



**Chapleau** Child Care Centre  
de Garde d'Enfants

**COVID-19 MODIFIED  
PARENT MANUAL**

**2020**

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## *Welcome and Introduction*

Dear Parents,

Welcome to the Chapleau Child Care Centre de Garde d'Enfants! This modified parent manual is relevant to new criteria we are required to implement in our programs to be able to provide child care for families as part of the COVID-19 Phase 3 plan. This version of our parent manual has been developed to address those policies and procedures that are affected by COVID-19 measures.

In support of the current COVID-19 public health emergency, the Chapleau Child Care Centre de Garde d'Enfants will be operating child care programs with reduced capacity and that follow MEDU and PHSD requirements and directives.

Our services will be available Monday to Friday from 6:30 a.m. to 6:30 p.m. (with the ability to have extended hours until 7:30 p.m. when required and with advance booking). Actual hours will be based on indicated need.

Placement of children will be dependent on where they fit on the prioritization list developed by the DSB. **Priority will be given to children needing full time care.** Your children and our staff are our priority when providing child care services!

### **MISSION STATEMENT**

The Chapleau Child Care Centre de Garde d'Enfants is committed to the total development of all children in Chapleau and surrounding areas. Programs, services and resources will be provided in both official languages.

This mission will be accomplished through provision of:

1. Quality, versatile programs for children and their families and caregivers.
2. An informative and caring environment.
3. Programs which enhance physical, social, emotional and cognitive development.
4. Resources to the community.

## *About Our Programs During COVID-19 Phase 3 Care*

### **PROGRAM INFORMATION**

We will continue to provide child care for children from birth to 12 years of age. Your children will be placed in a cohort group. Cohort groups will be changed on a 7 day schedule as needed. This will support social distancing requirements and will also ensure that we maintain effective health and safety and infection prevention and control practices to meet necessary requirements.

We will do our best to provide child care for your family, subject to the limitations required by the current circumstances, including Provincial, Municipal and Public Health directives. We believe that every child belongs

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and will do our best to ensure that your child is welcomed into our programs. If your child has extra support needs requiring accommodation, please ensure the supervisor is aware during registration 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 response phase.

If we determine that we are unable to meet those needs despite our best efforts to accommodate your child, either as a result of the initial assessment or as circumstances develop, we reserve the right to decline or withdraw child care services.

### **RESPONSE to COVID-19**

The Chapleau Child Care Centre de Garde d'Enfants is dedicated to protecting the health and safety of your children, our staff, partners, and the community. We are closely monitoring COVID-19 and base our response and actions on recommendations from Public Health Sudbury & Districts, 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 will be in place:

- Staff will complete a health check prior to each shift and will be screened again prior to entry into the facility,
  - A screening area is isolated at the entrance of the child care centre,
  - Only one parent can enter the screening area with their child/children,
  - Children will be screened before entering the child care centre and monitored throughout the day for COVID-19 related symptoms,
  - Children will be excluded from care if they develop any symptoms related to COVID-19,
  - Policies and procedures have been developed specific to COVID-19 in order to increase the health and safety of children, staff and families,
  - Staff will monitor children to ensure social distancing and infection prevention and control practices are prioritized,
  - Staff will receive thorough enhanced infection prevention and control, and health and safety training. Training will be frequently updated and provided to ensure best practices and consistency,
  - Only one entrance/exit will be used to ensure effective screening practices,
  - Regular communication on health and safety and infection, prevention and control practices will be shared with families for use at the child care centre and at home; and
  - Procedures will be updated and revised regularly to ensure best practices in accordance with Public Health authorities.
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## IMMUNIZATION

In accordance with regulations determined by the Department of Health and the Child Care Early Years Act, health information must be provided **prior to entry** to a child care program. Children must have immunization according to local requirements. If a child is to be exempted from immunizations for religious reasons or follows a different immunization schedule for medical reasons, parents must provide written information in this regard. "Statement of Medical Exemption" forms are available at the Centre.

## OPERATING HOURS

Our hours of operation are currently available Monday through Friday 6:30 a.m. to 6:30 p.m. (with the ability to have extended hours until 7:30 p.m. when required and with advance booking). Actual hours will be based on indicated need.

## DROP-OFF PROCEDURE

To ensure health and safety as well as stringent infection prevention and control practices, we will receive your child at the front entrance of the child care centre. At this time, our staff will greet you and health screen you and your child. Parents will **not** be able to enter the building, the screening staff will bring your child(ren) to their classroom. We will also receive and disinfect belongings at this time. We understand that this may be unsettling; however, this step will ensure that the child care setting remains free of infection.

## PICK-UP PROCEDURE

Please share instructions and/or custody arrangements with the supervisor/staff concerning pick up or access to your child and ensure we are notified of any changes. We require legal documentation concerning custody arrangements and we will only release your child to individuals that you have authorized for pick up. We may confirm identity by requesting government issued identification so please be sure that anyone approved for pick up has it readily available. When you (or your designate) arrive at the centre to pick up your child, we will verify your identity and bring your child to you at the entrance of the child care centre. This practice is used to ensure physical distancing requirements.

## WHEN YOUR CHILD IS SICK

Staff 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. fever, sore throat, stomach ache, headache, cough, lethargy, change in appetite) your child should **not** attend care and should remain home and isolate for 14 days. If symptoms persist on the 14th day, please contact the supervisor for further direction.

If your child becomes sick at the centre, they will be separated in an isolation room and supervised by one of our staff members. We will notify you to pick up your child immediately. If it is appropriate and feasible, we will place a mask on your child. 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 you or your child are being managed by Public Health Sudbury & Districts, (e.g., confirmed cases of COVID-19, household contacts of cases) follow instructions from PHSD to determine when to return to the facility.

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## **MEDICATION**

Our staff 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 staff. Please try to minimize the amount of medication that is administered at the child care centre.

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 should this apply to your child(ren). For the safety of the children, all medications must be handed directly to the staff so that it can be securely stored away from the children's reach.

## **HEALTH CARE PLANS**

The Centre will ensure healthcare plans are developed and implemented for children with identified health care needs attending our programs. Health care plans will be developed in consultation with parents. They will be updated annually unless new information becomes apparent and are reviewed annually by all staff to ensure awareness of individual children's health issues and plans of action to deal with the health issues.

## **ALLERGIES AND ANAPHYLAXIS**

Let us know if your child has an allergy that requires the administration of an auto injector. We will need written and specific details of your child's allergy and symptoms of an allergic reaction from a medical practitioner including a prescribed epinephrine auto-injector. All allergies will be listed in our program to ensure all employees can respond appropriately to any potential reactions. If your child requires an auto-injector due to a severe allergy, it must accompany them into care.

## **INDIVIDUAL SUPPORT PLANS & INCLUSIVE PROGRAMMING**

The Centre will ensure individualized support plans and inclusive programming is developed and implemented for children with needs attending our programs. Programming will be developed in consultation with parents, the Resource Consultant associated with our programs and any other relevant parties involved with the child. Programming will regularly be monitored, evaluated and reviewed on an ongoing basis to ensure goals and objectives are current and relevant.

## **ACCIDENTS AND INJURIES**

Despite close supervision, accidents may occur. If your child is injured at the centre, the staff will provide immediate first aid. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person on file. If required, we will call 911. If your child experiences a head injury, you will be contacted.

Staff will provide you with an accident report documenting the accident or injury. A parent or guardian's signature is required at the bottom of the form to verify that you were informed of the accident/injury. A copy of the signed report will be provided to you.

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If your child has an accident or injury at home, please inform the staff when you drop off your child the following day, so we are aware of the incident.

### **NUTRITION**

We provide meals and snacks for children in our care. Meals and snacks are served between 6:30 a.m. and 6:30 p.m. daily. Weekly menus will be available for you to review on our HiMama App. If your child is unable to eat from our menu because of allergies or any other food restrictions, please advise the supervisor. Please note our centres are nut free. Infants will be fed according to their individual schedules and parental instructions.

### **OUTINGS**

During Phase 3 we will **not** be doing any outings in to the community in order to support social distancing requirements.

### **OUTDOOR PLAY**

An important part of our daily program is outdoor play. The children in **all** age groups spend time outside enjoying fresh air and playing, weather permitting. The main site playground consists of three fenced in areas and a courtyard; the French site consists of a fenced in area with access to the schoolyard and climber for school age children. Written instructions from parents or physicians are required if your child is to refrain from scheduled outdoor time each day. Children must come prepared with weather appropriate outdoor clothing at all times. **\*children will play outside at alternate times and only with their cohort group during Phase 3.**

### **CLOTHING; DIAPERING AND TOILETING SUPPLIES; FOOD ITEMS AND PERSONAL BELONGINGS**

Please provide us with everything your child requires on a daily basis. This includes diapers, diaper cream, bottles, soothers, indoor and outdoor clothing; etc. **\*Stuffies and other soft toys are not permitted at this time.** Items will be collected at the screening area, disinfected and brought to your child's cohort room.

All children should be supplied with a change of clothing at all times. This should include: shirt, underwear, pants and socks. Since children participate in outdoor play on a daily basis, please ensure that weather appropriate clothing is provided, as follows: summer – bathing suit, towel, hat, sunscreen, bug spray, etc.; winter – hat, mitts, warm coat, ski pants, boots; rainwear for wet days (boots, raincoats, etc.). We keep a supply of extra clothing on hand in case of emergency. If your child has been sent home with Centre clothing, please ensure that these items are washed and returned as soon as possible.

We will provide your child with rest or sleep time based on their needs throughout the day. Your child will be provided a crib or cot with bedding. Cribs and cots will be sanitized after each use and sheets will be changed and laundered after each use.

Parents are responsible to provide diapers, pull-ups or underwear for their child. The Centre keeps a supply of diapers on hand and will charge parents .50 cents per diaper that the Centre uses when a child runs out. The Centre uses and supplies disposable gloves, change pads and wipes for diaper changes. Creams, powders and

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lotions must be supplied by parents and should be labelled with the child's name. **\*staff will wear PPE (face mask; safety glasses or face shield; protective body covering when changing diapers and/or toileting children during Phase 3. PPE items are one use only – disposed of or laundered/disinfected as applicable.**

The Centre will assist with toilet training children when they are developmentally ready and/or showing signs of interest. Parents are asked to ensure an adequate supply of underwear is provided to assist with this process.

Parents are expected to supply **filled** bottles and baby food from home. Please ensure that these items are labeled with your child's name. The Centre will supply food when your child can eat from the posted menu. Our policy is to encourage children to try to each food type, but they are never forced to eat everything on their plate. Parents are required to advise the Centre of allergies their child may have.

Eating is a sociable, happy part of the day. It's a time when Educators and children can chat among themselves in a relaxing environment. Children are encouraged to be as independent as possible; they are encouraged to serve themselves at snack and lunchtime, assist with table set-up and after-meal cleanup. **\*children will not sit together to eat or be able to serve themselves during Phase 3 in order to support social distancing requirements.**

We follow a five-week rotation menu. Menu substitutions are recorded (as applicable). The menu and food related allergy information is posted on the bulletin board outside the kitchen in the open play area as well as in each playroom and can regularly be seen on HiMama. The Centre is a nut/peanut free facility! Please abide by this rule for everyone's safety.

Please note that during Phase 3 we will **not** be doing our toothbrushing routines.

### **ABSENT DAYS OR ENDING CARE ARRANGEMENTS**

Spaces in Phase 3 child care programs are limited. Please notify the supervisor if you are not attending a block of care that you have selected. If you fail to notify the supervisor of your absence, it could jeopardize your child's care for all future bookings. **\*this procedure is in place to ensure cooperation with the cohort system put in place by the MEDU and PHSD.**

If you no longer require care, please let the supervisor know by telephone. Include your last day you require childcare.

### **RESPECTFUL ENVIRONMENT**

Everyone has the right to feel safe and to be treated with dignity and respect. Harassment and discrimination will **not** be tolerated. This is an expectation of everyone entering into any of the centres. Failure to adhere to this expectation may result in denied access to the centre.

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## **DUTY TO REPORT**

We have a duty to report suspicions and disclosure of child abuse. If the supervisor and/or staff of the centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a Children's Aid Society. A professional, who works with children, can be charged and fined for failing to report. It is the responsibility of the child protection agency to investigate and follow-up on the situation, as necessary.

If a parent/guardian expresses concerns that a child is being abused or neglected while in our care, the parent will be advised to contact the local Children's Aid Society (CAS) directly. Any concern or complaint made by a parent or visitor that suggests an allegation of abuse will be reported to a local Children's Aid Society by the staff who received the complaint.

## **SETTING LIMITS**

The CCEYA – Child Care Early Years Act prescribes standards of behavior management which must be followed by all employees, volunteers and students who provide care or guidance at the Centre. These behavior management guidelines are reviewed with employees, students and volunteers before they begin employment/placement and annually thereafter.

Staff anticipate problems and may be able to intervene before it becomes significant. Staff members are consistent in following through when expectations are not met. If staff feel a child is having difficulty in one area, they will redirect the child's attention elsewhere. Should the child need some self-time, staff will try to provide this in a way that there is visual contact with the child at all times. At no time, will corporal punishment or threats be used as discipline techniques.

The Child Care Centre promotes the concept that support be given to the child in retaining control of his emotions and actions while at the same time allowing him to express feelings and moods. In the event that a child has a behavior problem that causes a disturbance within the program, the Educators will inform the parent and will seek support from the Resource Consultant attached to the child care programs. A detailed report will be kept on file.

Steps for intervention in cases of misbehavior are as follows:

1. **Warning** – what the child should be doing and what happens if the behavior continues.
  2. **Redirection** – child provided with time by himself or a choice of a new activity for a set amount of time prior to returning to the area or activity where the misbehavior occurred.
  3. **Removal of Privileges** – child loses the privilege of using equipment or area in which the misbehavior occurred for a set amount of time as determined by the educator.
  4. **Parent Involvement** – informing parents of the misbehavior and getting their assistance with discipline; incident report or phone call from educator or supervisor.
  5. **Referrals** – to other agencies for support/services.
  6. **Exclusion from the Program** – last resort.
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## PROHIBITED PRACTICES

- ❖ Using corporal punishment.
- ❖ Using physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision.
- ❖ Locking the exits of our facility from the inside and/or using a lock or lockable room or structure to confine a child that has been withdrawn from the group.
- ❖ Depriving a child of basic needs including food, shelter, clothing or bedding.
- ❖ Inflicting any bodily harm on children including making children eat or drink against their will.
- ❖ Using deliberate harsh or degrading measures that would humiliate the child or undermine his or her selfrespect.

## CONFIDENTIALITY

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, and staff, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

## PARENT ISSUES AND CONCERNS

Despite our best efforts to ensure that everything goes smoothly and that our programs deliver the highest possible quality of care, we recognize that from time to time, parents may have complaints and/or concerns about the program. We strongly encourage parents to bring these concerns to our attention. Every effort will be made to solve problems and reach a mutually acceptable solution as quickly as possible. You can expect a follow up response to your concern in a minimum of 24 hours. Please feel free to ask to see a copy of our “Parent Issues and Concerns Policies and Procedures” if you wish to see more detailed information in this regard.

REPORTING PROCEDURE	
Nature of Issue or Concern	Steps for Parent or Guardian to Report Issue or Concern
<b>Program Room Related</b>  (I.e. schedule, sleep arrangements, toilet training, indoor/outdoor activities, feeding arrangements, etc.)	<b>Raise the issue or concern to:</b> The classroom staff directly <b>or</b> the supervisor <b>or</b> licensee.
<b>General, Centre or Operations Related</b>  (I.e. child care fees, hours of operation, waiting lists, menus, etc.)	<b>Raise the issue or concern to:</b> The supervisor <b>or</b> licensee.

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<b>Staff, Supervisor, and/or Licensee Related</b>	<p><b><i>Raise the issue or concern to:</i></b> The individual directly <b>or</b> the supervisor <b>or</b> licensee.</p> <p>*All issues or concerns about the conduct of staff that puts a child’s health, safety and well-being at risk should be reported as soon as parents/guardians become aware of the situation.</p>
<b>Student/Volunteer Related</b>	<p><b><i>Raise the issue or concern to:</i></b> The staff responsible for supervising the volunteer/student <b>or</b> the supervisor <b>or</b> licensee.</p> <p>*All issues or concerns about the conduct of students and/or volunteers that put a child’s safety and well-being at risk should be reported as soon as parents/guardians become aware of the situation.</p>

**SERIOUS OCCURENCES**

Licensed child care centres are required to report serious occurrences to the Ministry of Education – Child Care Quality Assurance and Licensing department, which is responsible for child care licensing. To support transparency and access to information, a “Serious Occurrence Notification Form” will be posted on the parent information board for a period of ten days following the incident (located beside the infant/toddler room at the main site and in the entrance way at the French site).

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable. Please feel free to ask to see a copy of our “Serious Occurrence Policies and Procedures” should you wish to see more detailed information in this regard.

**COMMUNICATION WITH FAMILIES**

During the COVID-19 Phase 3 period and on an ongoing basis we will communicate with families via HiMama and on our social media to keep you informed of any changes to operations that could potentially affect child care services moving forward.

We ask parents to ensure that they regularly monitor HiMama and our social media to ensure that they are receiving up to date information that could affect programs and services. Staff can be reached via telephone at any time to discuss questions and concerns at your convenience.



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Please note that all other policies and procedures in our existing parent manual continue to apply as indicated.

It will be brought to your attention immediately should any new guidelines or directives come in to affect that apply to the existing parent manual.

A copy of the existing parent manual can be found on our web page at: [www.chapleauchildcare.ca](http://www.chapleauchildcare.ca)

For additional information and questions please contact:

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