally.  I wanted to acknowledge and thank our Board of Directors who have been exceptional over the past 3 months in their support and care. Every decision has been made with a lot of thought, research and always in the best interest of the children and families at TOOSCS.  There is a lot of information attached so please take time to read it and if you have any questions you can send me an email or I can give you call at a time that works for you.

Thank you all for your patience as I've been working through a re-opening plan.  There have been a few challenges, including the recruitment of staff, this has been a challenge across Canada in all childcare facilities.  I am happy to let you know that we have hired Hillary Smith this week who is very excited to meet the children in our TOOSCS community.  As mentioned earlier, Gina is back and Marissa who recently got married will return to TOOSCS in early July for Summer. Gratitude to our team who have returned, we continue to appreciate the very important work they do in caring for the children in our community.

1. We have updated Health and Safety policies which include all the guidelines from BC CDC and the MCFD. Please make sure you read these as they will carry over into September.  Policies must be adhered to I trust that as a community, we want to make sure our children, staff and families has safe and healthy.

2. There are new drop-off and pick-up procedures which I have attached, at this time parents will not be able to entre the daycare unless there is an emergency. These will be in place for the entire Summer program. If you are registering for Summer, please make sure you are familiar with them, while it will be a little time consuming, they are in place to ensure the wellbeing of our staff and children.

3. The Summer program will open on Monday July 6 and will close on Friday August 28 with the one day closure during the long weekend.  Please keep that in mind as you schedule your time-off, there will be a week of closure before school starts again.  This is to give us time to do another deep clean and get our team re-orientated for the new school year.

4. There will be no food service at all during the Summer program, parents are responsible for providing all meals, including snack.  Please make sure all containers and bottles are labelled.

5. When we are inside, children will be in small groups for activities and play. This means that you can send some toys for the day and your child will be a small hub with friends and they can play with their own toys (no sharing) within their group.  We will have toys they can play with but as much as possible, we will encourage children not to share toys.  Please pack a comfort toy if your child needs something to hug. Staff will be try not to make contact as much as possible, this includes giving hugs if your child is upset.

**Registration Process**:

1. Please complete the word document and send it back to us in a pdf or word format only. Send the form back to manager@tooscs.org and copy accounts@tooscs.org

2. Please ensure you read the document including your responsibilities as parents.

3. Children must already be enrolled in Kindergarten this year, I am not able to make exemptions for younger children at this time.

3. The fee is $30 a day and you can choose to sign up weekly or the days you need child care. Payments will be through E-transfer only.  The cap is 30 children a day, I cannot make any exceptions to maintain appropriate child: adult ratios.

4. As we are participating in the Temporary Emergency Finding program, we are obligated to follow the agreement set out by them

**TOOSCS Drop-off and Pick-up procedures**

**Arrival**

1. Parents must ring the door bell and wait for a staff member to open the door, do not leave your child without completing a health screen check and signing in.
2. Please remind your child/ren to change their shoes outside and keep their outdoor shoes on the shelf in a plastic bag with their name on it.
3. You will be handed a sheet each morning to fill out, please use your own pen. Staff will do a temperature check on your child and sign them in for you. Please let us know any important information about your child for the day.
4. Say goodbye to your child/ren and make sure they have everything they need for the day. No belongings can be kept at the daycare.
5. Staff will take your child/ren in to the first hand washing sink.

**Departure**

1. Ring the door bell or call us on 6047328220, please do not entre, a staff member will open the door for you.
2. The staff member will take your child to the hand washing sink and make sure hands are washed before they leave.
3. Your child/ren will collect all their personal belongings and meet you at the door. Staff will sign your child out for the day.
4. Please remind your child/ren to change their shoes and take their indoor shoes home.
5. Staff will share any relevant information with you about your child/ren for the day.

**We thank you for your understanding at this time and hope that the health and safety measures we have in place will help all us to continue to be careful for our children and ourselves. Please call on: 6047328220 if you have any questions.**

June 1, 2020

**TOOSCS CHAPTER 7 – Health & Safety Policies and Procedures**

**The polices and procedures have been amended to include the requirements from the BC CDC, BC Ministry of Health and BC Ministry of Child and Family Development, during the COVID-19 pandemic.**

<http://www.bccdc.ca/Health-Info-Site/Documents/COVID19_PublicHealthGuidanceChildcareFacilities.pdf>

**Health & Safety**

Our Centre has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities of all children. Our goal is to promote good health, safety and nutrition by providing children with a clean, well maintained, safe environment with opportunities for:

1. Learning how to take care of their bodies and develop self-help skills.

2. Both active play and small group/ quite play/ activities.

3. Indoor and outdoor activities.

**If you’re ill – stay at home.**

Within childcare settings, children and staff will often have influenza or other respiratory viruses with symptoms similar to COVID-19 (i.e., influenza). For this reason, all children and staff who are ill with fever, have cold, influenza or infectious respiratory symptoms of any kind need to stay home. If children and staff have symptoms, self-isolate for a minimum of 10 days from the onset of symptoms and until symptoms have completely resolved. If you are at all unsure of your status, the BC Centre for Disease Control’s online assessment tool can help you assess whether you should stay home or not.

**Hand Washing**

**Six steps to proper handwashing**

1. Wet hands with warm running water.

2. Apply a small amount of liquid soap. Antibacterial soap is not required.

3. Rub hands together for at least 20 seconds (sing the ABC’s). Rub palms, backs of hands, between fingers and under nails and creating a lather.

4. Rinse off all soap with running water.

5. Dry hands with a clean, disposable towel.

6. Discard the used towel in the waste container.

Children should wash their hands…

• When they arrive at the centre and before they go home

• Before eating and drinking

• After a diaper change (Occasional Care), using the toilet

• After playing outside or handling pets

• After sneezing or coughing into hands

• Whenever hands are visibly dirty

**Child care staff should wash hands…**

• When they arrive at the centre and before they go home

• Before handling food

• Between handling raw and cooked food – cross contamination is a risk

• Before and after giving or applying medication or ointment to a child or self

• After changing diapers (Occasional Care) assisting a child to use the toilet, using the toilet

• After contact with body fluids (runny noses, spit, vomit, blood)

• After cleaning tasks

• After removing gloves

• After handling garbage

• Whenever hands are visibly dirty

**Cough and sneeze etiquette:**

• Cough and sneeze into arm or tissue.

**Fever or coughing**

If a child or staff member starts showing symptoms of what could be influenza or COVID-19, staff will:

• Contact the child’s parent or caregiver to come and pick them up right away.

• There will be a separate and supervised area where we can promptly separate a child from others until their parent or caregiver can come and pick them up.

• Ensure that staff who show symptoms go home right away.

• Continue to practice good hand hygiene and respiratory hygiene such as coughing in elbows instead of hands and throwing tissues out immediately after use.

• Do a thorough cleaning of the space once the child has been picked up.

* Children may return to TOOSCS once symptoms are clear. We will not be giving any cold/ cough medication to children if requested by parents, this means that they are sick and need to stay at home.

**Maintain cleaning and disinfecting policies – additional processes during the pandemic**

We don’t yet know how long the virus causing COVID-19 lives on surfaces, but early evidence suggests it can live on objects and surfaces from a few hours to days. Regular cleaning and disinfecting of objects and high touch surfaces is very important to help to prevent the transmission of viruses from contaminated objects and surfaces.

• Increased frequency of clean the premises and toys used.

• Cleaning and disinfecting high-touch surfaces regularly.

• Garbage and compost is disposed off each day at the end of the day as usual.

• TOOSCS uses a mixture of 1 part household bleach and 9 parts water as recommended by VCH. Toys will be disinfected during the late afternoon and end of day and kept in the art room to dry overnight.

* TOOSCS has a commercial dishwasher which can also wash plastic toys with appropriate

**Activities and Toys**

• Children can bring toys from home, this will encourage more individual play. We will offer toys that can be easily cleaned (i.e., no dress-up clothes or stuffed animals).

• We will take children outside more often.

• Set up regular activities outside such snack time, arts and craft time.

• Regularly clean and sanitize items that are designed to be shared, such as game controllers.

• We will set up mini environments to reduce number of children in a group, for example set up 2 or 3 craft areas for colouring or doing crafts.

• There will be increase space between children during activities such as snack and lunch by moving or separating tables and chairs so they are farther apart.

• Make use of all the space in your facility for napping to increase space between children.

• When children want to use the same area or do the same activity, redirect some children to another area.

• There will not be any food or drink sharing between children.

Nutrition – at this time all food service will be suspended until further notice.

**Parents will be required to provide food for their child for the entire day, including lunch and 2 snacks.**

Families will:

1. Provide nutritious lunches and a morning and afternoon snack that is NUT FREE

2. Inform staff of any food restrictions/allergies or changes to their child’s food intake

Immunization

As immunizations are one of the most effective ways of preventing the spread of communicable diseases, we recommend that all families have their child’s immunizations brought up-to-date prior to starting at the Centre. Once enrolled, please provide updated immunization information as necessary.

Illness – non COVID-19

While we are sensitive to the stress that illness may cause for families, we are not licensed to care for children when they are ill. You will need to keep your child at home, or make alternate arrangements, if your child:

1. Has a communicable disease

2. Has a contagious infection, including pink eye

3. Has a fever over 38 degrees Celsius

4. Is vomiting or has diarrhoea

5. Has a skin infection or an undiagnosed rash

6. Is not well enough to participate in all programs activities including outdoor play

Please notify the Centre if your child has a communicable disease so that other families and the Community Health Department can be notified. If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contact/s. We will provide a quiet, resting area and close staff supervision until you, or one of your emergency contacts, can pick up your child. If the situation

becomes urgent, we will follow the emergency procedures outlined. If your child has vomiting, diarrhoea or a fever over 38 degrees Celsius, they will need to be away from the centre for 48 hours, until symptoms are clear.

Medical Emergency

If your child is injured or becomes ill while at the Centre, staff will quickly assess the situation to decide what action/attention is required. Outlined below are the procedures that may be followed:

If minor first aid treatment is required, staff qualified in First Aid will:

1. Provide First Aid treatment.

2. Acknowledge the child’s feelings.

3. Provide close supervision to ensure that the child does not require further first aid or.

4. Complete a Injury Report form to be signed by the attending first aid, Centre Manager and parent/guardian.

5. Inform the family when they come to pick up the child and get signature on Injury Report to confirm parent/guardian have been updated.

If medical attention is required, a staff qualified in First Aid will attend to the needs of the child while the senior staff person will:

1. Contact the family/guardian, then the emergency contact(s) if the family/guardian is not available.

2. Contact the child’s doctor if the family/contacts cannot be reached.

3. If the child’s doctor is not available, proceeds as if it is an emergency medical situation.

4. Call an ambulance and proceed with direction from paramedics.

5. Access the child’s file for medical information and permission.

6. Accompany the child or the family/guardian to the medical facility with medical information, or decide which staff member should go.

7. Provide information to doctor and family/emergency contact.

8. Support the child and the family/contact person.

9. Complete the Incident Report and provide to Centre Manager to forward to licensing.

Administering Medication

If you would like the Centre staff to administer prescription medication to your child, the Child Care Licensing Regulation requires that we have certain information and follow certain procedures. We require that the medication be provided in the original container and a Medication Consent form be completed with instructions on administering the medication. The Centre does not administer medication that is not prescribed by a doctor (e.g. “over the counter” drugs or drugs such as Tylenol).

If you plan to give prescription medication to your child at the Centre during the day, please ensure that it is given to a staff along with the signed permission form, so it can be placed out of the reach of children.

Sexual Development

Many school age children are beginning to talk and ask about sex and sexual development. As you are aware, the pace of the developmental changes varies for individual children. In order to respect the beliefs and values of each family, we will approach such questions discretely and simply. Staff will assess the children’s “need to know” and will provide information that is appropriate to the developmental stage of the child/children, or refer them to their parent/ guardian. When required, TOOSCS will invite the public health nurse or community police officer to speak with the children about sexual health, protective behaviours and sexual harassment.

Fire Drill/Evacuation Process

As safety is an ongoing part of the Centre’s program, fire drill/evacuation procedures (approved by the Fire Marshall and consistent with the licensing procedures) are posted in the Centre.

During orientation, we will review these procedures, as it is important for you to understand your role if an emergency evacuation happens.

Smoking

The childcare Centre, school and school grounds are non-smoking areas as required by Licensing. Anyone wishing to smoke must do so outside these areas and preferably out of view of children.

Visitors at the Centre

As the safety and security of children and staff, there will be no visitors permitted into TOOSCS at this time.

Unauthorized Persons

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the Centre staff. The senior staff person will explain the policy that written authorization from the enrolling parent/guardian is required to release the child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. The senior staff person will attempt to reach the parent/guardian by telephone. If necessary, the senior staff person may need to call the police for assistance.

Suspected Child Abuse

The Child, Family and Community Service Act states that all children in the Province of BC “are entitled to be protected from abuse, neglect and harm or threat of harm”. The Act also states that any “person who has reason to believe that a child needs protection must promptly report the matter” to the Ministry for Children and Families. If you have any questions, or would like to know more information, we invite you to talk to the Centre Manager.

Apprehension by the Ministry for Children and Families

The Child, Family and Community Service Act defines when a child is in need of protection. Decisions related to when, how and where the Ministry for Children and Families can apprehend a child rest with the Ministry. If and when a social worker from the Ministry for Children and Families intends to apprehend a child at the childcare Centre, the senior staff person on duty will be responsible for responding to the situation. Prior to the child being removed, the centre staff member will verify with a ministry supervisor that the social worker is authorized to apprehend the child. It is the responsibility of the Ministry to make all reasonable efforts to notify the family of

the apprehension.

Custody and Access

If parents live separately, Trafalgar Out of School Care expects that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file at the Centre, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized, the policy on unauthorized persons will be followed.

If custody has not been legally determined and conflict between the parents and/or their family members is evident, the Centre may not be able to care for the child unless both parents and/or other family members sign a written agreement confirming details re: authorization for pick up and access to information about the child.

If a family has a custody agreement or court order, a copy must be provided and placed in the child’s file.

Conflict Resolution

Families are encouraged to discuss questions or concerns regarding any aspect of the child care program with the staff or Senior Supervisor. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful way and find solutions that everyone can accept. The steps outlined will be followed:

1. The enrolling parent/guardian and the Centre staff will meet to define the issues and state their point of view.

2. Solutions and/or appropriate resources will be identified, whenever appropriate.

3. A plan will be agreed upon by the enrolling parent/guardian and the Senior Supervisor.

4. If all parties cannot agree upon a plan, other arrangements may be required.