



Pandemic Policy and Procedure

Created: June 9, 2020

Revised: July 20, 2020, August 31, 2020

Reference: Toronto Public Health Covid-19 Guidance for Child Care Settings, August 28 2020, Ministry of Education Operational Guidance Version 3, August 2020

Approved by Board: July 22, 2020

Purpose:

Orde Day Care is committed to providing a safe and healthy environment for children, families, employees, volunteers, students, and others associated with the daycare, i.e. delivery and contractors. Orde Day Care will take every reasonable precaution to prevent the risk of communicable diseases including emergency situations including pandemic within all our locations.

In the event of a pandemic, our goal is to remain available as possible until authorities dictate otherwise.

The purpose of this policy is to provide a framework for Orde Day Care Centre to mitigate and prepare for the potential impacts of a pandemic from reduced services to potential closures.

Pandemic Definition:

A pandemic is a global event. A flu pandemic starts with a new strain of virus to which people have little or no immunity. To be considered a pandemic, the new virus must be able to spread easily from person to person and cause illness in many people who are affected. When it spreads around the world, it is called a pandemic. The World Health Organization (WHO) set the pandemic alert level globally. The pandemic level is based on the spread of the virus, not the severity of the illness

Policy:

Orde Day Care is required to follow guidelines set out by the Public Health Agency of Canada, Ontario Ministry of Health, and the Regional Public Health/Medical Officer of Health for proper infection prevention. Our responsibility is to ensure infection prevention practices are carried out properly to prevent the spread of illness among employees, placement students, children, and volunteers. Policies and procedures are assessed and monitored to ensure our employees, placement students, and volunteers are consistently and carefully carrying them out.

Orde Day Care will ensure our pandemic plan and service continuity/interruption plans align with the (municipal/regional plans).

Impact Planning:

Orde Day Care will review and plan for the following:



- A sudden increase in employee and child absenteeism
- Maintaining staffing ratios
- Maintaining minimum qualified staff for each program
- Interruption of supplies and services (food, paper product, cleaning products)
- Regular program services and supplies scaled back or not available (transportation, field trips, outside visitors, tours of centre, visits of resource educators, new enrollments, etc.)
- Maintenance/cleaning services reduced or cancelled (Toronto District School Board caretaking staff)
- Administration activities are changed, reduced, or cancelled, with priority to payroll and collection of fees maintained
- Cross-training additional employees to ensure organizational stability in case the Executive Director is unable to be in charge with Assistant Director
- Reduction of outside support (consultants, children's services etc.)
- Ceasing or restriction of volunteers, placement students
- Temporarily laying off employees as per the collective agreements
- Potential closure (short term and long term)
- Financial loss due to decreased revenue, funding, and increased or additional costs for required supplies ie PPE, training, policy development
- Potential changes or additional duties for employees including changes to job descriptions
- Spread of the infection within the centre and within the community
- Communication of the plan with employees, families/clients, funders/licensing body, and community
- Re-opening of the organization after a shutdown

Infection Prevention:

Orde Day Care will take all steps required to ensure a safe and healthy environment in all our programs including:

- Early identification of ill employees and children
- Isolating children who become ill during the program until they are picked up as per our **Isolation/Exclusion of Ill Children and Child care staff Policy and Procedure**
- Sending employees home should they become ill during the day
- Sending children home if they have been exposed to an identified contagion
- Sending staff home if they have been exposed to an identified contagion
- Following all governmental/public health recommendations related to removing staff, children, and parents from the program if they have been exposed to a potential health risk.
- Requiring an employee who has travelled or been in contact with someone who has travelled to areas deemed a health risk to follow government guidelines regarding self-isolation
- Requiring employees to sign a declaration stating they have not travelled during a pandemic or have been in contact with someone who has travelled to areas deemed a health risk or travel advisory prior to returning to work



Communication

The **Executive Board Members** or the Board of Directors and the Executive Director will oversee implementing the organization's emergency communication plan. This will include the following:

- Internal communication to all families/clients will be by email, posted on all entrances/exits, parent/client board, website.
- Internal communication to all staff will be by email, text, phone.
- Internal contact lists for:
 - Employees/Placement students/other volunteers are held by the Supervisor
 - Families/clients/Board Members are held by the Executive Directors
 - Food suppliers are held by the Cook and the Supervisor

Information communicated to the stakeholders will be specific to the nature of the situation:

- Safety and well being of everyone at the centres/programs
- Reduction of services and programs
- Changes in delivery of services and programs
- The shutdown of the organization
- Refund/no refund policy to be shared with clients **upon a decision of the Board of Directors**
- Status updates
- Evacuation plan/location
- Reopening of the organization

External communication to the municipal, regional, licensing bodies, and the community (possibly media) will be by **Executive Director and Board members**

The external contact information for the following agencies/individual are located/posted on the **Parent Board at each site**

Authority to Shutdown the Organization:

Orde Day Care will follow all directions and recommendations from Public health officials and the Provincial/Federal Government should a pandemic be declared.

The Public Health Act and The Emergency Measures Act authorize all levels of government to order a shutdown of services during a pandemic.

Procedures:

Orde Day Care will proactively develop a contact list of alternatives to provide supports and services to the organization. The list of names and contact information will be kept by the Executive Director/Supervisor/Cook

- Supply Staffing – **Supervisor**
- To deliver additional supplies (cleaning, program, personal etc.) **Supervisor**
- To deliver food – **Cook/Supervisor**



- To authorize funds to acquire emergency supplies- **Executive Director/Board of Director**

If a pandemic is declared and the organization remains open:

- Secure staffing to maintain ratios and safety utilizing all available part-time, supply or an outside agency staff as available
- Ensure additional staff are available to provide relief where required
- Modify shifts where required
- Modify hours of operation to meet operational needs
- Limit staff movement – keep staff with the same cohort
- Limit supply staff – keep supply staff with the same program whenever possible
- Identify which programs can be modified to accommodate possible increased or decreased need
- Consult emergency health and safety supply checklist
- Secure additional cleaning supplies, routine-care supplies, and program supplies
- Provide an inventory list to staff of PPE supplies
- Monitor use of PPE and requirement for reordering
- Ensure extra personal protection supplies are available
- Monitor use of PPE and requirement for reordering
- Ensure food service/delivery is secure
- Secure/access reserve funding for additional expenses
- Ensure families/clients are informed as per the organization's communication plan
- Ensure any other reporting requirements (licensing, municipal, etc.) are completed

If the organization is ordered to close:

- If the centre is open all parents will be contacted immediately by **the Supervisor** to pick up their children
- Provide a letter or send out an email with specific details including refund/no refund policy **by the Executive Director in consultation with the Board of Directors**
- Ensure families/clients who are absent are informed by phone **by their child's program staff**
- **The Executive Director** will inform the required regulatory bodies
- **Serious Occurrence must be submitted for a confirmed case of illness identified in the current pandemic by the Executive Director or Supervisor**
- **The Supervisor** will inform all employees who are not present of the closure
- **The Management team** will initiate emergency closure plan
- The Supervisor will ensure all confidential information, records, and files are secured and locked
- **The Executive Director will take the daycare computer, payroll records, letter of patent, business numbers and banking information and any other items required to be during the closure**
- **The Executive Director in consultation with the Board of Directors will implement business continuity plan**

Pandemic Business Continuity Plan



Pandemics will have an impact on the business continuity of the organization and may not be evident immediately however it is important to have a plan to deal with the financial losses due to decreased revenues and increased or additional costs.

It is important for **Orde Day Care** to continue to manage basic functions should the organization face reduced operations or complete closure. The purpose of developing a business continuity plan is to identify critical areas that require immediate decisions to reduce/minimize the financial risk to the organization.

The Executive Director in conjunction with the Board of Directors/Executive Director will decide who will be responsible for making decisions during a pandemic and what criteria will be used, this will include the following

- What organizational functions are critical to maintain, and
- which services or programs can be postponed or cancelled

The following areas will require decisions to be made in the best interest of the organization and its families/clients based on the length of limited services or complete closure.

- Operating Costs
- Payroll obligations (short-term)
- Temporary Layoffs (Notice of layoff/ Paid notice of layoff in lieu)
- Depending on the financial circumstances of the organization at the time a mandatory closure is declared, the organization will have to assess whether it is economically feasible to continue paying staff for a limited period of time that may exceed the requirements set out in the Collective Agreement
- Scheduling of staff duties to allow for the possibility of employee's working from home (completing documentation, program plans, review of policies, retraining requirements upon reopening, online programming for children)
- Receiving grants and subsidies
- Collecting fees
- Payment of rent or **permit costs**
- Payment of utilities (phone, internet, photocopy leases.)
- Payment of suppliers and services (**food**)

Preparing for Possible Shutdown

In the case of a mandatory shutdown, an off-site office will be set up by the Executive Directors and the Supervisor. The laptops of the Executive Director and Supervisors will be brought home to access information from their computers along with a hardcopy of the data on (hard drive back-up discs).

A binder and or an electronic file of essential services and contacts is ready to be taken off-site and includes:

- Written instructions on how to access essential services
- Contact information for the Board Members, Licensing Advisor, City Consultant, **Principal of School, Head Caretaking staff**



- Contact information, account numbers, and passwords for Financial/Banking Institution
- Contact information and policy for the Insurance Company, **Health Benefits/Pension**
- Contact information for the Accountant, Bookkeeper, Lawyer
- Ensuring continued access to payroll, finances and accounting systems
- Current list of families/clients
- Current list of employees
- Current list of suppliers, services, and service agreements
- Keys, key fob and passwords
- Any additional documents/records that are vital to the continuing functions the organization i.e. **Revenue Canada business number, Letters patent, ongoing legal claims or grievances**

Securing Records and Back up of all Information

Ensure all records, documents, and computer files are backed-up both to the cloud and or to a hard drive before removing computers from the site

- Keep a back-up copy of the computer's operating system, and critical software off-site on a hard drive **or cloud-based application at the daycare**
- Ensure all filing cabinets are locked
- Ensure the office is locked down
- Ensure the facilities are locked down

Communication and Monitoring

Orde Day Care will establish the following system to communicate with employees and clients/families. Communication will be through parents' individual email through the SMART program, as well as through emails sent to families@ordedaycare.org , posting on the daycare website, and an updated answering machine message.

The organization will provide timely updates regarding the status of the closure by email and on our website.

Orde Day Care will monitor information and updates from the local Officers of Health, and the Provincial Government

Recovery

Orde Day Care will follow the directions of the Government, Public Health, and the school boards regarding reopening the centre(s) once the shutdown has been lifted.

The Board of Directors/Owner and the Executive Director will meet regarding establishing priorities and assess what needs to be done to resume services and programs that were interrupted or affected by the pandemic.



Orde Day Care will review the return to work/recall procedures **as outlined in the Collective Agreement** as programs and services may not return to their previous format and should consider:

- Possible changes in staffing ratios
- Clients/parents who do not return
- Changes in enrolment patterns
- Increase or reduction in space requirements
- Additional costs in requiring new personal protection equipment or sanitizing equipment
- Change in hours of operation
- Closure of programs or rooms
- Gradual reopening of centre

The Board and the Executive Director will ensure all updated policies are in place including the Employee Handbook and the **Family Handbook** as time allows.

Under the Health and Safety Act, the obligation to provide a safe and health work environment includes:

- Ensuring the premises have been thoroughly cleaned and disinfected before reopening the centre(s)
- The Executive Director will confirm with the Board once the premises are ready to be opened
- The Executive Director will send an attestation and all required documentation to the Ministry of Education at least 2 days prior to opening
- The Executive Director will send an email to the City Consultant attesting to the reopening of the child care and the appropriate policies, procedure and training has been undertaken prior to opening
- Ensure critical supplies (cleaning products, disposable gloves, face masks etc.) are restocked to protect both staff and children
- Recall employees to review policies regarding cleaning protocols, ill children and sick leave policy, the putting on and removal of PPE, screening procedure for staff, cohorting, parent drop off and pick up procedures, etc.
- Have employees confirm that they have not traveled during a pandemic nor have they been in contact with someone who has travelled to areas deemed a health risk or have a travel advisory prior to returning to work

Best Practice

- Keep in contact with staff throughout the process
- Update staff and families with any worthy updates
- Respond to concerns from staff and families

Families returning to the Organization

- Send out a letter/email, welcoming families/clients, and thanking them for their understanding during a very difficult and challenging time.



- The invitation to return should include specific details regarding start dates and what has changed
- Reassure families/clients regarding new practices that will be put in place regarding how suspected illnesses will be handled.
- Distribute updated pandemic policies to parents before their children start
- **Send online video of reopening procedure**
- Have families/clients read and sign a return declaration upon reopening stating they have not traveled during a pandemic or have been in contact with someone who has travelled to areas deemed a health risk or have a travel advisory

The pandemic emergency response focuses on the safety and protection of life, assets, and the environment. Business continuity focuses on continuing the operations of the business until it can return back to normal.

Policy and Procedure Review

This policy and procedure will be reviewed and signed off by all employees before recommencing employment, and at any time changes are made.

I acknowledge receipt of Orde Day Care **Pandemic Policy and Procedure**. I understand it is my responsibility to read, understand, and comply with the **Pandemic Policy and Procedures**. I understand that if I have questions, at any time, regarding these Policies and Procedures, I will consult with my immediate supervisor.

Please read the **Pandemic Policy Procedures** carefully to ensure that you understand the policy before signing this document.

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