

Ministry of Education

Operational Guidance During COVID-19 Outbreak

Child Care Re-Opening

Version 4 – November 2020

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Highlights of Changes:

- Reference to licensing fees and renewals during the emergency period has been removed (see section: Licensing Processes and Renewals)
- Addition to the Staffing section to emphasize that interactions with multiple groups should be avoided as much as possible and provide an update on expectations to apply for a Vulnerable Sector Check (VSC) if one cannot be obtained in a reasonable amount of time (see section: Staffing)
- Updated guidance to add requirements on the use of personal protective equipment to COVID-19 policies, as well as information on record keeping and communication plans (see section: Health and Safety Protocols)
- Revised guidance around cleaning spaces and equipment to align with practices in schools including: reviewing cleaning practices to identify where changes are required, keeping a cleaning log, as well as keeping an inventory to determine items to be stored (see section: Cleaning Child Care Centres/Homes)
- Clarifications to the description of masking and eye protection requirements to distinguish between the requirements for staff/providers, parents or other adults, children in grade 4 and above, and younger children (grade 3 and under). Additional guidance on how to properly wear masks and eye protection is also provided (see section: Guidance On the Use of Masks, Personal Protective Equipment (PPE), and Hand Hygiene)
- Revised guidance around screening practices to clarify that screening prior to arrival at the child care setting is preferred, to encourage the use of the provincial screening tool, and to remove the requirement to maintain records of daily screening (see section: Screening for Symptoms)
- Revised guidance on protocols for when someone in the program is symptomatic, including testing and reporting advice, and how to treat the siblings of someone who is symptomatic, to more closely align with guidance in schools and to clarify that a medical note is not required to return to a child care program after an individual has become ill (see new section: Monitoring and Responding to Reports of COVID-19 Symptoms in a Child Care Setting)
- Revised guidance on reporting serious occurrences to specify that licensees are no longer required to report a serious occurrence for suspected cases (see sub-section: Reporting and Serious Occurrence Reporting)
- Revised definition of an outbreak in a child care setting to two or more laboratory-confirmed COVID-19 cases in children, staff/providers or other visitors with an epidemiological link, where at least one case could have been infected in the child care setting (see sub-section: Outbreak management)
- Additional guidance on the use of alcohol-based hand rub to specify that hand rub should be 60-90% alcohol based, should be available at entrances and exits, and should not be within reach of children (see section: Drop-off and Pick-up Procedures)
- Revised guidance to remove the requirement to clean and disinfect outdoor play structures between each group and focus on proper hand hygiene (removed from section: Outdoor Play)
- Revised guidance on the inclusion of SNR staff in child care settings to clarify that licensees have discretion to determine which SNR staff are essential to physically provide service in the child care setting (see section: Provision of Special Needs Resources (SNR) Services)

INTRODUCTION AND PURPOSE

This guidance document is intended to support the following child care and early years sector partners:

- Consolidated Municipal Service Managers and District Social Service Administration Boards (CMSMs and DSSABs);
- child care licensees and staff;
- home child care agencies and providers; and,
- district school boards.

The information found within this guidance document is meant to support partners in meeting requirements set out under the *Child Care and Early Years Act, 2014 (CCEYA)* and to provide clarification on operating child care programs with enhanced health and safety guidelines and/or restrictions in place. This guidance document will be modified as applicable when these restrictions can be lifted and/or amended to reflect new advice at that time.

This guidance document has been designed for use in conjunction with the Child Care Centre and Home Child Care Agency Licensing Manuals, the CCEYA and its regulations. **In the event of a conflict between this document and the licensing manuals, this document will prevail. Advice of the local public health unit must be followed, even in the event that it is different from this guidance document.**

On September 1, 2020, child care and early years programs were permitted to return to maximum group sizes as set out under the CCEYA (i.e., licensed age groups prior to the COVID-19 outbreak). All child care settings must continue to operate with enhanced health and safety measures in place, including the use of medical masks and eye protection (i.e., face shield or goggles) for all staff/providers.

As always, **the top priority for the ministry will be the health and safety of the children and child care staff/providers**, and we will monitor the COVID-19 outbreak situation closely. Should there be a need to return to stricter health and safety measures, the ministry will revise this guidance under the advice of the Chief Medical Officer of Health.

The ministry is requesting school boards, Consolidated Municipal Service Managers/District Social Services Administration Boards, and child care partners, in collaboration with local public health units, work together to ensure full-day licensed child care programs located in schools are able to operate with these measures in place. The ministry understands that district school board protocols may differ from

those of licensed child care and recommends that partners work together to align protocols where needed (i.e., in a shared space). To support consistency for children and families, the ministry has revised this guidance document, where possible, to align with the provincial [Guide to reopening Ontario's schools](#), the [COVID-19 guidance on school outbreak management](#), as well as the information at the [COVID-19 reopening schools webpage](#).

While the focus of this guidance document is on the health, safety, and operational measures that are required in order to safely operate child care, please note that every effort should continue to be made to uphold the welcoming and caring environment that child care provides for children and families. More information regarding the early years pedagogy, including helpful resources can be found on the [ministry website](#). The ministry has also created a guidance document with ideas on how to provide an engaging environment while physically distancing: [Building On How Does Learning Happen?](#)

EarlyON Centres and Before and After School Programs were also permitted to operate as of September 1, 2020. Please refer to the [2020-21 Before and After School Kindergarten to Grade 6 Policies and Guidelines](#) and [EarlyON Re-Opening Operational Guidance During COVID-19 Outbreak](#) for more information. The health and safety guidance aligns with this document, where applicable, and includes program specific guidance as well.

The [Early Years Portal](#) contains a wealth of information to help licensees, staff and home child care providers understand the requirements of the CCEYA and its regulations.

You may wish to visit the [provincial COVID-19 website](#) regularly for current information, as well as the [Public Health Ontario public resources page](#) for information to help stop the spread, find sector specific resources, including helpful posters, mental health resources, and other information.

If you have further questions or require clarification, please contact your Ministry of Education program advisor directly or contact the Licensed Child Care Unit at information.met@ontario.ca.

LICENSING REQUIREMENTS

Licensing Processes and Renewals

- Licences are required to be amended, if necessary, to ensure director approvals and conditions on the licence align with new restrictions.
- To support the operational needs of licensees, the ministry will prioritize and expedite the review of requests to revise and amend licences.
- Licensees are required to meet all the requirements set out in the *Child Care and Early Years Act, 2014 (CCEYA)* and its regulations and to obtain all necessary municipal approvals to support licence revision requests.
- Licensees must follow all current ministry and CSM/DSSAB policies and guidelines.

Inspections

- Ministry staff will conduct in-person monitoring and licensing inspections of child care centres, home child care agencies, home child care premises, and in-home services where necessary.
- Ministry staff will:
 - conduct a pre-screen prior to entering the premises, as well as follow any screening protocols set out by the licensee (see screening section below);
 - wear a medical mask and eye protection (i.e., face shield); and,
 - follow any other protocols requested by the licensee or home child care or in-home service provider.
- Ministry staff will use technology (e.g., telephone, video conferencing) to complete virtual monitoring and licensing inspections where appropriate.

Maximum Group Size and Ratio

- Child care settings are permitted to operate using maximum group sizes as set out under the CCEYA (i.e., licensed age groups prior to the COVID-19 outbreak).
- Staff and students completing post-secondary placements are not included in the maximum group size, but should be assigned to a specific group as much as possible. Please see the *Staffing* section for more information.
- Children are permitted to attend on a part time basis and must be included in the maximum group size for the period of time they are in attendance. As with children attending full time, children attending part time should be included in one group and should not mix with other groups.

- While groups are permitted to return to the previous maximum group size under the CCEYA (i.e., maximum group size prior to the COVID-19 outbreak), each group should stay together throughout the day and as much as possible should not mix with other groups.
 - Please see the *Health and Safety Requirements* section of this document for more information on limiting interactions between groups, particularly in shared spaces, and programming to support physical distancing.
- Licensees are required to maintain ratios set out under the CCEYA. Please see the group size and ratio charts below for reference.
- Mixed age grouping is permitted as set out under the CCEYA where a director approval has been granted on the licence.
- Reduced ratios are permitted as set out under the CCEYA provided that groups are not mixed and that reduced ratios are not permitted at any time for infants.

Group Size/Ratio Charts

Age category	Age range of age category	Ratio of employees to children	Maximum number of children in group
Infant	Younger than 18 months	3 to 10	10
Toddler	18 months or older but younger than 30 months	1 to 5	15
Preschool	30 months or older but younger than 6 years	1 to 8	24
Kindergarten	44 months or older but younger than 7 years	1 to 13	26
Primary/junior school age	68 months or older but younger than 13 years	1 to 15	30
Junior school age	9 years or older but younger than 13 years	1 to 20	20

LICENSED FAMILY AGE GROUPS

Item	Age range of age category	Ratio of employees to children
1.	Younger than 12 months	1 to 3
2.	12 months or older but younger than 24 months	1 to 4
3.	24 months or older but younger than 13 years	1 to 8

Maximum Capacity of Building

- More than one child care or early years program or day camp can be offered per building as long as they are able to maintain separation between the groups and/or programs, and follow all health and safety requirements that apply to those programs.
- There are no changes to the maximum group size for home child care which allows for a maximum of 6 children, not including the providers own children who are 4 years or older.

Staffing

- Staff and post-secondary students should work at only one location.
- Supervisors and/or designates should limit their movement between rooms, doing so when absolutely necessary.
- Interaction with multiple groups should be avoided as much as possible. Supply/replacement staff should be assigned to a specific group so as to limit staff interaction with multiple groups of children.
- Students on field placement should be assigned to a specific licensed age group.
- Qualified Staff
 - Licensees are required to ensure each group has the required number of qualified staff as set out in the CCEYA. Licensees may submit requests for staff director approval (DAs) to the ministry.
 - Staff DAs can be transferred from one child care centre to another child care centre that is operated by the same licensee. However, staff should limit their movement between each child care centre in order to reduce their interaction with multiple groups of children.
 - Licensees can also request a staff DA for multiple age groups.

- Certification in Standard First Aid Training, including Infant and Child CPR
 - Staff that are included in ratios and all home child care providers are required to have valid certification in first aid training including infant and child CPR, unless exempted under the CCEYA or the certification has been extended by the Workplace Safety and Insurance Board (WSIB).
 - The WSIB has indicated that all certifications that expire after March 1, 2020 are automatically temporarily extended until December 31, 2020.
 - Licensees are encouraged to monitor the WSIB website for any updates on First Aid/CPR certificate extensions for any staff, home child care providers or in-home service providers whose certification would have expired after March 1, 2020.
- Vulnerable Sector Checks (VSCs)
 - Licensees are required to obtain VSCs in accordance with the CCEYA from staff and other persons who are interacting with children at a premises, including post-secondary students.
 - If an individual is unable to obtain a VSC in a reasonable amount of time due to significant backlogs, they must ensure the individual has applied for a VSC and put in place additional measures as set out in their reference check policy.

HEALTH AND SAFETY REQUIREMENTS

Working with Local Public Health

- While the ministry is providing guidance on how to operate child care during the COVID-19 outbreak, CMSMs/DSSABs, licensees, and home child care providers must follow the advice of the local public health unit when establishing health and safety protocols, including how to implement any provincial or local public health unit direction on health and safety guidance.
- The ministry recognizes that this may result in regional differences in these protocols, but given the different impact of COVID-19 in different communities, it is important to follow the advice of local public health officials to keep children and families safe in their respective communities.
- Contact information for [local public health units](#).

Health and Safety Protocols

- Every licensee must ensure that there are written policies and procedures outlining their health and safety protocols.
- Before re-opening for the first time, licensees must submit an attestation to the Ministry that confirms new policies and procedures have been developed and reviewed with employees, home child care providers, home child care visitors, and post-secondary students.
- These policies and procedures must be consistent with any direction from local public health units and include information on how the child care setting will operate to prevent and minimize the impact of COVID-19 in childcare settings, including, at a minimum, the following:
 - how cleaning and disinfecting the space, toys and equipment will be conducted;
 - how to report illness;
 - how physical distancing will be encouraged, particularly between groups;
 - requirements on the use of medical masks and eye protection, and personal protective equipment (PPE), including information on exemptions or exceptions;
 - how shifts will be scheduled, where applicable;
 - how attendance records will be organized and maintained in order to facilitate contact tracing;
 - a communication plan in the event of a case/outbreak;
 - rescheduling of group events and/or in-person meetings; and,
 - parent drop off and pick up procedures.

- Under the *Occupational Health and Safety Act (OHSA)*, employers must take every reasonable precaution to protect the health and safety of workers.
- Please see the [guide on developing a COVID-19 workplace safety plan](#) to support you in fulfilling this obligation.

Cleaning Child Care Centres/Homes

- Please refer to Public Health Ontario's [Environmental Cleaning fact sheet and the Public Services Health and Safety Association's Child Care Centre Employer Guideline](#) for information on cleaning.
- Child care centres and home child care premises should be cleaned daily. In addition, frequently touched surfaces should be cleaned and disinfected twice daily at a minimum, however, more frequent cleaning and disinfection may be necessary, depending on the frequency of use and extent of soilage.
 - Frequently touched surfaces include but are not limited to washrooms (for example toilet fixtures, faucets), eating areas (for example, tables, sinks, countertops), doorknobs, light switches, handles, desks, phones, keyboards, touch screens, push buttons, handrails, computers, photocopiers, sports equipment, water fountain knobs.
- It is recommended that licensees keep a cleaning and disinfecting log to track and demonstrate cleaning schedules.
- Existing practices should be reviewed to determine where enhancements might be required, including frequency and timing of cleaning and disinfection, areas to clean and/or disinfect, choice of cleaning products, and child safety, staffing, signage, and PPE use when cleaning.
- It may also be helpful to keep an inventory to determine items to be stored, moved, or removed altogether to reduce handling or the challenges associated with cleaning them (for example, porous or soft items such as stuffed toys, area rugs, fabric upholstered seating).
- Information from [Public Health Ontario](#) provides best practices for cleaning and disinfecting, including:
 - which products to use, including disinfectants with Health Canada Drug Identification Numbers (DINs);
 - how to clean and disinfect different materials, including minimum surface contact time; and,
 - other items to remember, including checking expiry dates of cleaning and disinfectant products and following the manufacturer's instructions.
- It is recommended that shared spaces or equipment (i.e., washrooms or shared objects), should be cleaned in between each use and only one group at a time should access the shared space/equipment.

- Where an individual is suspected of having COVID-19 in the child care setting:
 - Establish a protocol to determine contaminated areas and carry out cleaning and disinfection, including timing, when to return to use, methods of cleaning, PPE to be used while cleaning, and waste disposal.
 - Identify areas that may require cleaning plus disinfection (items used by the individual and all surfaces within 2 metres of the ill person) versus cleaning alone (such as a hallway or room where the individual has passed through).
 - Use disposable cleaning equipment, such as disposable wipes, where possible.
 - Remove all items that cannot be cleaned (paper, books, etc.) and store them in a sealed container for a minimum of 7 days.
- A focus on proper hand hygiene before and after using shared play structures is advised.

Guidance on the Use of Masks, Personal Protective Equipment (PPE) and Hand Hygiene

- Licensees must include information on the use of PPE in their health and safety protocols that is consistent with the information in this section as well as any direction provided by their local public health unit.
- Expectations for adults in a child care setting:
 - All child care staff, home child care providers, home child care visitors and students completing post-secondary placements are required to wear medical masks and eye protection (i.e., face shield or goggles) while inside a child care setting, including in hallways and staff rooms (unless eating – but time with masks off should be limited and physical distance should be maintained).
 - All other adults (i.e. parents/guardians, and visitors) are required to wear a face covering or non-medical mask while inside the premises (see information about the use of face coverings on the provincial [COVID-19 website](#)).
- Expectations for children:
 - All children in grades 4 and above are required to wear a non-medical mask or face covering while inside a child care setting, including in hallways.
 - All younger children (grade 3 and below) are encouraged but not required to wear a non-medical mask or face covering while inside a child care setting, including in hallways.

- Masks are not recommended for children under the age of two.
- See information about the use of masks on the [provincial COVID-19 website](#).
- Parents/guardians are responsible for providing their child(ren) with a non-medical mask(s) or face covering each day and should be reminded that if children are wearing masks, they will require a way to store their mask when not in use.
- Masks should be replaced when they become damp or visibly soiled.
- Refer to [Public Health Ontario resources](#) for how to properly wear and take off masks and eye protection. You may also wish to view a [helpful video](#) on how to properly put on and take off masks and eye protection.
- The use of masks is not required outdoors for adults or children if physical distancing of a least 2 metres can be maintained between individuals.
- Reasonable exceptions to the requirement to wear masks are expected to be put in place by licensees. Exceptions to wearing masks indoors could include circumstances where a physical distance of at least 2 metres can be maintained between individuals, situations where a child cannot tolerate wearing a mask, reasonable exemptions for medical conditions, etc.
- Licensees should consider ways to support nutrition breaks/mask breaks in a safe manner (i.e., a space where staff/providers can maintain at least 2 metres to remove masks and eat).
- Licensees should document their requirements and exemptions related to masks (e.g., within their COVID-19 policy).
 - Note that while a licensee may choose to set out in their policy that a doctor's note be acquired for an exception related to a medical condition, it is not a requirement of the ministry and is discouraged as a general practice.
- The use of medical masks and eye protection is for the safety of child care staff/providers and the children in their care. This is very important when working with young children who may not be wearing face coverings (i.e. under the age of two).
- Keep in mind that it may be difficult to put on a mask and eye protection properly (i.e. without contamination) after having removed them, given the frequent and spontaneous need for close interactions with young children in a child care setting.
- Child care licensees and home child care providers should secure and sustain an amount of PPE (including but not limited to face shields or goggles, medical masks, gloves, etc.) and cleaning supplies that can support their current and ongoing operations.

- To support healthy and safe operation of child care programs, a supply of medical masks and eye protection (i.e., face shields) is being procured and delivered through the Ministry of Government and Consumer Services to licensed child care centres and home child care agencies on a monthly basis.
 - A back-up supply of non-medical or cloth masks will also be provided for school age children in child care in case they cannot bring one from home.
- The Ontario Together Portal has a [Workplace PPE Supplier Directory](#) that lists Ontario businesses that provide PPE and other supplies.
- Perform and promote frequent, proper hand hygiene (including supervising or assisting participants with hand hygiene). Hand washing using soap and water is recommended over alcohol-based hand rub when hands are visibly soiled and for children. Refer to Public Health Ontario's [How to Wash Your Hands fact sheet](#).

Screening for Symptoms

- All individuals must self-screen every day before arrival at the child care setting.
 - Individuals who do not pass the screening are not permitted to attend the program and must stay home.
 - An ill individual who has a known alternative diagnosis provided by a health care provider may return to child care if they do not have a fever and their symptoms have been improving for at least 24 hours.
- The [COVID-19 school and child care screening tool](#) is available to support parents/guardians, staff/providers and essential visitors or those regularly in a home child care setting in meeting this requirement.
- Licensees may continue to provide a checklist to parents to perform daily screening of their children before arriving at the child care setting (i.e., something other than the provincial school and child care screening tool, such as another online form developed by municipal partners, a survey, or e-mail, or through a paper form) and are asked to align the criteria to the provincial tool.
- Self-assessment tools should be made available to staff to ensure awareness of possible symptoms of COVID-19.
- Signs should be posted at entrances to the child care setting to remind staff, parents/caregivers, and visitors of screening requirements.
- In the event that an individual is not screened prior to arriving at the child care setting, active (in-person) screening should be available when necessary.
 - If an individual is screened at the child care setting, screeners should take appropriate precautions when screening and escorting children to

the program, including maintaining a distance of at least 2 metres from those being screened, or being separated by a physical barrier (such as a plexiglass barrier).

- A process should be in place to ensure those waiting in line are physically distanced from one another.
- Alcohol-based hand rub containing 60% to 90% alcohol content should be placed at all screening stations. Dispensers should not be in locations that can be accessed by young children.
- Home child care providers and residents of the home must also screen each day before children enter the home.
- Individuals who do not pass the screening are not permitted to attend the program and must stay home. Please see below for more details. A failed screen does not need to be reported to the local public health unit.
- You may wish to consult the [Province's COVID-19 website](#) for information and resources on COVID-19 symptoms, protections, and seeking health care.

Attendance Records

- In addition to attendance records for all children receiving child care, all child care licensees are responsible for maintaining daily records of anyone entering the child care facility/home.
- These records must include all individuals who enter the premises (e.g., staff, cleaners, people doing maintenance work, people providing supports for children with special needs, those delivering food).
 - Records are to be kept on the premises (centre or home) and along with name and contact information must include an approximate time of arrival and time of departure for each individual.
 - Records must be kept up-to-date and available to facilitate contact tracing in the event of a confirmed COVID-19 case or outbreak (i.e., records can be made available to public health within 24 hours of a confirmed COVID-19 case or outbreak).

Monitoring and Responding to Reports of COVID-19 Symptoms in a Child Care Setting

- All child care and early years sector partners, together with Ministry of Health and Public Health will work closely to monitor and respond to reports of COVID-19 symptoms.
- Anyone who is symptomatic, does not pass screening, or has been advised to self-isolate by the local public health unit must not be permitted to attend the program and should stay at home (this includes children, child care centre staff, students completing post-secondary placements, home child care

providers and those ordinarily resident/regularly at the home child care premises).

- If an individual becomes ill while in the child care setting:
 - The ill individual must be immediately separated from others, in a separate room where possible (i.e., an isolation room). Parents/guardians must be contacted for pick-up of symptomatic children.
 - Symptomatic children who are separated from others must be supervised.
 - Anyone providing care to the ill individual should maintain as much physical distance as possible. If physical distancing is not possible (e.g., if a young child needs comfort) staff/providers should consider added PPE (i.e., gloves, gown).
 - The person caring for the individual should wear a medical mask and eye protection and be trained on proper use of PPE, including donning and doffing.
 - If tolerated, the ill individual should also wear a medical mask.
 - Hand hygiene and respiratory etiquette should be practiced while the ill individual is waiting to be picked up.
 - Cleaning of the area the separated individual was in and other areas of the child care setting where the ill individual was should be conducted as soon as reasonably possible after the ill individual leaves (see above in the Cleaning section).
 - For home-based programs: if a person who resides in the home develops COVID-19 symptoms, they should be isolated away from the children and infection prevention and control measures should be adhered to (e.g., daily cleaning, frequent cleaning/disinfecting of high touch surfaces, frequent hand washing).
 - The ill individual and/or their parent or guardian be advised to use the [online self-assessment tool](#) and follow instructions which may include seeking medical advice or going for testing for COVID-19. Note that individuals do not require a medical note or proof of negative test to return back to the program.
 - Communication protocols to update and inform necessary stakeholders within the child care community while maintaining confidentiality of the ill individual should be initiated (e.g., contact the school, home child care agency, service system manager and/or ministry through a Serious Occurrence Report as applicable).

- Regular child care operation can continue unless directed otherwise by the local public health unit.
- If a child develops symptoms and their self-screening indicates they should stay home but their sibling(s) do not have symptoms, the siblings do not need to isolate until the other child tests positive for COVID-19. However, check your local public health unit's website or call to see if those without symptoms should go to school/child care. Some public health units have different rules based on local risk.
- If a child is tested for COVID-19, follow the guidance of the local public health unit, health care provider and related direction for isolation and returning to the program. If there are other siblings or members of the household that attend school or child care, the local public health unit will provide any further direction on returning to school/child care.
- Persons who test positive may not return to the child care setting until they are cleared by the local public health unit. Note that individuals do not need to provide a medical note or proof of negative result to return to the program.
 - For home-based programs: if a person who resides in the home tests positive for COVID-19, the local public health unit should be notified and their advice on next steps should be followed (including closing the program and notifying all families if necessary).

Reporting and Serious Occurrence Reporting

- Child care licensees have a duty to report suspected or confirmed cases of COVID-19 to the medical officer of health under the [Health Protection and Promotion Act](#).
- Previously, licensees were also required to report all suspected cases of COVID-19 to the ministry. Currently, only where a child, staff, student, home child care provider, home child care visitor or a person who is ordinarily a resident /regularly present at a home child care premises has a confirmed case of COVID-19 (i.e., a positive COVID-19 test result), licensees must:
 - report this as a serious occurrence to the ministry.
 - report to the local public health unit and provide any materials (e.g., daily attendance records) to public health officials to support case management and contact tracing and other activities in accordance with all applicable legislation, including the [Municipal Freedom of Information and Protection of Privacy Act](#).
- Public health officials will determine any additional steps required, including but not limited to how to monitor for other possible infected staff/providers and children and the declaration of an outbreak and closure of rooms and/or entire child care settings.

- If a closure is ordered by the local public health unit and the licensee has already submitted a serious occurrence for a confirmed case, the existing serious occurrence must be updated to reflect the closure.
- Should additional individuals at the child care program develop a confirmed case, licensees must either:
 - Revise the open serious occurrence report to include the additional cases; or,
 - Submit a new serious occurrence report if the first has been closed already.
- While licensees are no longer required to report a serious occurrence for suspected cases; if the local public health unit determines that a full or partial closure is required (i.e., program room, home premises or entire child care centre must remain closed for a period of time), a serious occurrence report must be submitted under the “Unplanned Disruption of Service” category. Please also note there are requirements of employers to let workers know if they may have been exposed in the workplace. Please see the [guide on developing a COVID-19 workplace safety plan](#) for more information.

Outbreak Management

- An outbreak may be declared by the local public health unit when:
 - within a 14-day period, there are two or more laboratory-confirmed COVID-19 cases in children, staff/providers or other visitors with an epidemiological link (e.g., cases in the same room, cases that are part of the same before/after school care cohort) where at least one case could have reasonably acquired their infection in the child care setting.
- The local public health unit will work with the licensee to determine whether epidemiological links exist between cases and whether transmission may have occurred in the child care setting.
- If the local public health unit declares an outbreak, they will determine what happens next. This could include closing particular child care rooms or cohorts or an entire child care setting.
 - The public health unit will help determine which groups of children and/or staff/providers need to be sent home or if a partial or full closure of the child care setting is required.
 - If the public health unit determines that partial or full closure of the child care setting is required, the licensee must revise their existing serious occurrence report for a confirmed COVID-19 case to include information about the closure.

OPERATIONAL GUIDANCE

PRE-PROGRAM CONSIDERATIONS

Communication with Families

- Communication with families regarding the enhancement of health and safety measures facilitates transparency of expectations. New policies should be shared with families for their information and to ensure they are aware of these expectations, including keeping children home when they are sick, which are aimed at helping to keep all children and staff/providers safe and healthy.
- Licensees must share with parents the policies and procedures regarding health and safety protocols to COVID-19, including requirements and exceptions related to masks.
- Licensees are not required as part of re-opening to revise their program statement, full parent handbook, and other policies.
- Licensees may want to consider providing links to helpful information as well as detailed instructions regarding screening and protocols if a child or individual in the program becomes ill.
- Priority/waitlist policies may need to be updated as health and safety measures change to account for any resulting limited capacity. Any changes to policies should be communicated to families so they are aware of the changes. An equitable approach should be implemented to assess priority for care.
- Where possible, the use of in-person communication should be limited.

Parent Fees

- In an effort to stabilize parent fees when re-opening, the ministry encourages child care licensees to set fees at the level they were at prior to the closure, where possible. Home child care providers are also encouraged to hold parent fees to the level they were at prior to the COVID-19 outbreak (March 2020), where possible.
- Licensees are also encouraged to more broadly examine their fee policies (e.g., fees for sick days, fees during a closure due to outbreak) and clearly communicate any new or updated information to parents.
- Where a child who was receiving care in a child care centre immediately prior to the closure is offered a child care space for September 1, 2020, or later, parents will have 14 days to accept or decline the placement.

- If the placement is accepted, child care licensees may charge a fee to use or hold the space as of September 1, 2020, whether the child attends or not.
- If the placement is declined, child care licensees may offer the placement to another child.
- Licensees continue to be prohibited from charging or accepting fees or deposits to add families to a priority list for preferred access to spaces.
- For children who received child care at a home child care premises immediately before the closure, licensed home child care providers are required to follow the timing outlined in regulation when providing parents with notice to indicate whether they want to keep their space. After the appropriate notice period has taken place, payments could be required to secure the space, whether the child attends or not.

Access to Child Care Spaces and Prioritizing Families

- Given the strict health and safety measures in place and the advice of local public health units, some child care licensees/providers may continue to operate at reduced capacity for a period of time. When determining prioritization of limited child care spaces, CMSMs/DSSABs, licensees, and home child care agencies and providers may wish to consider the following:
 - Returning children served through emergency child care to their original placement and continuity of service for these families;
 - Care for families where parents must return to work and that work outside of the home;
 - Families with special circumstances that would benefit from children returning to care, such as children with special needs; and,
 - Other local circumstances.
- CMSMs/DSSABs, licensees, and home child care agencies and providers should also consider that some families they used to serve may no longer require care, or require a different level of care (i.e., part time child care).
- Assessing demand for care as the COVID-19 outbreak and health and operational advice changes, is recommended.

Fee Subsidy Eligibility and Assessment

- CMSMs/DSSABs may need to consider changes to the way in which child care fee subsidy assessments for eligibility are conducted in order to incorporate virtual assessments and records where possible.

Licensed Child Care Programs in Schools

- The ministry recognizes that there are additional considerations for licensed child care programs located in schools.
- School boards are required to find safe ways to allow child care licensees to enter their centres located in schools, in order to prepare their space and ensure they meet the operational guidelines provided by the ministry. School boards should familiarize themselves with this guide to optimally facilitate child care operating in schools.
- School boards, CMSMs/DSSABs and child care partners should work together collaboratively to ensure that full day licensed child care programs located in schools are able to operate and that health and safety policies and requirements for child care programs and schools are complementary and aligned with the advice of local public health officials.

Staff/Provider Training

- CMSMs/DSSABs must ensure that training that is aligned with local public health unit direction is provided to all child care staff/providers on the health, safety and other operational measures outlined in this document plus any additional local requirements in place.
 - New training is not required with each iteration of this guidance but should be offered in a way that includes child care staff/providers at least once, whether they have re-opened through the summer or later into the fall.
- You may wish to consult the Public Services Health and Safety Association's [Child Care Centre Employer Guideline](#) for information on other measures to consider for child care staff/providers. Note that there is also a [resource document for Child Care Providers](#).
- This may include instruction on how to properly use PPE, how to properly clean and disinfect the space and equipment, how to ensure daily screening is completed, how to keep daily attendance records, and what to do in the case that someone becomes sick, including how and when to report.
- It may be useful to draw on the approaches adopted by those who operated emergency child care sites as well as any lessons learned from those operating through early phases of re-opening.

Liability and Insurance

- All requirements under the CCEYA must be met in addition to the enhanced health and safety measures outlined in this document and by local public health.
- Licensees and child care providers may wish to consult with their legal counsel or insurance advisor about any other considerations for operating and providing child care during this period.

IN-PROGRAM CONSIDERATIONS

Drop-Off and Pick-up Procedures

- Licensees should develop procedures that support physical distancing and separate groups of children as best as possible – ideally separate entrances and exits (i.e., children of one room enter door A and children of another room enter door B), or staggered entrance times. You may want to review the [Preparedness Checklist](#) developed by Public Health Ontario for school reopening, for helpful considerations.
- As much as possible, parents should not enter the premises.
- All entrances should have alcohol-based hand rub with a concentration of 60-90% available with signage demonstrating appropriate use (see How to Wash Your Hands).
- Alcohol based hand rub should not be accessible to children (i.e., within their reach) and children should be supervised when using the hand rub.
- Consider using signage/markings on the ground to direct families through the entry steps.
- Personal belongings should be labeled and kept in the child's cubby/designated area. (e.g., backpack, hats and mittens, etc.). While appropriate clothing for the weather (e.g., jackets, hats, sunscreen) should continue to come with the child, other personal belongings (e.g., toys) should be minimized.
- You may want to consider a specific policy/protocol for stroller storage if this typically takes place inside the child care setting (for example, designating a space outside of the child care setting, such as a storage shed so that parents do not need to enter the building to leave the stroller).

Visitors

- There should be no non-essential visitors at the program.
- Students completing post-secondary educational placements will be permitted to enter child care settings and should only attend one child care setting and be assigned to one group of children.
- Students will also be subject to the same health and safety protocols as other staff members such as screening and the use of PPE when on the child care premises, and must also review the health and safety protocols.
- The provision of special needs services may continue and licensees may use their discretion to determine whether the services being provided are essential and necessary at this time.

- Use of video and telephone interviews should be used to interact with families where possible, rather than in person.
- Ministry staff and other public officials (e.g., fire marshal, public health inspectors) are permitted to enter and inspect a child care centre, home child care agency, and premises at any reasonable time.
- As much as possible, parents should not enter the premises.
- Licensees must ensure that there are no volunteers at the program.

Space Set-Up and Physical Distancing

- Physical distancing between children in a child care setting can be difficult to maintain; however, it is an important strategy that should be encouraged whenever possible.
- It is also important to maintain a welcoming and caring environment for children. Please see the document [*Building On How Does Learning Happen?*](#) for more support and ideas on how to provide an engaging environment while physically distancing.
- Each group of children must have their own assigned indoor space separated from all other groups by a physical barrier. The purpose of the barrier is to reduce the spread of respiratory droplets that are thought to transmit COVID-19 and to reinforce physical distancing requirements between groups. The physical barrier must begin at the floor and reach a minimum height of 8 feet to ensure that it will always be 12 inches taller than the tallest person in the facility. It must be as wide as the space/room will allow.
- When in the same common space (e.g., entrances, hallways), physical distancing of at least 2 metres must be maintained between different groups and should be encouraged, as much as possible, between children within the same group by:
 - spreading children out into different areas, particularly at meal and dressing time;
 - incorporating more individual activities or activities that encourage more space between children; and,
 - using visual cues to promote physical distancing.
- In shared outdoor space, a distance of at least 2 metres must be maintained between groups and any other individuals outside of the group at all times.
- Licensees and home child care providers are encouraged to increase the distance between cribs/cots/resting mats/playpens or place the children head to toe or toe to toe if the space is limited.
- Shared spaces and structures that cannot be cleaned and disinfected between groups should not be used.

- Recognizing that physical distancing is difficult with small children and infants, additional suggestions include:
 - planning activities that do not involve shared objects or toys;
 - when possible, moving activities outside to allow for more space; and,
 - singing only in alignment with the requirements set out in *Reopening Ontario (A Flexible Response to COVID-19) Act, 2020* (e.g., see the rules for areas in stage 2 and stage 3).

Equipment and Toy Usage and Restrictions

- Licensees and home child care providers are encouraged to provide toys and equipment which are made of materials that can be cleaned and disinfected (e.g., avoid plush toys).
- Mouthed toys should be cleaned and disinfected immediately after the child is finished using them.
- Licensees and home child care providers are encouraged to have designated toys and equipment (e.g., balls, loose equipment) for each room or group of children. Where toys and equipment are shared, they should be cleaned and disinfected prior to being shared, including between groups.
- If sensory materials (e.g., playdough, water, sand, etc.) are offered, they should be provided for single child use (i.e. available to the child for the day) and labelled with child's name, if applicable.
- Play structures can only be used by one group of children at a time. Please consult with your local public health unit regarding the use of playground equipment onsite.

Program Statement/Activities

- Licensees are encouraged to continue to implement their program statement.
- The ministry recognizes that there may be approaches outlined in the program statement which may not be possible due to physical distancing.
- Licensees are not required to make updates to their program statement during this time.

Outdoor Play

- Licensees should schedule outdoor play by groups in order to facilitate physical distancing. Where the outdoor play area is large enough to accommodate multiple groups, licensees must separate the groups by at least 2 metres.
- If play structures are to be used by more than one group, the structures should only be used by one group at a time.
- Licensees and home child care providers are encouraged to have designated toys and equipment (e.g., balls, loose equipment) for each room or group.

Where toys and equipment are shared, they should be cleaned and disinfected prior to being shared.

- Licensees and home child care providers should find alternate outdoor arrangements (e.g., community walk) where there are challenges securing outdoor play space. Providers should follow physical distancing practices when possible.
- Children should bring their own sunscreen where possible and it should not be shared.
 - Staff may provide assistance to apply sunscreen to any child requiring it and should exercise proper hand hygiene when doing so (e.g., washing hands before and after application).

Interactions with Infants/Toddlers

- Licensees should continue to encourage staff and home child care providers to supervise and hold bottles for infants not yet able to hold their own bottle to reduce the risk of choking.
- Licensees and home child care providers should consider removing cribs or placing infants in every other crib and mark the cribs that should not be used in order to support physical distancing.
- Recognizing that physical distancing is difficult with small children and infants, suggestions to support physical distancing include:
 - planning activities that do not involve shared objects or toys; and,
 - when possible, moving activities outside to allow for more space.
- Children must not share food, feeding utensils, soothers, bottles, sippy cups, etc. Mouthed toys must be removed immediately for cleaning and disinfecting and must not be shared with other children.
 - Label these items with the child's name to discourage accidental sharing.

Food Provision

- Licensees and home child care providers should change meal practices to ensure there is no self-serve or sharing of food at meal times.
 - Utensils should be used to serve food.
 - Meals should be served in individual portions to the children.
 - There should be no items shared (i.e., serving spoon or salt shaker).
- There should be no food provided by the family/outside of the regular meal provision of the program (except where required with special precautions for handling and serving put in place).
- Children should neither prepare nor provide food that will be shared with others.

- Ensure proper hand hygiene is practiced when staff are preparing food and for all individuals before and after eating.
- Where possible, children should practice physical distancing while eating.
- There should be no sharing of utensils.

Provision of Special Needs Resources (SNR) Services

- The ministry recognizes that children with special needs and their families continue to require additional supports and services in child care settings.
- The provision of in-person special needs services in child care settings should continue where appropriate and licensees may use their discretion to determine whether the services being provided are essential and necessary at this time.
- Please work with special needs service providers to explore alternative modes of service delivery where in-person delivery is not possible.
- All SNR staff must screen before entering the child care setting and must follow all health and safety measures that staff/providers follow, including having their attendance logged, practicing proper hand hygiene, wearing a medical mask and eye protection, and maintaining physical distancing as much as possible.
- Licensees and SNR service providers should work together to determine who will be responsible for ensuring SNR staff have appropriate PPE.
- Where SNR services are provided through external staff/service providers, licensees and home child care providers should inform all families of this fact, and record attendance for contact tracing purposes.