



Communication with Families and Other Stakeholders Policy and Procedure-COVID-19

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Reference: Toronto Public Health Covid-19 Guidance for Child Care Settings, December 4 November 23, 2020, October 8, 2020 July 10, 2020,

Ministry of Education Operational Guidance, Version 4, November 2020 Version 2 July 22, 2020

Reopening Childcare Risk Assessment, Toronto Public Health Pandemic Plan –March 2020A

Planning Guide for Day Nurseries March 23, 2020

Approved by the Board of Directors: July 29, 2020

Policy

To ensure that all employees are aware of, and adhere to, the directive established by Toronto Public Health (TPH), and the Ministry of Education regarding communication with the stakeholders regarding infection control and any closure of the centre due to an outbreak of COVID-19.

Orde Day Care Centre must follow all applicable Health and Safety Legislation to ensure the safety, health and wellbeing of the children in our care. The safety and wellness of our staff is paramount, and modifications will be made to current policy and practice requirements as the Ontario Ministry of Health and Toronto Public Health directives evolve.

Purpose

Orde Day Care is required to prepare a communications plan that specifies how the centre will communicate with staff, volunteers, parents or alternates, public health authorities, and the Ministry of Education during a pandemic. Important topics that will need to be communicated include information on infection control and the possible closure of Orde Day Care Centre. Orde Day Care will also provide families and staff members access to credible sources of information through links and literature provided.

Procedures

Family and Parent communication prior to readmission/admission via email:

- Will include a survey to complete regarding their care needs
- Will receive a copy of the Readmission into Childcare Policy and Procedure to ensure transparency and consistent application of the readmission of children into the program
- Will receive an offer of a space for their child based on the priority of admission
- Will be asked to confirm the acceptance of this space



Upon Acceptance of the Space via email:

- Will confirm all emergency contact information and email address current
- Will receive a complete copy of all **updated** Infection Prevention and Control policies as they relate to COVID-19
- Will receive the most up to date copy of the Screening form and **Survey Monkey link** which outlines the questions that the staff will ask the family every day upon admittance into the daycare
- Parents will confirm receipt and understanding of the new policies and procedures to the supervisor prior to starting by email
- **Will receive a link to a video describing the new procedures prior to starting at the centre**
- Will confirm that they have signed up to email distribution list families@ordedaycare.org to ensure timely communication

Parent/Staff Communication upon reopening

- Parents and staff will be asked to complete the online screening for their children for any COVID-19 related symptoms prior to coming to the daycare each morning
- Parents/staff will be asked not to come if they are exhibiting symptoms and contact the centre to inform them of their symptoms and absence as soon as they become aware
- Parents will not be allowed inside the school premise therefore parents will be encouraged to email the centre at admin@ordedaycare.org for any questions or concerns or call the centre directly at 416 598-3412 Orde Site, 416 591-0040 Satellite Site.
- Staff requiring to discuss their child with a parent will arrange a call during working hours
- Children who are expected to attend and who are absent will be contacted by the program staff/**runner/screener** each day to inquire about the child's absence **as soon as possible**. The staff will specifically ask if the child has experienced any of the symptoms related to COVID-19, by asking about each symptom individually
- All meetings between families and staff, and outside agencies if applicable will be held by Zoom or telephone.
- All required signage related to COVID-19 will be placed throughout the centre in visible locations prior to the reopening of the centre
- "Do not enter if you are sick" will be posted at all entrances
- Programming/Communication will be mailed to families@ordedaycare.org at the beginning of each week for all programs
- Child accidents will be communicated by the child's program staff to the parent by telephone as soon as possible. The accident form will be forwarded to the office to be photocopied and a copy will be scanned to the parent's email.



- Parents are required to either sign the accident form and scan and send it back or send an email back to the Supervisor confirming they have received the document.
- Staff will send a photo of the daily chart and observation sheet once a week or every other week to the parent through email or place a copy in child's knapsack to take home.
- Parents are required to complete a **Return to Childcare Confirmation Form** to confirm that the child is well and may return to school prior to their child returning to care

Communication with Toronto District School Board Representatives

Supervisor will communicate with the Head Caretaker/Principal at each location daily or at the minimum, a weekly exchange of information must be undertaken

Discussion should focus on

- ensuring all IPAC policies and procedures are meeting the health and safety needs of the children and staff
- aligning any gaps or concerns regarding IPAC policies
- maintain a communication or issues log with the school

If there is a laboratory confirmed case of COVID-19 in a child that attends the daycare and school the Supervisor/Executive Director a combined communication strategy will be developed with the school

Staff and Family Communication upon suspected case of Covid-19

- if a child or staff has or displays one of the related Covid-19 symptoms the following communication procedure will be followed
 - a. an individual email will be sent to all the affected families, staff, joint health and safety representatives, Board of Directors representative informing them of a suspected case as soon as the Supervisor/Director is made aware
 - b. the family/staff member who is ill will be asked if they are going to get tested for COVID-19 and to contact the centre once they receive the results of the Covid-19 or complete the Return to Child care form.
 - c. an individual email will be sent to all the affected families, staff, joint health and safety representatives, Board of Directors representative informing them of the results of the Covid-19 test if it is **positive** as soon as the Supervisor/Director is made aware

Staff and Family Communication Upon Closure of Centre due to Confirmed Illness/Insufficient staffing models:



- Parents and staff will be encouraged to contact the daycare at admin@ordedaycare.org if they develop symptoms related to COVID-19 prior to coming to daycare/work or if these develop on the weekend
- Parents will be informed via email through families@ordedaycare.org if there is a **confirmed** case of COVID-19 and the room/program must be closed or staffing is insufficient due to staff illness as soon as the Supervisor is made aware of the inability to provide care
- Staff will receive a text or email from the Supervisor informing them of the confirmed case as soon as possible. Staff are asked to confirm receipt of this text.
- Supervisors will follow up with a phone call or individual email to ensure that all affected families have received this information and for those staff who did not confirm receipt of text
- Supervisors will inform families who were exposed to the ill child/staff they should monitor for symptoms and to contact Toronto Public Health or TELE health for further direction
- Children and families will be advised to avoid being in contact with vulnerable persons or settings where there are vulnerable persons
- If illness is confirmed as a positive case of COVID-19 all children/staff must self-isolate for 14 days at home and must monitor for symptoms for the next 14 days
- Families/staff will be encouraged to have children tested who have been exposed to a confirmed case of Covid-19. All children will be asked to stay away from the centre for 14 days from the last date of exposure, even if they test negative. Siblings will also be excluded from care for the 14 days.
- **If the ability to cohort the before and after school programs on PD days is evident, due to staffing shortages, the Supervisor will inform the affected families either prior or during the day, should the shortage occur while the children are in attendance that the cohorts will be combined**

Communication with Toronto Public Health to report cases or outbreak of COVID-19

The Supervisor **must immediately** report the following to TPH by completing the online link

<https://s.tphsurvey.chkmkt.com/?e=207897&h=532FC3825EA96E3&l=en>

- **A Case or Cases of COVID-19 among staff or children attendees that are laboratory confirmed.**
- TPH 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 or children
- Inform Toronto Public Health that the childcare is located in a shared setting and follow their advice on notifying others using the space of the laboratory confirmed case of COVID-19.



- Additional support can be accessed by calling TPH at 416-338-7600 during work hours (8:30a.m. to 4:30p.m., Monday to Friday) or 3-1-1 after hours or by emailing publichealth@toronto.ca.

Communication with Ministry of Education

Orde Day Care has a duty to report suspected or confirmed cases of COVID-19 under the Health Protection and Promotions Act

- Where a child or staff has a confirmed case of COVID-19 it must be reported as a Serious Occurrence.
- Where a room, centre or premise closes due to COVID-19, it must be reported as a Serious Occurrence.
- The Serious Occurrence Notification form must be posted as required under the CCEYA, unless Toronto Public Health advises otherwise.

(please see Serious Occurrence Policy and Procedure for full reporting instructions)

Policy and Procedure Review:

This policy and procedure will be reviewed and signed off by all employees before commencing employment, upon introduction of a new policy, annually, and at any time changes are made.

I acknowledge receipt of Orde Day Care **Communication with Families and Other Stakeholders Policy and Procedure**. I understand it is my responsibility to read, understand, and comply with the **Communication with Families and Other Stakeholders Policy and Procedure** I understand that if I have questions, at any time, regarding the policy and procedure, I will consult with my immediate supervisor.

Please read the **Communication with Families and Other Stakeholders Policy and Procedure** carefully to ensure that you understand the policy before signing this document.

Staff Name	Supervisor Name:
Staff Signature:	Supervisor Signature:
Date:	Date:

