

Preschool Canada

Emergency Child Care Services

Procedures

Updated: April 20, 2020

Emergency Child Care Services Procedures

Introduction

On March 22, the Government of Ontario announced that it would make emergency child care spaces available to health care and frontline workers. In support of our community's response to COVID-19, preschool Canada is re-opening licensed child care locations to support these efforts with emergency child care.

Preschool Canada Early Learning Academy

Established in 2014, we have continued to rapidly grow as a franchise nationwide. Our focus has always been providing a safe and nurturing environment where we support each family as individuals and all children are welcome.

Our highly trained Early Childhood Educators partner with parents to support each child's development and provide families with the security of knowing their child is in a safe and nurturing environment during these formative years.

About our Early Childhood Education Team

Our team is highly trained and experienced in delivering a high-quality play-based program on a daily basis. Characterized by their caring, kindness, and love of children and their families, it is no surprise many members of our Early Childhood Education Team have offered to support the delivery of emergency child care to health care and frontline workers in our community.

About Transitions

We understand the individual needs of children experiencing new environments and caregivers. Our team is standing by, ready to soothe, calm, reassure and welcome all children and families. We understand this is a time of uncertainty, and are prepared to be flexible and accommodating.

Curriculum and Programming

Our focus will be developing relationships with children (social environment) and ensuring everyone is safe and healthy. We will continue to deliver Playing to Learn and A Place to Connect curriculum based on the age group and interests of the children.

Our educators will ensure enough time is allotted for children to explore, play, and enjoy activities both indoors and out.

Educators will keep transitions from activity to activity to a minimum, so children get to play more.

Educators recognize that young children in our toddler and preschool programs thrive on regular schedules and feel secure when they can predict what will occur throughout the day; therefore educators in these programs will ensure snacks, meal times and rest periods are consistent.

Recommendations:

- Documentation will not be required.
- Develop a routine and schedule as it helps children feel safe and comfortable.
- Plan activities that support the interests and needs of the children . A program plan could help you plan.
 - Encourage more physical space between children by:
 - Spreading children to different areas
 - Staggering, or alternating, lunchtime and outdoor playtime; and
 - Incorporating more individual activities or activities that encourage more space between children
 - Remove toys that cannot easily be sanitized (e.g. plush toys)
 - Do not use communal activities/items such as sensory tables, playdough
 - Do not use community areas; however outdoor play in a licensed centre’s play area or a provider’s or family’s backyard is encouraged in small groups to encourage physical distancing
 - Avoid getting close to faces of all children, where possible
 - When holding infants and toddler, use blankets or cloths over the child care provider’s clothing and change the blankets or cloths between holding each child
 - Children must not share soothers, bottles, sippy cups, toothbrushes, electronic items, phones
 - Mouthed toys must be removed immediately for cleaning and disinfecting and not be shared with other children
 - During meals and snacks, ensure each child has their own individual meal or snack. Multi-use utensils must be sanitized
 - Reinforce “no sharing” food or items between children
 - Increase distance between rest-time mats if possible. Place children head-

to-toe or toe- to-toe.

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- Room capacities have been lowered therefore; you may be flexible with the number of activities provided at one time. For example:
 - Some toys can be taken out of rotation and disinfected, as long as there is enough variety and toys for the children.
 - Set-up enough table activities for the children, not necessarily all tables will be required.
 - Some play areas may be closed in the morning for disinfecting, then opened in the afternoon, while the morning play areas are disinfected.
- Ensure you are supporting play by being a caring, sensitive and fun play partner.
- When choosing small groups, focus on keeping the same children and staff together as much as possible to reduce the spread of illness. This is called co-horting by public health.

Be yourself, have fun, know that you are doing something incredible that is helping our community.

Emergency Child Care Services Procedures

The following procedures have been put in place in consultation with public health, to ensure that children, families, and staff remain health, and child care can continue for the health care and front-line workers who need it.

Before Opening Checklist

- Flush for lead** and document.
- Clean** with detergent/soap and then **disinfect** (see manufacturer label/or safety data sheets for contact time and personal protective equipment required):
 - all high touch areas** (e.g. door knobs/push bars, light switches, railings, sinks, toilets, soap/hand sanitizer dispensers, phones, computers, garbage cans, change tables, diaper genies, counter tops, table tops, chairs, mirrors).
 - All shelves, tables, chairs, equipment, and toys.**
- Put away** for the duration of emergency child care, all **soft/plush toys, dress-up clothes, pillows, blankets, and furnishings** that cannot be cleaned and sanitized easily.
- Consider limiting use of **cardboard/paper** books, puzzles, and games that cannot easily be disinfected.
- Put away** for the duration of emergency child care, **all group sensory activities** (I.e. no group water or sand play). Only use individual sensory activities that are discarded after each child's use.
- Put a plan in place to **close the outdoor sand box** or other outdoor sensory activities (e.g. use cones or tape).
- Take out of **cubbies** all regular children's personal belongings and store in plastic bags, labelled with the child's name until our regular children return to child care. Clean and disinfect all cubbies. **Mark every second cubby** (e.g. masking tape) so that there is a cubby left empty between each emergency care child's personal belongings.
- Discard** any **expired** or opened/un-labelled **food**.
- Take out of all regular children's personal belongings from **baskets** in the **diapering area** and store in plastic bags, labelled with the child's name until our regular children return to child care. Clean and disinfect storage baskets so they are available for emergency care children.
- Take an **inventory of personal protective equipment** including disposable covers for ear probe thermometers, vinyl gloves, masks, goggles and gowns from blood spills kit. Let your director know what you need.
- Take an **inventory of cleaning and disinfecting supplies** including detergent/soap, disinfectant, cleaning supplies like cloths, disposable disinfecting wipes, liquid hand soap, and hand sanitizer. Let your director know what you need.
- Take an **inventory of paper products** including napkins, dishes, cutlery, disposable serving utensils, tissue, and paper towels. Let your director know what you need.

- When ordering from suppliers, tell them how you want items delivered (e.g. left outside front entrance).
- Determine which **room/space will be used to isolate** sick individuals., office, staff room.
- Determine system for children to be dropped-off** by parent in entrance area, and for children to be picked-up at the end of the day. Parents will not be permitted to circulate in the child care center. Parent's will be restricted to the drop-off/pick-up area in the front entrance.
- Set-up screening area** in front entrance (use only one entrance), if you have 2 doors with a vestibule, set up screening here. Plan how you are going to support social distancing during arrival. (e.g. 1 family in the screening area at a time. Ensure you have a supply of thermometer probe covers, batteries, gloves, and garbage can with a garbage bag.
- Post relevant information on the front door** including:
 - Emergency hours of operation and contact information.
 - Screening procedure.
 - Proper use of hand sanitizer poster.
 - Proper cough/sneeze etiquette (respiratory etiquette) poster.
 - No nut or nut products.
 - Address of short-term shelter/evacuation site.
- Update emergency contact list** and ensure all staff know how to contact each other. Supervisors must take home updated emergency contact information for all families and staff after each shift.
- Determine if your short-term shelter/evacuation site is closed.** Are there alternative locations within walking distance you could contact (e.g. grocery store with training room)?. GM/DM are working with Region to provide a back-up (e.g. public bus).
- Charge walkie talkies.** Provide a walkie talkie to each staff on shift If there are not enough for every staff on shift, ensure there is 1 for supervisor, 1 for each classroom, 1 to take outdoors.
- Prepare registration materials.** Forms that are fillable on the computer have been provided from parents to complete at home and print, or to be printed at the center.
- Parent calls.** Before starting, each family should receive a call explaining the registration and screening requirements, and told what to bring on the first day.

Information to Include in Parent portal on sandbox

- Explain that all parents and children will be screened daily and how screening will be done.
- Ask parents to try to have the same adult drop-off/pick-up child as much as possible, and only 1 adult can accompany child inside. Let parents know preschool Canada considers an adult to be anyone over 16 years of age.
- List all items to bring including: all required diapers, wipes, creams, medications/epi pens, lunch/snacks, change of clothes, clothes to play outdoors every day.
- Remind parents to label all items with child's name.
- Explain exclusion procedure for ill children.
- Ask that they do not bring nuts or products.
- Provide center contact information and [Head office email](#)
- Explain importance of an emergency pick-up person other than immediate family child lives with.
- Ensure freshly laundered blankets each day.
- Provide parent handbook to the parents through email.

Role of Supervisor

- Provide all staff with a copy of these Emergency Child Care Services procedures and review with staff so that they understand their responsibilities. Post a copy on staff information board. Have staff sign off they have read and understand the procedures.
- Be on site during all hours of operation.
- Supervisors will not be caring for ill children in isolation.
- Ensure staff know how to use personal protective equipment correctly. Print posters from public health website and post where PPE is commonly used.
- Screening and registration. If many families are arriving at the same time, the supervisor will designate a staff member to assist with recording information (i.e. temperatures, allergies/food restrictions, medical information, etcetera).
- Dispense all medication, with the exception of emergency medications which will be kept by the staff caring for the child.
- Monitor symptoms of ill health for all staff/children throughout day.
- Monitor through-out day, that staff are implementing COVID -19 procedures.
- Immediately report to public if a child, parent, or staff is suspected/confirmed positive for COVID 19 or if they have the symptoms of COVID-19 (presumptive/probably case). Follow all directions of public health.
- Orient staff new to the center. Take them on a tour, review the fire/emergency plan and all children's emergency health information.
- Track all child and staff absences and the reason for absence/symptoms of ill health.

Role of Staff

- Welcome new children, help them choose a cubby to store their personal belongings, and assist them to wash their hands before entering the classroom. Wipe all children's belongings with a hard-surfaces with a disposable disinfecting wipe.
- Do not mix groups of children, especially at opening and closing times. The same group of children should be kept together with the same staff as much as possible. (called cohorting)
- Add child to the attendance list.
- Track all child and staff absences and the reason for absence/symptoms of ill health.
- Show child around classroom, washrooms, introduce them to the other children, and staff and help them to engage in an activity.
- Provide play-based activities based on children's age and interests.
- Assist with cleaning and disinfecting.
- During lunch breaks observe social distancing in staff room, cars, and wash hands before starting work again.
- Send all children's personal belongings home at end of day to be cleaned and disinfected.

Scheduling Staff

- Supervisors are required to be on site during all hours of operation.
- Maximum operating capacity will be of 50 people in the centre at any time. This may change with any new provincial declarations.
- Approved Emergency Child Care Centres must comply with the maximum overall capacity.
- Groups per room are as follows:
 - Infants 3 per room (unless Family Groupings) Toddlers to School-Age 5 per room
- It is recommended for siblings to remain together to allow for better management for infection control.
- At no time are groups to mix together – they must remain segregated.
- Children of staff who are working at a child care centre to provide Emergency Child Care are required to be in the same room as their parent and are included in the noted overall capacity and group size limitations.
- Ratio of staff to children will be determined in contract with regional/municipal funder.
- Additional staff will be assigned to ensure proper ongoing cleaning and disinfection. Where possible these staff will not be included in ratio.
- Staff with a current Food Handler Certificate will be assigned to food handling including checking lunches for allergens. If we move to food preparation or catering.
- Back-up staff will be made available in the event a staff is unable to report to work.
- Staff must not be permitted to work at more than one center and should be kept with the same group of children .

Sanitary Procedures

Personal Protective Equipment

Personal protective equipment (PPE) is designed to protect the user from coming into contact with harmful chemicals, body fluids, and the germs that spread illness. PPE includes items like rubber gloves for cleaning and disinfecting, disposable vinyl gloves, masks, goggles, and gowns.

Wearing masks or gloves at all times is not recommended for either the children or staff in the emergency child care center..

Gloves must be worn as per routine practices such as when cleaning up body fluids or disinfecting surfaces and must be disposed of, after use. Disposable gloves do not replace hand washing. Child care staff must wash their hands before gloves are put on and immediately when gloves are removed.

Cleaning and Disinfecting

- **Cleaning** – removing all visible dirt from the surface of an object. Use detergent/soap and water and don't forget to rinse off detergent/soap residue with water before disinfecting.
- **Disinfecting** – reduces germs on a surface. Done after cleaning. Use the regular public health recommended concentration of disinfectant for the task. Before using, ensure that the disinfectant is not expired (discard bleach mixture everyday), and that you are leaving disinfectant to remain on surfaces for the correct contact time (I.e. don't wipe disinfectant off immediately after spraying, wait until it dries). Use a disinfectant with a Drug Identification Number (DIN) and check expiry date.
- **Personal Protective Equipment (PPE)** - gloves, goggles, masks, gowns – read the label of the approved disinfectant or look up the manufacturer's instructions on the internet to determine which PPE is required. Typically, PPE is only required if cleaning up body fluids (saliva, urine, stool, vomit, mucus, blood). **Always wash your hands before after removing gloves.**
- When possible do cleaning and disinfecting when children are not present (to avoid children breathing in sprayed chemicals).

Cleaning and Disinfecting Surfaces and Items

Cleaning and disinfecting routines **must** be increased where the risk of environmental contamination is higher:

High-touch surfaces: any surfaces at your location that has frequent contact with hands (e.g., light switches, shelving, containers, hand rails, door knobs, sinks toilets etc.). These surfaces should be cleaned at least twice per day and as often as necessary.

Low-touch surfaces (any surfaces that have minimal contact with hands), must be cleaned and disinfected daily (e.g. Window ledges, doors, sides of furnishings)

Diapering and Toileting: Adhere to regular diapering and toileting steps and ensure proper cleaning and disinfecting between diaper changes and toileting processes. Increase frequency of cleaning schedule for toilets, toilet seats, and toilet training items.

Hand wash sinks: staff and children washroom areas must be cleaned and disinfected at least two times per day and as often as necessary (e.g., when visibly dirty or contaminated with body fluids).

Toys and play items: must be disinfected between users.

Tables and countertops: used for food preparation and food service must be cleaned and disinfected before and after each use – minimum twice per day

Spills must be cleaned and disinfected immediately

Floors: cleaning and disinfecting must be performed as required, i.e., when spills occur, and throughout the day when rooms are available, i.e., during outdoor play

Outdoor play equipment: must be disinfected before use, and as required (e.g., visibly dirty). Any outdoor play equipment that is used must be easy to clean and disinfect

Highchairs: must be cleaned and disinfected before and after serving food

Crib and cots:

- must be labeled and assigned/designated to a single child per use
- must be cleaned and disinfected before being assigned to a child
- high touch surfaces on cots and cribs must be disinfected at least twice per day and as often as necessary.
- cots must be stored in a manner which there is no contact with the sleeping surface of another cot
- linens must be laundered daily, and when soiled or wet

Cleaning and Disinfecting Body Fluids

In the event of Blood/Bodily Fluid Spills, using the steps below, the surface must be cleaned first then disinfected:

Isolate the area around the spill so that no other objects/humans can be contaminated
Gather all supplies, perform hand hygiene, then put on single-use nitrile gloves
Scoop up the fluid with disposable paper towels (check the surrounding area for splash/splatter) and dispose of in separate garbage bag
Clean the spill area with detergent, warm water and single-use towels
Rinse to remove detergent residue with clean water and single-use towel
Discard used paper towels and gloves immediately in a tied plastic bag
Spray Disinfectant in and around the spill area and allow the appropriate disinfecting contact time
A final rinse is required if children come into contact with the area
Remove gloves as directed and discard them immediately
Perform hand hygiene as directed

Infection Prevention and Control Practices for Hygiene Items

Toothbrushes and pacifiers must be individually labelled and stored separately (not touching each other), they must not be shared among children. The plastic handle of the toothbrush and the pacifier must be washed in soap and water upon arrival at the centre

Label individual hygiene items such as toothpaste tubes and store them separately

The tubes must be wiped with a disinfecting wipe then rinsed, upon arrival at the centre. If many children are using toothpaste from the same tube, the toothpaste must be dispensed onto a paper towel and then applied to the brush

For creams and lotions during diapering, never put hands directly into lotion or cream bottles, use a tissue or single-use gloves. Upon arrival at the centre, wipe the cream/lotion container with a disinfecting wipe

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Note: Should any child present with symptoms of COVID-19, all toys and equipment accessed by the child will be removed from the room to be cleaned and disinfected as soon as possible.

Arrivals

Families/Children

Distancing Requirements:

Only one adult may drop off a child at the Child Care Centre .

Others waiting to drop their child must remain outside or in their vehicles until the parent in the centre or home leaves the building and is at least 2 metres away from the entrance.

Staff/Providers must disinfect door handles (inside and outside) immediately after each parent leaves.

For Centres, distancing markers must be set up outside in case parents begin to line up.

Daily Health Screen Requirements:

Child Care Centre – Parents/Guardians must comply with the centre’s process of completing the Daily Health Screen for each child either outside or just inside the main entrance. A staff member will then escort the child to the washroom to wash their hands before going to their cubby to remove outdoor clothing and disinfect any items from home. The staff person will then bring the child to their designated activity room and sanitize their hands before assisting the next child.

Health Care Procedures

Set Up of Screening Station

Prior to beginning active screening at the emergency child care center, set up is required. The Supervisor is required to ensure that the following steps are completed:

- Identify/set up the screening station and assign staff to conduct the screening:
 - Place screening table at the front entrance, visually blocking the entrance into the center (if possible).
 - Only ONE entrance/exit is to be used for access to the center to ensure that each person is screened.
 - Staff conducting the screening must maintain a minimum 2-meter distance from the person being screened as much as possible.
 - Staff must be trained on conducting the screening using the COVID-19 Active Screening Forms for Staff, Parents/Caregivers and Children.
- Place front entrance signage identifying the screening process outside and directly inside the doors of the child care center.
- Place hand sanitizer at the screening table. Ensure it is visible to every person entering the building. Once a person has passed the active screening, s/he must complete hand hygiene with the hand sanitizer.
- Temperature must be recorded for every person screened. Individuals will be asked to self-monitor temperature at home and to report their temperature upon arrival as part of the screening process. In the event that individuals have not taken a temperature in advance of arriving at the site, the screening station must have a forehead thermometer or a digital thermometer with a supply of single use tips available. A waste container must be available at the screening table to dispose of thermometer tips, which can be disposed of in the regular garbage afterward. Disinfectant must also be available at the screening table to disinfect the thermometer in-between uses. Thermometers may be disinfected with 70% alcohol (i.e. alcohol prep wipes) while ensuring the dilute solution makes contact with the surface for at least 1 minute.

Screening of Supervisor and Staff

The Supervisor must ensure that all staff are informed of, and sign off on, the screening policy prior to beginning work at the emergency child care center . Active screening must be completed for ALL staff at the site. The Supervisor will develop the active screening schedule and assign staff to conduct active screening of parents/caregivers and children for each day.

A Supervisor will be onsite at the emergency child care center at all times. The Supervisor will be the first staff to arrive at the center. The Supervisor will self-screen at home using the COVID-19 Active Screening Form for Staff and will answer the screening questions in writing and complete the temperature check, to ensure she/he is well enough to report to work. If unable to report to work, the Supervisor will ensure a backup staff is called into work.

Once the Supervisor has completed the self-screening at home, she/he will arrive at the center and complete active screening for the second staff to arrive at the site. Once screened, the second staff to arrive will confirm the written screening completed by the Supervisor. The Supervisor will then complete active screening for all staff. The Supervisor on duty will ensure that active screening is completed for all staff for every staffing shift ..

Staff are required to stay home if they are experiencing ANY of the symptoms identified on the active screening form and to report their absence to their Supervisor immediately.

Any staff who arrive at the center and answer YES to ANY of the questions on the active screening form will be directed by the Supervisor not to enter the center and to return home immediately.

- COVID-19 testing will be required for any staff experiencing symptoms before returning to work.
- The Supervisor will contact Guelph Public Health to notify them of a potential case and seek input regarding the information that should be shared with other staff and parents/caregivers.
- Staff must remain off work until symptoms are fully resolved and negative laboratory tests have been confirmed.
- Staff who have been exposed to a confirmed case of COVID-19 or symptomatic person(s), should be excluded from the child care setting for 14 days.
- The employer should consult with Wellington-Dufferin-Guelph Public Health to determine when the child care worker can return to work. The child care worker or supervisor should also report to their Employee Health/Occupational Health and Safety department prior to returning to work.
- If the child care worker's illness is determined to be work-related: In accordance with the Occupational Health and Safety Act and its regulations, an employer must provide written notice within 4 days of being advised that a worker has an occupational illness, including an occupationally-acquired infection, or if a claim has been made to the Workplace Safety and Insurance Board (WSIB) by or on behalf of the worker with the respect to an occupational illness, including an occupational infection, to the:
 - Ministry of Labour

- Joint Health and Safety Committee; and
 - Trade Union, if any.
- Any instances of occupationally acquired infection shall be reported to WSIB within 72 hours of receiving notification of said illness.

Screening of Parents, Caregivers and Children

The Supervisor must inform all parents/guardians whose children are placed in emergency child care of the screening requirements prior to the family beginning child care at the site.

Screening must be completed for ALL parents, caregivers and children upon arrival at the center. Visitors are not permitted at the emergency child care center. Parents/guardians will be required to confirm their understanding of, and consent for, all screening requirements on the Parent/Guardian Agreement for Emergency Child Care Services.

Staff will administer the COVID-19 Active Screening Form for Parents/Caregivers for all parents and caregivers and the COVID-19 Active Screening Form for Children for all children upon arrival at the center. The screening process will be as follows:

- The Supervisor will provide families with a phone number to call upon arrival at the center so that the COVID-19 Active Screening Forms for Parents/Caregivers and Children can be completed by staff over the phone with the parent(s)/caregiver(s) and documented. Families should allow extra time upon arrival for screening to be completed.
- If the parent(s)/caregiver(s) and child(ren) ALL answer NO to ALL active screening questions over the phone, staff will ask the parent(s)/caregiver(s) to self-report the temperatures for themselves and their child(ren) taken at home prior to arriving. Staff will record the temperatures on each individual screening form. If an individual in the family answers YES to ANY of the active screening questions over the phone, the family will not be permitted to enter the center. The parent/guardian will be advised to consult with GuelphPublic Health to arrange for COVID-19 priority testing.
- If parent(s)/caregiver(s) did not take temperatures at home prior to arriving, staff will ask them to proceed to the screening station by the entrance to complete the temperature check. Parent(s)/caregiver(s) will take the temperature of themselves and their child(ren) using the thermometer provided. Staff will monitor that parents/caregivers use the thermometer single use tips provided (if used) and discard them immediately after use on each person into the waste container provided. Staff will ensure that the parent(s)/caregiver(s) disinfect the thermometer after use on each person, and complete hand hygiene (hand washing or hand sanitizing) before and after taking the temperature of each person. Staff will record the temperature check results for all individuals on the COVID-19 Active Screening Forms for Parents/Caregivers and Children.
- Staff at the active screening table will maintain a minimum 2-meter (6.5 feet) distance from those who approach for temperature checks.
- Once the parent(s)/caregiver(s) and child(ren) have all passed the active screening requirements, the child(ren) will be escorted into the child care program by staff. Parent(s)/caregiver(s) are discouraged from entering the center. Pick-up and drop-off of child(ren) should happen outside the child care setting unless it is determined that there is a need for the parent(s)/caregiver(s) to enter the setting.
- All Staff must enter through the identified entrance/exit for the centre and report to the Daily Health Screening Table. Staff must then immediately wash their hands with soap and water and disinfectant any personal items that have hard surfaces such as cell phones, water bottles, etc.

Staff must refuse entry to any person who answers YES to ANY of the active screening questions. This includes not allowing a child into program whose parent(s)/caregiver(s) and/or sibling(s) have answered YES to any of the active screening questions, even if the child has no symptoms.

- The Supervisor will contact Public Health to notify them of a potential case and seek input regarding the information that should be shared with staff and other parents/caregivers.
- Children with symptoms must be excluded from child care for 14 days after the onset of symptoms.
- Children who have been exposed to a confirmed case of COVID-19 or symptomatic person(s), should be excluded from the child care setting for 14 days.
 - All completed Daily Health Screens must be sent by the director electronically to the Children's Early Year's Division on a daily basis to: emergencychildcare@wellington.ca

Where a child or adult is obviously ill with ANY symptoms described on the active screening form, staff will refuse entry into the center, and encourage the parent(s)/caregiver(s) to contact Public Health for COVID-19 department

Enhanced Health Monitoring

- In addition to Daily Health Checks upon arrival, ongoing Health Monitoring for signs and symptoms specific to COVID-19 must be performed at all times for those participating in Emergency Child Care.
- COVID-19 Symptoms could include:
- Cough
- Sore throat
- Fever
- Difficulty Breathing
- Cold or Flu-like symptoms
- Diarrhea (in children)

Should the Emergency Child Care setting be informed of a confirmed case of COVID-19 for any individual involved in the child care services, they are to immediately contact Wellington-Dufferin-Guelph Public Health and follow their direction.

Thermometers/Taking a Temperature

- Use only digital thermometers with disposable probe covers or a forehead thermometer.
- Disinfect thermometer with alcohol prep wipes from the first aid kit
- Before taking a temperature, wash hands with soap and warm water or use hand sanitizer.
- Take temperature, and record.
- Dispose of any wipes or probe covers in a garbage can lined with a garbage bag.
- Wash hands with soap and warm water or use hand sanitizer.

Departures

Families/Children

- Parents/guardians should call the centre or provider in advance of picking up their child so the staff/Provider can get the child ready for pick up.
- All children must wash their hands before leaving the child care centre/home.
- Parents/guardians should remain outside the designated main entrance until their child is brought outside by centre staff/Provider.
- Only one parent can approach the centre/home at one time, others waiting to pick up their children must remain outside or in their vehicles until the parent in the centre or home leaves the building and is at least 2 metres (6 feet) away from the entrance.

If necessary, parents/guardians may enter the vestibule or main entrance one at a time to pick up their child. If this occurs, staff/providers must sanitize door handles (inside and outside) after each parent/guardian leaves the centre/home.

What does physical distancing look like in a child care centre?

Physical distancing may be difficult to maintain in the emergency child care setting; however, steps should be taken to limit the number of people in close contact (i.e. within minimum 2-metres of each other) and to reduce the group sizes of children.

If feasible, consider the following physical distancing measures:

- Reduced child to educator ratio.
- Reduced child care center licensed capacity.
- Staggering the children's arrival and departure times, spreading out the use of the outdoor play area to allow smaller numbers of children to play together and thus avoid large groups.
- Eliminate large group activities.
- Keep the same cohort of children together throughout the day, do not combine groups of children (i.e. at opening and closing).
- Make sure that the children are distanced from each other during mealtime, table work, and nap time, as much as possible. Stagger these times if possible.
- Ideally, try to avoid activities involving direct contact between the children as much as possible (i.e. holding hands or cuddling each other), as well as toy sharing (i.e. rather than playing a table game in which all the children touch the tokens or dice, it should be one child in the group who handles the material).
- Limit the number of children who are in the communal areas at the same time (i.e. alternate the groups of children in the activity rooms).

- Large rooms can be divided into multiple spaces. When dividing a room create a clear barrier with cones, chairs, and tables to ensure a minimum 2-meter distance between the groups. • Incorporate outside time in daily activities and open windows (weather permitting). Outdoor play is encouraged and should be offered in staggered shifts if possible.
- Families are screened outdoors and are not permitted to circulate around the child care center.
- No visitors allowed.
- Small groups rotate through available space indoors and outdoors and rooms are cleaned and disinfected after each group's use.
- Set up activities spread around the classroom.
- Avoid gathering/grouping in one area (cubbies, outside).
- Avoid holding hands.
- Avoid sharing of toys, materials between children, where possible, without disruption play.

Hand Hygiene/Washing

- Hand washing is the best way to prevent the spread of illness for staff and children. Ensure an adequate supply of liquid soap and paper towels or a hot air hand dryer is in every washroom.
- Staff are responsible for supervising children to ensure they are hand washing correctly.
- Monitor all sinks in classroom, washrooms, kitchen/food preparation area to ensure there is an adequate supply of soap and paper towels if applicable.

When staff must hand wash	When children must wash hands
<ul style="list-style-type: none"> • After arriving to work, & before leaving. • After removing gloves. • Before & after handling food, preparing bottles, feeding children, & eating/drinking. • Before & after handling breast milk. • After coughing, sneezing, or blowing your nose or helping a child. • After touching own or someone else’s face. • After using the toilet, or helping each child to use the toilet. • After each child’s diaper check/change. • Before & after administering medication, lotions, creams, to self or child etc. • Before and after cleaning/bandaging cut, scrape, wound. • After cleaning & disinfecting. • After taking a toy that has been put in child’s mouth, sneezed or coughed on out of rotation. • When hands are dirty. • After playing outside. • After changing garbage bags, taking out garbage. 	<ul style="list-style-type: none"> After arriving at the center, & before leaving. Before & after eating/drinking. After coughing, sneezing, or blowing nose. After using toilet. After diaper change. After playing outside. When hands are dirty. After handling shred toys/items.

Steps for Handwashing

1. Wet hands with warm water.
2. Apply liquid soap.
3. Lather for at least 15-20 seconds .
4. Rub between fingers, back of hands, fingertips, under nails.
5. Rinse well under warm running water.
6. Dry hands well with paper towel or hot air blower.
7. Turn taps off with paper towel, if available.

Hand Sanitizer

- Limit the use of hand sanitizer to adults only. Children under 2 must not use hand sanitizer. Older children must be supervised when using hand sanitizer so they do not put their hands in their eyes, nose or mouth.
- Using soap and warm water is the best method of cleaning hands. Use hand sanitizer when soap and water are not available.
- If hands are dirty, they must be washed with soap and warm water before using hand sanitizer.
- Minimum concentration of alcohol in hand sanitizer is 70%, the maximum is 90%.
- Use enough hand sanitizer to wet hands for 15-20 seconds.

Steps for Hand Sanitizer

1. Apply hand sanitizer.
2. Rub hands together for at least 15-20 seconds.
3. Work hand sanitizer between fingers, back of hands, fingertips, and under nails.
4. Rub hands until dry

Cough and Sneeze Etiquette (Respiratory Etiquette)

- Cover mouth and nose when you cough or sneeze with a tissue (use enough tissue so that fingers do not touch mucus).
- Immediately dispose of tissue in a bin lined with a garbage bag and with a lid.
- Wash hands with soap and warm water.
- Keep hands away from face.

Diapering and Toileting

- Provide a basket for each emergency care child to store their diapers, creams, etc.
- Return all personal items at the end of the day, and clean and disinfect bins.
- Purchase back-up diapers in case a family is not prepared.
- Use a tissue or disposable glove to apply creams, lotions, etc.
- Wash hands before and after using gloves.
- Use a new pair of gloves to diaper each child.
- Assist child to wash hands after toileting and each diaper change.
- Clean and disinfect diaper change table after each child.
- Increase frequency of cleaning and disinfecting toilets, sinks, and after each toileting routine.
- Provide a bin with lid, lined with a garbage bag and take garbage outside after every round diaper changes.

Rest/Sleep

- In new situations it may be difficult for children to fall asleep. Prepare to give reassurance, and offer alternate activities if a child does not want to lay down.
- Children will have a cot assigned to them.
- Cots will be placed to support physical distancing practices (ideally 2 meters/6.5 feet spatial separation if feasible). If space is tight, place children head-to-toe or toe-to-toe.
- Use regular detergent on the regular laundry cycle.
- Cots must be cleaned and disinfected between each user. Cots must be cleaned and disinfected weekly or more frequently as needed. • High touch surfaces on cots and cribs must be disinfected at least twice per day and as often as necessary. • Cot sheets and blankets must be changed between each user.
- Ensure cot sheets and blankets belonging to different children are labelled with the child's name and stored separately in bags or bins in clean dry areas to prevent mold growth and kept out of the way of everyday activities.
- Families will be permitted to bring their own blankets and/ for children, but they must be laundered by the child care center prior to use and weekly or more frequently as needed.
- Do not stack sheets/blankets with cots, store in child's cubby between uses.
- Ensure children only take out blankets at sleep time and don't share with other children.

Medication

- Supervisors will be responsible for administering medication with the exception of emergency medication (i.e. epi pens, puffers).
- Follow the regular procedure for medication.
- Ensure all medications are sent home at the end of each day.

Anaphylaxis

- Follow the regular procedure for anaphylaxis.
- Ensure all medications are sent home at the end of the day.
- Conduct a lunch check for known allergens.

Food Handling

- Designate one staff with a current Food Handler Certificate to be responsible for handling snacks/lunch, and doing lunch checks. This person must not be the same person who is assigned to cleaning and disinfecting, or the person assigned to look after ill children.
- Plate food and individually wrap plates. Label with child's name for those children with allergies or food restrictions.
- Staff serve food to children (no family style serving where children self-serve).
- Monitor children so they are not sharing food.
- Food must be covered when not serving.
- Where possible use disposable dishes, serving utensils, etc.
- Provide a bin with lid, that is lined with a garbage bag to discard food. Take outside after each snack/lunch.
- Children must not prepare or handle food, therefore no cooking activities.

Health Checks and Tracking Symptoms of Ill Health

Staff must ensure that all children in care are monitored for illness, with a temperature taken as appropriate, including for the following symptoms of COVID-19:

- Fever (temperature $\geq 38^{\circ}\text{C}$)
- New or worsening cough or shortness of breath
- Runny nose, sore throat or diarrhea

Staff must ensure that hand hygiene is performed before and after each health check with each child. If thermometers with single use tips are used, the tips must be discarded after each use. Thermometers must be cleaned with alcohol wipes with a one-minute contact time between use. Staff are only required to document the health check or take a temperature if symptoms are noted. Staff must document any symptoms observed on the child's Illness Tracking Form.

Children Who Display COVID-19-related Symptoms During Care

If a child needs immediate medical attention, call 911.

Ensure a room is designated for isolation and is stocked with masks, gloves, hand sanitizer, a garbage bin with lid, lined with garbage bag, cot/mat, extra sheets.

If ANY ONE of the symptoms related to COVID-19 are present in a child, the child must be immediately excluded from the child care center and sent home. If the child has siblings who attend the same child care center, all siblings must also be excluded. Staff are required to:

- Isolate the child with symptoms immediately from other children and staff into a designated exclusion room (e.g. sick room).

- Move the cohort of children who were in the program room with the symptomatic child to the vacant program room and immediately clean and disinfect the impacted room.
- Increase ventilation in the exclusion room if possible (e.g., open windows).
- Keep the child comfortable by providing a separate cot and toys. Clean and disinfect the cot and all toys after the child leaves the center.
- While waiting for the child to be taken home, the child must be supervised by only one staff person until the child leaves while maintaining a physical distance of 2-meters if possible.
- Have the child wear a surgical-type face mask to cover the child's nose and mouth. The staff caring for the child should also wear a surgical-type face mask. A cloth scarf (e.g. made of cotton) may also be used. In addition, staff should perform hand hygiene and attempt to not touch their face with unwashed hands. Although not required, disposable gloves may be used when there is close contact with the child. Staff must ensure that they wash their hands or use hand sanitizer (if hands not visibly soiled) immediately upon removal of the gloves. The most important measures are proper hand hygiene and maintaining a 2-meter distance as much as possible.
- Staff will notify the parent(s) to arrange for immediate pick-up of the child. If a parent cannot be reached, an emergency contact person will be contacted to pick up the child.
- Staff will document the symptoms observed, the date and time that symptoms occurred, and the program room the child attended on the Illness Tracking Form.
- Once the child has been picked up, the Supervisor will ensure that the exclusion room (i.e. room where child was separated to) is thoroughly cleaned and disinfected.

Supervisor will report the illness to Guelph Public Health

- COVID-19 testing will be required for the child experiencing symptoms before s/he can return to care.
- The Supervisor will contact Guelph Public Health to notify them of a potential case and seek input regarding the information that should be shared with staff and other parents/guardians.
- Children with symptoms must be excluded from child care for 14 days after the onset of symptoms.
- Children who have been exposed to a confirmed case of COVID-19 or symptomatic person(s), should be excluded from the child care setting for 14 days.

Staff Who Display COVID-19-related Symptoms While at Work

If a staff needs immediate medical attention, call 911.

In the event that a staff person becomes ill while at the emergency child care center, the staff should isolate themselves as quickly as possible until they are able to leave the center.

Any staff person who presents with ANY ONE of the symptoms of COVID-19 including fever, new or worsening cough or shortness of breath must not return to the center.

Supervisor will report the illness to Guelph Public Health:

- COVID-19 testing will be required for any staff experiencing symptoms before returning to work.
- The Supervisor will contact Guelph Public Health to notify them of a potential case and seek input regarding the information that should be shared with other staff and parents/caregivers.
- Staff must remain off work until symptoms are fully resolved and negative laboratory tests have been confirmed.
- Staff who have been exposed to a confirmed case of COVID-19 or symptomatic person(s), should be excluded from the child care setting for 14 days.

Instructions for a Child or Staff with Confirmed COVID-19 Illness

If the Supervisor is notified that a staff person or child has tested positive for COVID-19, the following steps will be taken:

- Continue to exclude the person with the confirmed case from the center until further notice.
- Supervisor will call the contact provided for Guelph Public Health (if you haven't already been contacted) to ensure an investigation is conducted and necessary measures are taken to notify each of the ill child's or staff person's contacts (i.e. other staff, children and close family). Guelph Public Health will provide advice and the steps necessary to control the outbreak.
- Provide Guelph Public Health with the most current Illness Tracking Form
- Notify cleaning staff to increase cleaning and disinfection practices. Use a disinfectant with a Drug Identification Number (DIN) and check expiry date.

Isolation of Ill Children and Staff

- If a child is observed to have symptoms related COVID-19 or other communicable illness, make arrangements for the child to be isolated from the group, under the supervision of 1 staff member.
- Both the child and the staff will wear a mask. (It is difficult for young children to wear masks correctly, if they won't keep the mask on, ensure the staff is wearing a mask)
- Staff will keep as much distance as possible from the ill child while maintaining appropriate supervision. Staff will wear gloves if they are giving physical care to an ill child (i.e. touching).
- Call the parent, ask them to immediately pick-up the child or send an alternate pick-up.
- Advise parent to contact their health care provider or Telehealth at 1-866-797-0000.
- After the child is picked-up, clean and disinfect all bedding and the cot.
- The areas where the child was playing/toys also must be cleaned and disinfected.
- Where possible open a window for air circulation.
- If a staff demonstrates illness, they are to be sent home from work and advised to contact their health care provider or Telehealth at 1-866-797-0000

Staff Personal Belongings

- Bring only what is necessary into center
- Each staff member when they arrive to work will clean and disinfect any of their personal belongings with hard surfaces such as water bottles, travel mugs, cell phones, lunch containers
- Each staff is designated a space to store personal items that is separate from other staff. Each staff member is responsible for cleaning and disinfecting their area at the end of each shift.
- Staff room/washroom – each staff member is responsible for cleaning and disinfecting after each use.
- Office – each staff member is responsible for cleaning and disinfecting after each use including - desk, phone, computer, chair arms, door handles, and light switches.

Appendices & Supporting Documents

Help prevent COVID-19 and other illnesses

Do not enter this building:

If you or your child have any of the following symptoms: fever, cough, difficulty breathing

or

If you have travelled outside of Canada in the last 14 days

or

If you live with, provided care for, or spent extensive time with someone who:

- has tested positive for COVID-19
- suspected to have COVID-19
- has a fever, cough or shortness of breath that started within 14 days of travel outside of Canada

Before entering this building:

- Wash your hands or use hand sanitizer
-

COVID-19, visit wdgpublichealth.ca/coronavirus. To learn more about how you can help prevent the spread

Daily Health Screen Policy

Health Screen Area Set Up

The Daily Health Screening area must be set up at the identified entrance/exit of the site. This area must:

- Be visible to staff/Home Child Care Provider and families and block access to further entry to site if possible.
- Maintain a minimum of 2 metres distance between the person conducting the screen and those participating in the screen.
- Include a table with hand sanitizer and Wellington-Dufferin-Guelph Public Health Resources
- Provide visual guides to assist with physical distancing should a line up form upside
- For Centres, have two trained staff members present at all times
- Ensure access to the following materials: hand sanitizer, ear thermometer with disposable covers, disposable gloves.
- People conducting the screen must have received training on active screening processes and requirements

How to Conduct Daily Screens

1. Everyone will be greeted upon entering an Emergency Child Care setting in a friendly, calm manner and requested to use hand sanitizer immediately upon entry.
“Good morning/afternoon/evening. As you are aware COVID-19 continues to evolve, as a result we are conducting active screening for potential risks of COVID-19 for everyone who enters the location. The screening will ensure the safety and well-being of staff/providers, children and families”
2. Ask if the person/family took their temperature and self-screened before they arrived, if they did not, take the person' temperature.
3. Look to see if the staff/child appears unwell and/or is displaying and symptoms of COVID-19
4. Ask the parent/guardian about their well-being of the child and all household members at drop-off time. For staff, ask them about their well-being and all household members.
5. Ask staff/parents/guardian to share information about anyone in the family having a restless night or having a lack of appetite.
6. Ask the parent/guardian if they have given their child any acetaminophen or ibuprofen within

the last 4 hours. If yes, ask the reason for doing so.

6. Complete the Wellington-Dufferin-Guelph Public Health Screen Checklist (Appendix D)
7. If the person conducting the screen determines the need to take a person's temperature as appropriate to all licensed settings, the must:
 - complete hand hygiene (hand washing or hand sanitizing)
 - take the temperature, discard the disposable cover, disinfect the thermometer and then sanitize their hands. If in a centre, the second staff member will record the temperature.

How to respond:

If the individual answers NO to all questions, they have passed the screening and can enter the building:

- “Thank you for your patience. Your child is cleared to enter the centre. “or if a staff member, “Thank you, you are clear to enter the centre and proceed to the hand washing station.”

Please refer to the Guidelines for next steps for each child care setting. OR

If the individual answers YES to any of the screening questions, or refuses to answer, then they have not met the screening requirements and cannot enter the building.

- “Thank you for your patience. Unfortunately based on these answers, I’m not able to permit to you enter the child care centre/or stay in this home child care arrangement. Please review the self-assessment tool on the Ministry of Health website or the Wellington/Dufferin/Guelph Public Health website to determine if further care is required”

Provide individual with resources provided by Wellington-Dufferin-Public Health

If this situation pertains to a centre staff/Home Child Care Provider, please advise the Centre Supervisor or Wellington Home Child Care immediately.

See Wellington De-Escalation Procedure on how to work with un-compliant people.

De-Escalation Procedure

1. Be Aware of Your Surroundings

- Make sure you and others will be physically safe when using your de-escalation skills.
- If a direct threat or danger of physical harm occurs, call for assistance.
- Don't place yourself or others in harm's way.

2. Remain Calm - Role Model Emotional Regulation and Calming Techniques

- Your calm manner will help you prepare for a positive outcome.
- Be aware of your body language as it says a lot about your intentions and feelings.
- Maintain a firm, non-threatening physical stance. Your body language will communicate much more than what you say.
- Place yourself at an angle rather than head-on as this is less confrontational than a direct, head-on stance, and protects essential body parts.

3. Always leave yourself a way out.

- Don't get trapped behind furniture or between the person and an exit.
- Be where you can be seen or heard by someone else. Not only will you be able to access help more readily, this may help reduce tension for someone who is angry or paranoid if they can see help is nearby.

4. Keep non-essential people out of the way when using de-escalation skills.

- More than two people can just make the situation worse.

5. Validate Feelings – Work with Emotions First

- Feelings about the situation need to be acknowledged BEFORE moving onto problem solving.
- Validating perceived emotions is an important first step in problem solving. By including the words, 'seems' or 'appears' when describing the emotion you are observing, you can provide opportunity for clarifying, confirming and/or learning more about the issue or situation from the other person's point of view.
- Keep your tone of voice quiet and firm. Remember your goal is to solve problems, not engage in a verbal battle. Use reflective statements like, "It sounds like you are really angry about this." Ask the person to offer their solution. Ask, "What can we do to resolve this?" Don't be distracted and keep returning to the immediate topic at hand. Use non-judgmental language.

6. Gather Information

- Tell the individual that their concerns are important and that you would like to understand how you may be helpful.
- Invite them to expand. Allow time for them to speak without any interruptions. Remain neutral and be aware of your body language and facial expressions.

7. Define the Problem

- In order to analyze the problem and accurately understand its cause, it is important to check that the problem has been accurately defined. Whenever possible, make notes of the concerns and read them back so that they can add, edit or expand. This step further provides opportunities to clarify concerns and further demonstrate that you are taking these concerns seriously. Stating out loud, the other person's views will provide additional clarity for both of you,

8. Solving the Problem

- Validate their concern and invite them to participate in finding a resolution. Be aware and open to 'possibilities' and of situations where you can be flexible and when there may be little or no flexibility available i.e. a child who is unwell may not remain on site
- Begin the conversation with the expectation that things will go smoothly.
- If the person is calm enough to continue talking, allow them to continue the problem-solving process.
- Do not make unrealistic promises. Be supportive, empathetic, clear and honest. Share what you 'can' and 'cannot' do,
- If the person is so upset that he or she is not able to talk, give that person ample physical space and be safe yourself. Be calm and clear, 'I cannot hear you if you are yelling.'

9. Be Involved in the Implementation of Solutions

- Let the person know what you can do, what might not be in your control, and develop a plan of action with the person.
- Simplify, one topic at a time

- Tell them when and how the plan you develop together will be put into effect and when you'll get back to them.

10. Offer Follow-Up Support

- Follow through on promises and commitments. Pass information – concerns, solutions and commitments onto applicable persons to better ensure consistency and to avoid unnecessary repeat of the issue

If at any point you feel concern for your safety, immediately remove yourself to a safe area and call the local authorities (police).

How to Respond to Suspected COVID-19

When you suspect COVID-19 for children

1. Any child exhibiting symptoms associated with COVID-19 must be immediately separated from others in a supervised isolated area.

- In a Child Care Centre:

The child exhibiting symptoms will be isolated in a separate room with a supervising child care staff member.

2. The child will be supervised at all times until their Parent/Guardian or other authorized person arrives to pick them up.

3. If a 2-metre distance cannot be maintained from the ill child, advice from Wellington- Dufferin-Guelph Public Health will be necessary to prevent/limit virus transmission to those providing care.

- While contacting the public health unit, at minimum, the child and the childcare staff should wear a surgical/procedural mask (if tolerated)
- Hygiene and respiratory etiquette should be practiced while the child is waiting to be picked up
- Tissues should be provided to the child for proper respiratory etiquette, with proper disposal of the tissue and proper hand hygiene.

4. The parent/guardian will be notified and will be required to immediately pick up their child or in the case of Home Child Care provided in a family's home, the parent/guardians will be contacted and advised to immediately return home.

5. The person providing supervision of an isolated/excluded child will complete the Suspected COVID-19 tracking form to document details of the suspected case.

6. The person completing the Suspected COVID-19 tracking form should report the suspected case to WDG Public Health, if step 2 was not necessary, and follow all public health recommendations. The suspected case should also be reported to the County of Wellington Children's Early Years Division.

7. Upon pick-up, the parent/guardian or other authorized individual will be notified of the following exclusion criteria and encouraged to seek assistance from Public Health.

8. Once the child has been picked up, environmental cleaning and sanitizing of all rooms, equipment and materials that the child has been in contact with should be completed.

- 8. Families of the children who have been exposed to the symptomatic person will be contacted and notified of the potential exposure.

When you suspect COVID-19 for child care staff

- The child care staff member exhibiting symptoms of COVID-19 should immediately report to their child care Supervisor.
- Child care staff experiencing symptoms will be required to leave work and self-isolate for a period of 14 days. The staff member will be responsible to keep in contact with the child care Supervisor during self-isolation to report on their symptoms or identify if they are confirmed to have COVID-19.
- The child care Supervisor will complete the Suspected COVID-19 tracking form to document details of the

potential case.

- The child(ren) and any other child care staff who have been exposed to the symptomatic individual will be notified of the potential exposure.
- The child care Supervisor will be responsible to report the suspected case to WDG Public Health and follow any public health recommendations.
- The child care supervisor will also report the suspected case to the County of Wellington Children’s Early Years Division.

Suspected COVID-19 Tracking Form

This form will be completed in all situations whereby a child and/or child care staff member exhibits symptoms of COVID-19 while in attendance at the child care programme.

Date: _____

Name of Child or Child Care Staff member: _____

Symptoms exhibited: _____

Time symptoms were identified: : _____ Time parents were contacted : _____

Name of child care staff member who supervised child in isolation: : _____

Time that child was picked up: : _____

(For child care staff) Who did they communicate their symptoms to?

What programme room(s) did the individual with symptoms come into contact with?

Who did the individual with symptoms come into contact with?

Name of individual who contacted WDG Public Health

What recommendations did WDG Public Health provide?

Who will notify families and child care staff of their contact with the symptomatic individual and WDG Public Health recommendations?

Name of individual who contacted County of Wellington Children's Early Years Division

Signature of child care staff member who completed this form

How to self-isolate

Stay home

- Do not use public transportation, taxis or rideshares.
- Do not go to work, school or other public places.
- Your health care provider or public health unit will tell you when it is safe to leave.



Limit the number of visitors in your home

- Only have visitors who you must see and keep the visits short.
- Keep away from seniors and people with chronic medical conditions (e.g. diabetes, lung problems, immune deficiency).



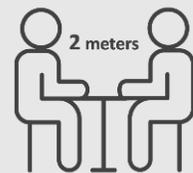
Avoid contact with others

- Stay in a separate room away from other people in your home as much as possible and use a separate bathroom if you have one.
- Make sure that shared rooms have good airflow (e.g. open windows).



Keep distance

- If you are in a room with other people, keep a distance of at least two metres and wear a mask that covers your nose and mouth.
- If you cannot wear a mask, people should wear a mask when they are in the same room as you.



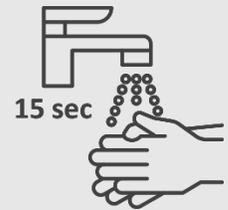
Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Cough or sneeze into your upper sleeve or elbow, not your hand.
- Throw used tissues in a lined wastebasket, and wash your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- After emptying the wastebasket wash your hands.



Wash your hands

- Wash your hands often with soap and water.
- Dry your hands with a paper towel, or with your own cloth towel that no one else shares.
- Use an alcohol-based hand sanitizer if soap and water are not available.



Wear a mask over your nose and mouth

- Wear a mask if you must leave your house to see a health care provider.
- Wear a mask when you are within two metres of other people.



Contact your public health unit:

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus

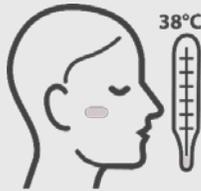
Public
Health
Ontario

Santé
publique
Ontario

How to self-monitor

Follow the advice that you have received from your health care provider.
If you have questions, or you start to feel worse, contact your health care provider,
Telehealth (1-877-797-0000) or your public health unit.

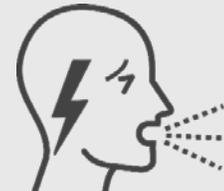
Monitor for symptoms for 14 days after exposure



Fever



Cough



Difficulty breathing

Avoid public spaces

- Avoid crowded public spaces and places where you cannot easily separate yourself from others if you become ill.

What to do if you develop these or any other symptoms?

- Self-isolate immediately and contact your public health unit and your health care provider.
- To self-isolate you will need:
 - Instructions on how to self-isolate
 - Supply of procedure/surgical masks (enough for 14 days)
 - Soap, water and/or alcohol-based hand sanitizer to clean your hands
- When you visit your health care provider, avoid using public transportation such as subways, taxis and shared rides. If unavoidable, wear a mask and sit in the backseat.

Contact your public health unit:

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus

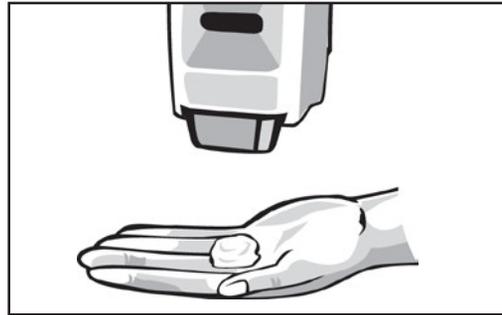
The information in this document is current as of February 14, 2020

Handwashing with soap and water

Wash your hands to prevent cross-contamination



1. Wet hands



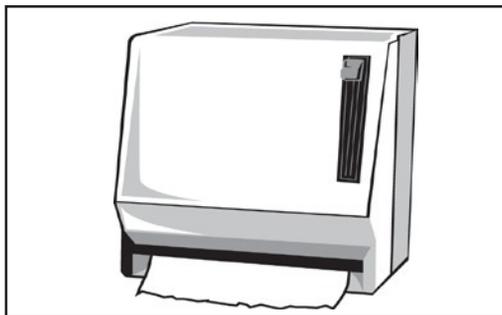
2. Soap



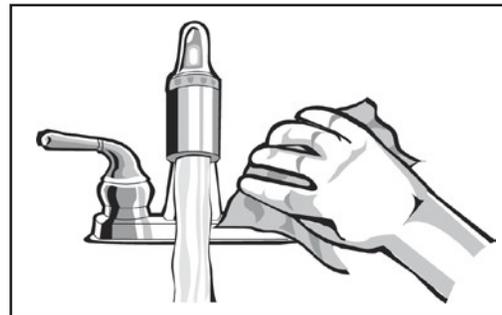
3. Lather



4. Rinse



5. Towel dry



6. Turn taps off with towel

Adapted with the permission of York Region Community and Health Services



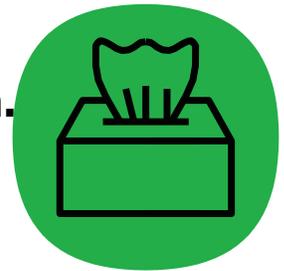
PublicHealth
WELLINGTON-DUFFERIN-GUELPH
Stay Well.

519-846-2715 or 1-800-265-7293
info@wdgpublichealth.ca
www.wdgpublichealth.ca

2019 Novel Coronavirus(COVID-19) What you need to know to help you and your family stay healthy



Wash your hands with soap and water thoroughly and often.



Cough and sneeze into your sleeve or a tissue. Dispose of tissue immediately and wash your hands.



Keep surfaces clean and disinfected.



If you have symptoms, call Telehealth Ontario at:
1-866-797-0000
TTY: 1-866-797-0007
Or contact your public health unit.

For more information,
visit [Ontario.ca/coronavirus](https://www.ontario.ca/coronavirus)

