

Kids U



COVID-19 HANDBOOK

Updated:
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Table of Contents

Introduction	2
Section 1: Management Team	2
Section 2: Arrival Process	3
1. Arrival	3
2. Daily Observation.....	4
Section 3: Dismissal	4
Section 4: Cleaning and Sanitation	4
1. Handwashing.....	4
2. Classroom Materials.....	5
3. Washroom and Diaper Changes	5
4. Meal Times	5
Section 5: Comforting Students	5
Section 6: Nap Time	6
Section 7: Physical Distancing	6
1. Children	6
2. Visitors	6
Section 8: Communication	6
Disclaimer	8
1. Fees	8
Acknowledgment.....	9



COVID-19 Health and Safety Policies and Procedures

Updated: August 17th, 2021

At Kids U, we value the health and wellbeing of all our staff, families and students. Kids U has created this handbook to ensure we are keeping our families informed of the protocols outlined from Alberta Health Services (AHS) that we are following at the campuses as well as enhancements we have made as an organization to address the evolving COVID-19 situation.

Navigating through this pandemic is a challenging and new experience for everyone. Our goal is to be transparent with families and more importantly to keep you informed of changes. The following guidelines and protocols may change during the COVID-19 pandemic. Kids U continues to work closely with AHS and our partners in the Ministry of Children's Services to meet and exceed all standards set by the province of Alberta.

Information for Albertans on Covid-19

<https://www.albertahealthservices.ca/topics/Page16997.aspx>

Self-Assessment and Test Appointment Bookings

<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>

Alberta Health Services FAQ for Covid-19

<https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-ncov-2019-public-faq.pdf>

Section 1: Management Team

If you have concerns or questions about the contents of this handbook or any other policies and procedures at the campus, please connect with a member of your Program Supervisor.

Section 2: Arrival Process

Upon entry to any of our campuses we require all persons to:

- Sanitize hands with hand sanitizer
- Report to the Program Supervisor or designate to complete daily screening
- Masks are required for all staff, parents and visitors

All students, staff, and visitors are required to complete a daily screening questionnaire.



The screening process includes:

- Temperature verification
- Successful completion of health questionnaire designed by AHS which evaluates possible symptoms, contacts with symptomatic/asymptomatic individuals, and close contacts
- Sign off indicating that all entry criteria are met

We need staff/parents/guardians' help to keep children and staff's health and safety a top priority. This means we will require open communication and honesty when it comes to any illnesses the child or family member may be experiencing. If we find honesty is not being practiced, we will ask staff or families respectfully to stop attending Kids U.

Your access to a Kids U campus will be denied if you or your child have any of the following:

- A temperature above 38 degrees Celsius when using our thermometers
- Answered yes to any questions on the health questionnaire regarding symptoms
- Incomplete health questionnaire
- Exhibiting any signs of the core symptoms: fever, new onset of cough or worsening chronic cough, new or worsening shortness of breath or difficulty breathing, loss of taste or smell
- Awaiting results of a Covid - 19 test

Note: We do understand that at drop off your temperature may be slightly elevated. With that said we will retake your temperature 10 - 15 minutes after arrival. Reminder that you will be asked to leave the campus until you have been cleared.

Kids U requires all staff, children and families to remain at home when they are feeling ill to protect the well being of persons at the campuses. If you are exhibiting any signs of illness you will be asked to leave the campus and obtain further guidance from AHS.

Once you have successfully completed the questionnaire with responding "no" to all of the questions, one of our staff members will welcome your child into the classroom and walk with them to their designated classroom. We do ask that to reduce the risk of exposure that all items not required for school are kept at home such as toys, books and other personal items. We do welcome your child's small comfort toy and bedding for naptime.



Daily Observation

Daily observation of our students and staff's health is a top priority at Kids U. We will monitor our students and staff for any signs of illness throughout the day. If children do exhibit signs of core COVID-19 symptoms throughout the day, they will be removed from the classroom, when possible, to limit further exposure.

We require parents/guardians to promptly pick up their child and obtain guidance from AHS. You will be unable to return to the campus until AHS says that it is safe to return, meaning symptoms have resolved and you have proof of a negative test result, or it has been 10 (to 14) days since the onset of symptoms and they are no longer present.

Section 3: Dismissal.

Our dismissal process consists of:

- Hands sanitization upon entry
- Campus staff will walk your child from class to the lobby
- Masks are required for all staff, parents and visitors

At some of our campuses, we do have small lobbies and ask that your pick up is done in a timely manner to allow for other families to enter the campus to maintain social distancing when possible.

Section 4: Cleaning and Sanitation

Handwashing

Handwashing is important to slow the spread of illness. Kids U has increased handwashing procedures for everyone entering the classrooms. Our staff, students and visitors are required to wash their hands with soap and water for 20 seconds throughout the day. The teachers will continue to work on proper handwashing with their students.

Handwashing is required but not limited to:

- Upon entering classrooms
- Before and after meal times
- Before and after diapering or assisting a child in the washroom
- Assisting a child in cleaning their nose or face
- After coming in contact with bodily fluids
- Before and after administration of medication or creams
- After coming in from playing outside



All staff will wear gloves when diaper changing/toileting, dealing with bodily fluids and wash their hands before and after wearing gloves.

Classroom Materials

- Materials or items that are mouthed by children will be placed in a bin to be sanitized
- Teachers will ensure that soothers and bottles are not used by any other students in the classroom
- Supplies are available upon entry to sanitize your bin
- Tables and chairs will be sanitized frequently throughout the day.
- All high touch surfaces such as door knobs, walls, and doors will be frequently sanitized throughout the day.

Washroom and Diaper Changing

- Toilets/change tables will be sanitized between each use
- All staff will wear gloves and following AHS guidelines for toileting/diaper changes

Meal Times

- All staff are required to wash their hands before and after sanitizing the table for meals
- Students will wash their hands before and after their meal
- Tables and chairs will be sanitized after each meal
- Meals will be served by staff members

Section 5: Comforting Students

We feel it is important to build and sustain positive relationships with our students. Meeting children's developmental needs remains our top priority alongside meeting their needs for physical safety. As such, we encourage our staff to maintain warm, caring relationships with the students, especially when a child is upset and in need of comfort.

Our teachers and staff will ensure we are comforting our students in a safe way by:

- Wearing a mask in the classroom
- Washing their hands and any areas where the child's tears or secretions have touched
- Changing student's clothes if they are soiled or wet
- Soothers, bottles and cups will be labeled with each student's name and sanitized after use

Section 6: Nap Time

We will continue to space children's cots per licensing and health requirements. Students will be spaced 2 feet apart and where possible, alternating head to toe or toe to toe.

Section 7: Physical Distancing

Parents frequently ask about how social distancing may be encouraged in a child care environment. We have worked closely with our management team, licensing and AHS to establish our guidelines.

Children

- Cohorts: Each campus has set cohorts for their students to remain in while in attendance. The cohorts are aligned with ratio requirements.
- Physical distancing: Promote activities for children to work with that are spaced apart where possible.
- Classroom transitions: Children will move between each room dependent on their program. Junior and senior preschool will move to another classroom based on their schedules.
- Classroom materials have been adjusted to allow for more frequent sanitization, and where possible, individual materials have been provided to support safe learning (for example, individual play-doh).

Visitors

- Outside agencies: Aides that are attending our campuses must pass their own internal screening requirements as well as all Kids U requirements.

Section 8: Communication

At Kids U, we understand that communication is a key priority for parents and staff. In commitment to our core values, we will implement the following:

- Ensuring updated information from AHS and Alberta Children and Family Services is communicated in a timely manner through email and posted within the campus lobby.
- Reminding your children of the importance of following proper handwashing while at school.



- Ensuring communication to our students regarding the pandemic is happening in an age appropriate language.



Disclaimer

Kids U is in frequent communication with Alberta Health Services as well as Alberta Children and Family services to ensure we are following the most recent guidelines implemented. This pandemic is still evolving and requirements to Kids U may change and need to be updated. We will update our families based on the information that is provided to us by AHS. As an organization we are required to follow all guidelines provided to us by AHS. We do understand that some requirements may pose an inconvenience to you and your family, however, your health and safety is our most important priority.

Some requirements will require a classroom or campus to close for a period of time that is determined by Alberta Health Services.

Fees

In order for this to apply we require families to continue keeping their Kids U tuition account in good standing. Our aim is to keep our staff employed and our children learning. No credits or refunds will be issued, and existing withdrawal policies would still apply. It is an assumed risk of attendance during a pandemic that a required closure may happen and we request all families to understand and acknowledge this informed risk.

If you require financial assistance the Government of Canada has a program to assist families during times of quarantine and closure. We have provided a link below for ease of access.

Government of Canada Financial Support

<https://www.canada.ca/en/department-finance/economic-response-plan.html#individuals>

Information in our handbook will be frequently updated and submitted to families when necessary. We thank you for your understanding and continued support during these uncertain times. Kids U will continue to ensure the health and safety of everyone who attends our campuses.

Please return the acknowledgement page to your Program Supervisor before your next date in attendance.



Parent/Guardian Acknowledgment

Please read and acknowledge at the bottom.

1. I understand that to enter upon the campus; myself and my child must be free from core COVID-19 symptoms. If during the day, any of the core or secondary symptoms appear, I will be notified to pick up my child/ren from the campus.

Once core symptoms appear I understand I must either be tested for COVID-19 OR isolate for 10 days or symptoms resolve and follow guidelines of AHS.

If one secondary symptom appears I must monitor for 24 hours to see if the symptoms worsen. If the secondary symptom worsens OR my child develops two secondary symptoms, I must isolate or proceed for testing.

2. I also understand that my child or anyone awaiting test results will not attend the campus until a negative test is received and the symptoms have resolved.
3. I understand that my temperature and my child's temperature will be taken upon arrival and during the day while on campus premises.
4. I agree to immediately notify Kids U if my child or anyone in my child tests positive for Covid-19.
5. I understand that close contacts will no longer be legally required to isolate unless guided by AHS and I will not be notified if my child is a close contact.
6. I understand that while attending Kids U each day, my child will be in contact with other children; and others who are also at risk of community exposure. I understand that no list of restrictions, guidelines, or practices will remove 100% of the risk of exposure to COVID-19 as the virus can be transmitted by persons who are asymptomatic and before some people show signs of infection. I understand that I play a crucial role in keeping everyone in the campus safe and reducing the risk of exposure by following the practices outlined herein.
7. I understand that due to the potential risk of exposure there may be closures at times and I will be required to continue paying full tuition with Kids U and that Kids U will not refund/credit my tuition for the time we are in quarantine.
8. I understand that during a government mandated lock down, Kids U has created a system for continuous learning through their online platform.

In the event of a Government shutdown for child care:



- Kids U will continue to focus on supporting our students, families and staff; and to keep our ecosystem operational for reopening. With this in mind, all families will be transitioned to our online learning platform, however there will be no refund or reduction in tuition fee for the month which gets impacted by the lockdown of our schools. *For example: If the government shuts down child care mid January, we will transition your child to online learning with no reduction to your fees for January.*

In the event of an Extended government shutdown for child care:

- Families wishing to keep their spot secure for reopening by paying a reduced tuition fee for the online learning. Parents who choose not to participate in online learning may still secure their child's spot by paying a holding fee.
- Families wishing to not pay the reduced tuition for online learning or the holding fee for your child's space, may terminate their enrollment with Kids U during an extended lock down event by giving 2 weeks notice from the 1st or the 16th of the month, via email to registration@kidsu.ca. If a family chooses to terminate while they are enrolled in our online learning system, this will also be considered a termination from in person learning. When Kids U reopens, parents will need to re-register to secure their spot at a campus, including paying the annual material fee and the registration fee.

Once the campus is able to reopen, families who have maintained their enrollment will be able to seamlessly transition back to in person learning with a prorated fee.

I certify that I have read, understand, and agree to comply with the provisions listed herein. I acknowledge that failure to act in accordance with the regulations listed herein, or with any other policy or procedure outlined by Kids U will result in possible termination:-

Parent Signature

Date