Good Practice Guide

For the organization of educational childcare in Childcare Centers during the COVID-19 emergency health measures

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In the context of the COVID-19 pandemic, the Ministère de la Famille has produced various documents in collaboration with the General Directorate of Public Health. In order to support the implementation of good practices in educational child care providers, the Ministère de la Famille has decided to share this good practice guide produced by the Association québécoise des centres de la petite enfance (AQCPE) with all educational child care providers in Quebec.

The purpose of this guide is to support managers in organizing services during the pandemic. It does not constitute any obligation or regulation and should be considered as a reference or course of action.

Please note that the COVID-19 situation is evolving rapidly and that the recommendations in this document may evolve in accordance with government measures and guidance put in place.

You will find several suggestions for good practices that you can implement to reduce the risk of contamination in your facility. They do not in any way replace the Public Health guidelines or those established by the Government of Quebec, including those from the Ministère de la Famille.

Thanks

Since the beginning of this health crisis, the Association québécoise des centres de la petite enfance (AQCPE) and the Conseil québécois des services éducatifs à la petite enfance (CQSEPE) have been working closely together to support the Childcare center/Coordinating Office network. This guide, therefore, draws from, among other things, the various exchanges we have had with our colleagues at the CQSEPE. We would like to take this opportunity to thank them.

We warmly thank the CPE l’Essentiel, Les Mousses, Les Copains d’Abord and the BCGMF des Hautes-Marées for their valuable contribution to the writing of this guide.

Geneviève Bélisle
Chief Executive Officer
AQCPE
Preamble

This guide has been produced in accordance with the Public Health and the Ministère de la Famille guidelines. It is aimed at educational daycare centers in facilities.

Guiding principles

- **Handwashing** is essential at all times.

- Respect **social distancing** rules.

- **Maintain open communication with the working team.**

- Cleaning reduces the number of viruses and the risk of contagion. However, cleaning does not eliminate all viruses. Therefore, surfaces must also be disinfected with the usual disinfectant products.

- Emphasize hygiene measures throughout the day (see the last section of this document).

- As soon as a child puts an object or game in their mouth, remove and disinfect it before returning it to the room.

- Look out for the signs (dry cough, fever, and headache) in children and adults.

- Limit the number of children who are in the same common areas at the same time.

- Children with a fever should not be accepted at the Childcare Center.

- If, while at the Childcare Center, the child has signs of fever they must be removed from the Childcare Center:
  - The child temporarily leaves the group and is accompanied by an educator;
  - According to the protocol for the administration of acetaminophen, the member of staff may administer the medication to the child;
  - Another member of staff must take care of the disinfection of the room frequented by the child with signs of fever;
  - The parent is notified promptly;
  - The parent must go to the entrance of the Childcare Center;
  - Someone should accompany the child to their parent at the entrance of the Childcare Center.
Arrival and departure of parents and children

The Childcare Provider should act flexibly, respectfully and sympathetically with parents in applying the management practices in place. It is important to remind parents that these practices allow the service to remain functional for the benefit of everyone.

- Limit access to parents at the entrance of the Childcare Center.
- Limit the number of families: one at a time in the inner entrance (vestibule).
- Advise parents to restrict the number of people coming to collect the child and to avoid going back and forth during the day.
- Ask parents to wash their hands as soon as they arrive, if possible, using a disinfection machine.
- Parents must not be allowed to move around the Childcare Centre; there must be a reception area. To do this, a member of staff will collect the child at the reception and will take them back to their parent in the afternoon.
- The Childcare Center must at no time receive a parent or a child with a fever.
- Set up a procedure to question parents, for example:
  - Have you, your child or a family member travelled in the last 14 days?
  - Have you been in contact with people who have travelled in the last 14 days?
  - Do your child or a family member have symptoms of COVID-19?
  - Are your child or a family member waiting for an appointment to take a test, or waiting for a COVID-19 test result?
  - Have you or a family member received a letter from Public Health?
- Be familiar with the locations, dates and times of exposure risk for a target area: https://www.quebec.ca/sante/problemes-de-sante/a-z/informations-generales-sur-le-coronavirus/#c47144
- If parents have received a letter from Public Health asking them to self-isolate, they are asked not to come to the Childcare Center and to follow Public Health guidelines.
- The Childcare Center may refuse a child if it considers that the health and safety of people (staff or children) is potentially compromised.

Greeting children
In the current context of the rapid spread of COVID-19 between individuals, good management of children in care will limit the risk of hosting the virus at the same time. Be proactive on greeting.

- Have a single entrance for all children.
- No movement of parents around the Childcare Center should be permitted. There must be a greeting place.
- Whenever possible, children should be left with an identified Childcare Center member of staff between the two doors, who will take the child to their room.
- The member of staff will accompany the child to an empty locker and place their outer clothing and belongings in the locker.
- Leave a locker distance between the personal belongings of each child and alternate each day, in order to leave room for the disinfection that must take place after each departure.
- Wash children's hands (20 seconds) before going into the rooms or before playing. The member of staff should also wash their hands.
- Inform management of the child's arrival so that they can add the child to the attendance list.

Good practices for ratios or facilities

The number of people in the same facility should be kept as low as possible, and the good practices below are ways to prevent contagion. Data collected by the Ministère de la Famille shows that less than 2% of emergency educational child care centers have more than 11 children.

- Minimize the number of children in your groups depending on the day's attendance.
- Avoid gatherings throughout the Childcare Center, including cloakrooms and the outdoor yard.
- Decrease the group ratios by 50% compared to the usual size.
- Each facility should have a maximum occupancy rate of 30%. For example, 24 children in 80 regular places. This rate may vary depending on the size of the premises.
• Maintain a low overall ratio for the facility to ensure the health and safety of the children.

Good Practices for indoor activities and outdoor outings

*Staff and children should continue their activities and outings. However, it is essential to be vigilant in these situations as this time represents a very large part of the day.*

• Talking about the situation with the children is recommended. Please refer to the psychological support page of our website in the section "Should I talk about the COVID-19 pandemic to toddlers?"

• Keep children at least one metre away from each other during table games and all other activities.

• Reduce the number of children per play area.
  o You can reduce the items available to set up smaller play areas. For example, in a dolls’ corner, only make two dolls available.
  o You can also rotate toys in the same room. If there are 3 play areas in the morning, they must be disinfected in the afternoon. In the meantime, 3 other play areas should have been set up for the children.

• Avoid activities that require direct contact between children (e.g. holding hands) or sharing objects.

• Limit the number of children who visit the common areas at the same time (e.g. alternating groups of children in the mobility rooms).

• Try to avoid activities with direct contact between children (e.g. holding hands, cuddling) or sharing toys (e.g. instead of playing a board game where all children touch the pieces or dice, only one child in the group handles the items) as much as possible.

• Disinfect all surfaces (counters, chairs, tables, etc.), sinks, toilets and the different types of dispensers after each use or, as appropriate, before going outside with the children. For items that must be disinfected after each use, refer to the table for the Guide to Health and Safety for Educational Childcare Providers.

• Avoid contact with other people in parks.

• Outdoor outings with children attending Childcare Centers are encouraged.
Good practices for children's naps

Continue to apply the hygiene and prevention rules, even during naps. Proper preparation and well-coordinated hygiene measures are essential.

- Put a sheet on the children's mattresses. The sheet should be supplied by the Childcare Center and washed every day.

- Put personal belongings in bags in the sleep lockers, so the children's personal items do not touch each other.

- Place mattresses at a distance of at least one metre from each other.

- If you have more than one dormitory for infants, you can put the children to sleep in both dormitories to increase the distance between them. Otherwise, space an empty bed between each child.

- Pay special attention to the children, as they may be insecure about the situation and may have trouble falling asleep.

- During the nap, disinfect all surfaces (counters, chairs, tables, etc.), sinks, toilets and the different types of dispensers used by children and staff.

- At the end of the nap, remove the sheets and put them in the wash and disinfect the mattresses.

- Wash your hands before returning to the children

Good practices for the use of the premises and teaching materials

You need to be rigorous and proactive. The coronavirus survives 3 hours on inert objects with dry surfaces and 6 days on objects with wet surfaces. (Source: Quebec.ca/coronavirus)

- Remove as much as possible objects that cannot be washed easily, such as soft toys, dressing up clothes, rugs and blankets. Toys that are easy to clean or can be put in the dishwasher are best.

- Remove non-washable items: modelling clay, finger paints, storage bins, etc. Put dirty toys away in a bin or net.

- Limit the number of toys available. Encourage more individual play, again taking the following advice:
• You can reduce the items available to set up smaller play areas. For example, in a dolls' corner, only make two dolls available.
• You can also rotate toys in the same room. If there are 3 play areas in the morning, they must be disinfected in the afternoon. In the meantime, 3 other play areas should have been set up for the children.

• Immediately quarantine toys that cannot be cleaned.
• Make sure sheets and quilts are washed at the end of the day.
• Indicate which rooms have or have not been disinfected.
• Use a disinfected room at the beginning of the day.
• Use a disinfection worksheet to facilitate the management of the premises and teaching materials (see Appendix).

**Good practices for serving lunch**

*It is important to maintain in this situation.*

• Apply all the usual known hygiene rules (see the hygiene rules at the end of this document).
• As far as possible, it is best to keep the space of an empty chair between each child at lunch.
• The person in charge of food should stay in the kitchen as much as possible and avoid contact with colleagues and children.
• Assign a person to collect food from the kitchen and distribute it or, alternatively, ask the person in charge of food manager to respect social distancing when they bring the food into the room.
• Prepare children's plates away from the table where the children are but do not forget to ask them how hungry they are.
• Cover food, trays with dishes and utensils well.
• Avoid making up trays with dishes in advance if you do not have the means to cover everything tightly.
• Limit the number of bottles and glasses that can be used throughout the day and ensure that each glass is cleaned in the dishwasher after each use, whenever possible.

• Compost or put in the trash all food that comes out of the kitchen and is not eaten.

• Follow the directions in Canada's Food Guide. For more ideas, refer to the Training page in the "Healthy Eating" section of our website

**Good practices for work teams**

*Organization of the work will ease the management of the Childcare Center in a crisis situation. Here are several suggested practices:*

• As a first step, you can try to estimate the number of staff you need in order to forecast your required workforce. The goal is to have the necessary number of staff to meet the needs of parents working in essential services. Prioritizing volunteering is recommended.

• You can also rotate workers, or have a list of available workers as needed. If rotating is planned between staff, make sure that staff do not come into contact with each other. If two members of staff take turns to be with a group of children during the week, try to ensure that both members of staff stay with the same children if possible. The more children and adults limit contact with different people, the lower the risk of contamination.

• For other staff, working from home should be encouraged, while being ready to support colleagues in the workplace. Of course, this must be done in accordance with Public Health guidelines.

• Keep a record of your staff who are in isolation.

• It is preferable to set up work teams to assist with the coordination of activities:
  • A day team and an evening team (or end of the day team);
  • A team for the children, and a team for disinfection. Disinfection must be carried out in the rooms where there are no children.

• For office staff: working from home where possible or restricted contact. It is best to rotate attendance – and make sure that offices and equipment are also disinfected.
• Any personal items that may have come into contact with the virus should be disinfected, such as smartphones, bags, purses and similar. If this is not possible, store them in the transition area in the cloakroom.

• Have a succession plan in case of isolation, work stoppage due to illness, a work accident or other absences.

• Keep the emergency response plan up-to-date, particularly in the event of an outside evacuation, and inform your teams.

• Avoid children moving around the office space whenever possible at all times.

• Do not allow visits by off-duty staff.

Good practices for managers

The Childcare Centre manager should be flexible, respectful and caring with parents. The manager is very important for the support of the team. Communicate, communicate, and communicate!

• Ensure that a manager is present, whenever possible, to ensure the compliance of parents, children and staff.

• Stay in the administrative offices as much as possible and ensure that you follow up with the team working with the children while respecting social distancing.

• Be open without panicking remain flexible and caring with your work teams.

Communication with staff

• Maintain communication with the entire work team.

• As the current measures are exceptional, it is important to communicate with your teams. Communication is key. Indeed, it is important to plan who will be reached, by what means and what type of information should be disseminated.

• Schedule frequent (ideally virtual) team meetings to keep them informed.

• Call staff working from home or in isolation individually to update yourself on them and maintain caring contact throughout the emergency measures.
• Provide information to all staff to keep them informed of the situation, emergency procedures and other matters.

• Display and make visible the infectious diseases table, exclusion rules and Notifiable Diseases Registry, and provide copies to parents.

• Display the symptoms description related to COVID-19 and ask parents to respond if there is any doubt.

• Establish a procedure for the exclusion of sick children based on recommendations provided by Public Health and sent out by the Ministère de la Famille.

• Display emergency phone numbers.

• Put the telephone numbers of people to contact, especially during a pandemic, in a specific place in your Childcare Center. A management support team is in place in addition to the two alternates.

• Explain to your staff how your Childcare Center is prepared to deal with the situation.

• Tell your staff about the service continuity plan, their roles and responsibilities, ways to prevent viruses, and means of communication to keep in touch, such as by telephone.

• Inform your staff of the division of labour, noting that it may need to change as the situation evolves.

• Direct staff to appropriate sources of information, including those available on the Ministère de la Famille and Quebec.ca/coronavirus websites.

• The website is a tool, but not the only one. The Internet, web videos, other web sites and the telephone can also be used to communicate clearly, proactively and in a timely manner.

• Use your Childcare Center's social media for general communications and to maintain contact with staff. You can also use a section of the Childcare Center's website or intranet to provide information on the pandemic.

• Warnings, information and communications must be updated throughout the continuity plan and it must be kept up to date.

Communication with parents
• Inform parents that the Childcare Center remains open only to parents in essential services. Refer to the list produced by the Ministère de la Famille to determine whether a parent can have access to the emergency service.

• Inform parents what tool will be used to communicate with them.

• Direct parents to appropriate sources of information, including those provided by the government.

• Use your Childcare Center's message board or front door to display useful information for parents.

• Make parents aware of the importance of keeping a sick child at home. This must not be done in a patronizing manner. Take the time to listen to the needs of the parent and remind them of your duty to protect everyone.

• Ask parents to make sure that a person will be able to come quickly to pick up the child from the Childcare Center if the child is sick and needs to be withdrawn.

• For communication with parents, please refer to the page on Training in the Pedagogy section of our website A space has been created specifically for the subject of COVID-19 entitled: Entrusting the Care of Your Child.

• Note, information must be updated throughout the continuity plan.

 Suppliers and visitors

• No entry to the Childcare Center will be allowed to suppliers and visitors.

• The goods must be left at the entrance in a box marked with its purpose, or at the back door.

• Inform your suppliers that your Childcare Center is open with lower attendance. State that you must apply strict measures to limit the spread of the virus.

• Prepare a list of local suppliers if your suppliers are no longer available.

• If you need to buy food at the grocery store, choose online shopping and delivery. When you receive the delivery, limit handling and its movement in the Childcare Center. Clean surfaces that have been in contact with the delivery.
Verification of absence from work

- The people scheduled to replace staff all have verified absence from work.

Good practices for sick children

*For prevention purposes, people with symptoms of COVID-19 should be restricted from attending the Childcare Center.*

- Follow Public Health guidelines and instructions at all times.
- Keep a record of sick children whose infection has been declared by Public Health at all times.
- Include the sick child exclusion policy in the service continuity plan and post it in the staff room, in addition to giving it to parents.
- Regularly discuss, in a virtual team meeting, how to proceed before excluding a sick child.

What are the symptoms?

In children, the symptoms of COVID-19 are as follows:

- Fever
- Cough
- Difficulty breathing

Some children may also have diarrhea and vomiting or other milder symptoms. The majority of affected children have few or no symptoms.

It must be understood that, for now, in the majority of cases, these symptoms will not be caused by COVID-19 but by other viruses common in this population.

It is not necessary to exclude a child with a mild cold (no fever, rhinorrhea/runny nose, a weak or no cough).

Recommendations for a child with flu-like symptoms

- Pay special attention to the appearance of symptoms. Procedures must be established so that the child who has symptoms upon arrival or during the day at the educational child care center goes home as soon as possible.
- If the child has a fever, cough or difficulty breathing, they should be removed from the childcare environment for 24-48 hours after the end of the symptoms.
• While waiting for them to go home:
  o Keep them away from other children until they leave. If possible, cover the nose and mouth of the child. If possible, get the child to wear a protective mask, and if the child cannot wear one the member of staff should. A fabric scarf (e.g. : cotton) can also be used.
  o Only one member of staff should remain with the child until they leave.

Preventive measures

*These are essential!*

• Wearing a mask is not recommended for emergency child care centers, either for children or staff.

• Gloves should continue to be worn for activities where gloves are usually required (e.g. cleaning, changing diapers, sick child, etc.).

• Both the mask and gloves represent false safety, especially if they are not used properly.

Exclusion criteria for children and staff

• People returning from a trip of 14 days or less.

• Sick people waiting for a test or test result for COVID-19.

• People with COVID-19.

• People who have been in close contact with COVID-19 cases during the period of isolation.

• People who have not travelled, but who develop flu-like symptoms (fever, cough, tiredness, aches or severe tiredness). They should not attend the educational childcare center until 36 hours after symptoms disappear, even if in the current situation the risk of COVID-19 is low.

If there is a person with COVID-19 at the Childcare Center
You must follow the steps and procedures of Public Health at all times, and they will inform you of each of them.

- The first step is to call the Public Health department in your area.
- Only Public Health can close a facility.
- It is not up to you to share the information with your staff and parents. Please wait until Public Health authorizes you to release the information. You will receive letters to send out as well as the steps to follow.
- It is important to keep the identity of people who are waiting for a test or who have a positive result confidential.

Guidelines for the presence of a child or member of staff with COVID-19

If a child or member of staff tests positive for COVID-19:

- The person must leave the facility.
- Telephone the Regional Public Health department concerned (see numbers in Appendix).
- Follow Public Health guidelines.
- Public Health will investigate and adopt the necessary measures to assess and manage each of the contacts of the sick child or member of staff (staff, children, close family).
- The guidelines may vary for different groups of children.
- The decision to close an educational childcare center depends on several factors and is made on a case-by-case basis by Public Health (e.g. number of people affected, occurrence of secondary cases).
- Inform the Ministère de la Famille on 1 855 336 8568.

If you have any concerns about the health of a child or member of staff, you can call 1 877 644-4545 or visit Quebec.ca/coronavirus.
Reminder of some hygiene and disinfection rules to be observed

The virus is transmitted mainly through droplets and direct contact (e.g. saliva). Indirect contact transmission (e.g. contaminated objects) is also possible but does not represent the main method of transmission.

- Cleaning reduces the number of viruses and the risk of contagion. However, cleaning does not eliminate all viruses. Surfaces and equipment must also be disinfected using standard disinfection products. We recommend increasing the frequency of surface and equipment disinfection measures by following the manufacturer's instructions for use.

- At this time, no data are available to specify the intensity or frequency of cleaning and disinfection. However, frequently touched surfaces (e.g. door handles, switches) in common areas should be prioritized.

- Gloves should be worn when cleaning and disinfecting equipment and surfaces. After cleaning and disinfection of surfaces, it is recommended that gloves are discarded and hands are washed with soap and water or an alcohol-based hand sanitizer solution.

Staff handwashing (including the person in charge of food)

Hand washing should be done with warm water and soap and should last at least 20 seconds. It should be carried out:

- On opening and closing the Childcare Center;
- Before and after handling food;
- After coughing or sneezing;
- After every diaper change;
- After going to the toilet or helping a child go;
- After blowing your nose or helping a child do this;
- After being in contact with a biological fluid (blood, nasal secretion, etc.) even if you are wearing gloves;
- Before changing a bandage or after doing so;
- Before and after preparing and giving medicine to a child;
- Before and after handling meals;
- After cleaning a child or toys;
- After disinfecting objects (washbasin, door handles, etc.);
- After removing gloves, regardless of the reason for use;
• At any other time deemed necessary.

Children's hand washing

Hand washing should be done with warm water and soap and should last at least 20 seconds. It should be carried out:

• On arrival at the Childcare Center;
• Before and after eating;
• After using the toilet or after a diaper change;
• After blowing the nose;
• After coughing or sneezing into the hands;
• At any other time deemed necessary.

Coughing into the elbow

Remind children that it is important to cough into the elbow.

Nose blowing

When blowing the nose, be sure to use enough layers of tissue paper so that the fingers do not touch the secretions. Immediately dispose of tissue paper in a bin with a lid (make sure it contains a bag). Wash the hands with soap and water.

Brushing teeth

Suspend this practice at the Childcare Center during the pandemic period.

Dishes

After meals and snacks, make sure to put all the dirty dishes together.

Wash your hands with soap and water after handling.

Thermometer maintenance

Thermometers can easily become vehicles for the transmission of infection if they are not properly disinfected and stored. This procedure should be carried out even if a protective plastic cover is used.

Identify oral or axillary thermometers from rectal thermometers and use them for the correct purpose.

After use:
• Carefully wipe the thermometer to remove all traces of lubricant and secretions;
• Wash it carefully with cool soapy water and rinse well;
• Disinfect it by soaking it in a disinfectant solution for 10 minutes;
• Dry the thermometer and store it in its case;
• Wash your hands.

Disinfection

In general, COVID-19 does not survive on objects for long:

• About 3 hours on objects with hard surfaces
• About 6 days on wet or porous surfaces

The following should be disinfected after each use:

• Changing tables;
• Counters;
• Chairs;
• Dishes;
• Glasses;
• Potties;
• Tables used for meals and snacks;
• Toys that are put in the mouth.

The following should be disinfected every day:

• Sinks and taps;
• Different types of dispensers;
• Toilet flushes;
• Door handles (of rooms and washroom);
• Mirrors;
• Games tables;
• Trash cans;
• Sheets and comforters.
Need help?

Please refer to your national associations.

**Association québécoise des centres de la petite enfance (AQCPE)**

Please do not hesitate to contact us on 1 866 677-5662 or at [communication@aqcpe.com](mailto:communication@aqcpe.com) if you urgently need assistance.

You can also check our website for all the latest information: [www.aqcpe.com](http://www.aqcpe.com)

**Ministère de la Famille**

If your questions have not been answered, you are invited to contact the Information and Complaints Office of the Ministère de la Famille by calling the following toll-free number: 1 855 336-8568.
REFERENCES AND APPENDIXES

Appendixes:
- Voicemail message
- Rooms to be disinfected
- Poster - notice for everyone
- Poster - Handwashing
- Poster - How to disinfect your hands
- Poster - Simple and effective handwashing
- Poster - Coughing and sneezing without contaminating
- Poster - Protect yourself!
- Poster - Infection prevention: a shared responsibility

General information:
- Symptoms of COVID-19
- Essential protective measures against the new coronavirus
- Information for the public
- General information pack
- Protect your health and the health of others - guidelines
- Protect your health and the health of others - decision support
- The progression of a COVID-19 analysis
- Guidelines for home isolation (people under examination)
- Guidelines for a person identified as a contact for a confirmed COVID-19 case
- Guidelines for a person returning from a foreign country
• Guidelines for a sick person waiting for a test or test result for COVID-19
• Guidelines for a person with COVID-19 in isolation at home
• Questions and answers for emergency managers of emergency childcare centers
• Contact information for Public Health managers

Government references:

• Government of Canada: outbreak update, prevention and risk, etc.
• Government of Canada: Coronavirus Disease (COVID-19): Resources for Canadian Businesses
• Government of Quebec: situation in Quebec, measures taken by the government, etc.
• Quebec Health and Social Services: signs and symptoms, situation in Quebec, etc.
• Quebec Health and Social Services: Stress, anxiety and depression associated with Coronavirus Disease COVID-19
• Government of Quebec general information pack

References on disinfection

• Guide for the intervention, prevention and control of infections in Childcare Providers and Schools in Quebec (MSSS, 2015, https://publications.msss.gouv.qc.ca/msss/document-000374/) which gives information on cleaning and disinfection in childcare centers (see Chapter 4 - Entretien, hygiène et salubrité des objets, des surfaces et des locaux) (in French). (Maintenance, hygiene, and health of objects, surfaces and rooms). Maintenance schedules are also available in the child care units (see appendixes 3 and 4).
• Government of Quebec https://www.quebec.ca/sante/problemes-de-sante/a-z/coronavirus-2019/
• *The health of children... in educational childcare centers*, 2nd edition, Ministère de la Famille et des Aînés
Voicemail message

Suggested example for Childcare Centers:

Hello, due to the measures put in place by the Government of Quebec, this Childcare Center will be closed from April 16 to 30 inclusive. We can only accept children of parents who work in essential services identified by the Government of Quebec.

Additional information will be posted on our website from [DATE] to inform you when we are reopening.

If necessary, you can contact us by email at the following address: [EMAIL ADDRESS]

We are sorry for the inconvenience this situation beyond our control may cause you and thank you for your valuable cooperation.
Rooms to be disinfected

NAME OF ROOM: ____________________________ DATE: ______________

TO BE DISINFECTED

** CROSS OUT TASKS AS SOON AS THEY ARE COMPLETED.

IN EACH ROOM, DISINFECT:

- All flat surfaces (countertops, chairs, tables, shelves, etc.).
- All sinks.
- All door handles and other handles (fridge, cabinet, etc.).
- All switches.
- All toys left in the sinks.
- Anything with a post-it on it.
- All the keys, all the hooks, all the magnets to open the locked doors.
- All mattresses and comforter containers.
- All fridges (nursery, 18 months storage).
- All washing bins and shoe bins.
- All diaper changing mats.
- All radios.
- All paper dispensers.
- All soap dispensers.

In the nursery:
- The microwave.
- The phone.
- The bottom of the walls and anything that is at children’s height.

IN EACH ROOM, MAKE SURE THERE IS ENOUGH:

- Produit jaune (detergent).
- Produit bleu (cleaner).
- Boxes of tissues.
- Wipes.
- A surplus of soap.

AND MAKE SURE THE USED SHEETS AND QUILTS HAVE BEEN WASHED.
TO BE DISINFECTED

** CROSS OUT TASKS AS SOON AS THEY ARE COMPLETED.

IN THE CLOAKROOMS AND AREAS WHERE PEOPLE COME AND GO, DISINFECT:

- All flat surfaces (countertops, chairs, tables, shelves, etc.).
- All sinks.
- All door handles and other handles (fridge, cabinet, etc.).
- All switches.
- Anything with a post-it on it.
- All the keys, all the hooks, all the magnets to open the locked doors.
- All ramps.
- All named lockers.
- All benches.
- All paper dispensers.
- All soap dispensers.
- All glass dispensers made of cardboard.
- The entire vestibule.

**** Pay special attention to the cloakroom as it is the only place where families have access.

TO BE DISINFECTED

** CROSS OUT TASKS AS SOON AS THEY ARE COMPLETED.

IN OFFICES AND THE STAFF ROOM DISINFECT:

- All flat surfaces (countertops, chairs, tables, shelves, etc.).
- All door handles and other handles (fridge, cabinet, windows, etc.).
- Handrails
- All switches.
- Anything with a post-it on it.
- All the keys, all the hooks, all the magnets to open the locked doors.
- All the phones.
- The printers.
- The photocopier.
Due to the COVID-19 outbreak, we ask that you comply with the following measures:

- You must use the ______________________________ entrance.
- Only parents identified by the Government of Quebec as an essential service will be accepted at the ___________________.
- On arrival at the Childcare Center, please wash your hands with the disinfectant provided.
- If you or your child has symptoms associated with COVID-19, please follow the Government of Quebec's guidelines and remain in voluntary isolation.
- If parents have received a letter from Public Health, they are asked not to attend an emergency childcare center and to follow Public Health guidelines.
Protect your children!

Everyone must wash their hands (children, parents, staff)
Thank you!
Hygiene and prevention

Hand washing

1. WET HANDS
2. APPLY SOAP
3. RUBS FOR 15-20 seconds
4. SCRUB Nails
5. RINSE
6. DRY
7. USE PAPER to shut the tap

Wash hands often, especially:
- When they are visibly dirty
- After sneezing or coughing
- After you blow your nose
- After using the toilet
- After changing a diaper
- Before preparing, touching or serving food
- Before eating
- Before putting in or taking out your contact lenses
- After moving garbage

Wash your hands with soap and water. Antibacterial soap is not required.

If soap and water are not available you can use an alcohol-based gel, foam or liquid sanitizer (at least 60% alcohol).

Take a little gel, foam or liquid sanitizer with your fingertips and rub both sides of your hands, fingers and in between your fingers. Continue to rub until your hands are dry without having used paper towels.

Alert
Sanitizers must be stored out of reach of young children. They can only be used occasionally and with supervision.
Respiratory hygiene
Cough and sneeze without contaminating others.

COVER
your mouth and nose with a tissue when coughing or sneezing.

ANTI-SHAY MAAAKS
If you have a fever or are coughing or sneezing, wear a mask in the following situations:

• Other people are in close proximity
• You are in the hospital emergency room or a medical clinic waiting room
• You are in a public place
• You are near a sick person who is not wearing a mask, such as a young child

If you have no symptoms but need to be in contact to administer care to someone who has a fever or is coughing or sneezing, you should wear a mask.

Place your used mask in a garbage bag in a closed trash can and out of reach of children.

Wash your hands after removing your mask.

IF NO TISSUE IS AVAILABLE, cough or sneeze into your elbow or on your upper arm.

Use anti-spray masks that are sold over the counter in pharmacies or other stores.

You may also wear a cotton scarf, but wash it every day.

PLACE
the mask rigid edge up.

MOLD
the rigid edge to your nose.

POSITION
the bottom edge of the mask under your chin.

Never touch your eyes, nose and mouth with your hands.
PREVENTING INFECTIONS:
It’s a collective responsibility

- Cough into your sleeve
- Throw away used tissues
- Wash your hands
- Keep your distance
- Stay home

Québec.ca/coronavirus
Toll free: 1-877-644-4545
Public health guidelines for educators in special childcare centres offering services to workers in essential services

Inclusion criteria for children permitted to attend special childcare centres:

Children of parents who work in the health network or in essential services may attend the special childcare centres.

Exclusion criteria for children and personnel:

- People who have returned from travel within the past 14 days
- People with COVID-19
- People who have had close contact with cases of COVID-19 during the isolation period
- People who have not travelled but who have developed flu-like symptoms (fever, cough, fatigue, aches and pains or severe fatigue). They should not come to the childcare centre until 36 hours after their symptoms have disappeared, even if, in the current situation, the risk of them having COVID-19 is low.
Specific recommendations for special childcare centres

- The individuals in charge should keep a detailed record of everyone present (children and staff) each day and for each group, and should avoid mixing groups. Simple measures can be taken, such as 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, and limiting all activities during which several groups of children interact.

- The children, parents, and staff of the childcare centre must wash their hands thoroughly with soap and water (for 20 seconds) or with an alcohol-based disinfectant solution (such as Purell), whenever they enter or leave the childcare centre.

- Parents must avoid moving around the childcare centre unnecessarily during the children’s arrivals and departures.

- Make sure that the children are distanced from each other during meal time and nap time, insofar as possible.

- Ideally, try to avoid activities involving direct contact between the children as much as possible (for example, holding hands or cuddling each other), as well as toy sharing (for example, 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 (for example, alternate the groups of children in the activity rooms).

- Reduce the ratios in the groups to ensure that the above principles can be applied. This decision is up to the person in charge, who must take into account criteria such as the size of the childcare centre.

- Outside outings with the children at the centres are encouraged.

Recommendations when a child presents flu-like symptoms

- Be on the lookout for the onset of symptoms. Procedures must be put in place to ensure that any child who presents with symptoms upon arriving at the childcare centre or during the day is returned home as soon as possible.

- If a child has a fever, cough or difficulty breathing, he or she must be removed from the childcare centre until 24 to 48 hours after the symptoms have disappeared.

- While waiting for the child to be taken home:
  - Keep him or her away from the other children until he or she leaves. If possible, find a way to cover the child’s nose and mouth. Ideally, have the child wear a procedural face mask; if not, have the staff member who is tending to the child wear one. A cloth scarf (for example, made of cotton) may also be used.
  - Only one staff member should stay with the child until he or she leaves.

Recommendations for a child presenting with symptoms of a benign upper respiratory tract infection

A child with a benign cold (no fever, simply a runny nose, little or no cough) does not have to be excluded. As the aim of special childcare services is to keep essential services workers on the job, it is important to weigh out the advantages and disadvantages of excluding all children with colds.

Instructions for a child or staff member with COVID-19

If the staff are informed that a child has tested positive for COVID-19 or that a staff member herself has tested positive, you must first call your regional public health branch (if it has not already contacted you) to ensure that it investigates and takes the necessary measures to take charge of each of the sick child’s contacts (staff, children, and close family).

The person with the confirmed case must be removed from the childcare centre and the health guidelines must be applied. The instructions may vary from one children’s group to another. The decision to close a childcare centre will depend on several factors, and will be made on a case-by-case basis with the public health authority (for example, the number of people affected or occurrence of secondary cases).

On weekdays, during opening hours, please use the contact information in the list provided at the following address: https://www.msss.gouv.qc.ca/professionnels/documents/liste-directeurs-sante-pub.pdf.

Outside opening hours, please call the following number: 1-877-644-4545.
Wearing masks and gloves

Wearing masks is **not** recommended for either the children or the employees in special childcare centres.

Nor is it recommended that gloves be worn at all times. They should be worn only as normally required (for example, for cleaning tasks or when changing diapers).

Both masks and gloves represent false security, particularly if they are not used properly.

Cleaning and disinfecting

- The virus is transmitted mainly through droplets and direct contact (for example, saliva). It can also be transmitted through indirect contact (for example, touching contaminated objects), but this is not the main mode of transmission.

- Cleaning reduces the number of viruses and the risk of contagion. However, it does not eliminate all viruses. It is therefore essential to disinfect surfaces and materials with the usual disinfection products. We recommend disinfecting surfaces and materials more frequently and in accordance with the manufacturer’s instructions for use.

- At present, we do not have data specifying how intensely or frequently cleaning and disinfecting should be done. However, surfaces that are touched frequently (such as door handles and light switches) in communal areas should be given priority.

- The person who cleans and disinfects materials and surfaces should wear gloves. After finishing these tasks, the person should throw the gloves away and wash her hands with soap and water or an alcohol-based disinfectant solution.

- Refer to the “Guide d’intervention : prévention et contrôle des infections dans les services de garde et écoles du Québec” (in French only) (MSSS, 2015, [https://publications.msss.gouv.qc.ca/msss/document-000374/](https://publications.msss.gouv.qc.ca/msss/document-000374/)), which provides information on cleaning and disinfection procedures in childcare centres (see Chapitre 4 – Entretien, hygiène et salubrité des objets, des surfaces et des locaux). Maintenance schedules are also proposed for childcare centres (see appendices 3 and 4).

- For any other question, we invite you to consult the FAQ section of the Ministère de la Famille website, which is updated regularly.

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**General information on COVID-19 is available at the following address:** [https://publications.msss.gouv.qc.ca/msss/document-002490/?&date=DESC&type=questions-et-reponses&critere=type](https://publications.msss.gouv.qc.ca/msss/document-002490/?&date=DESC&type=questions-et-reponses&critere=type)

If you have any concerns about the health of a child or staff member, call **1-877-644-4545** or visit the following website: **Québec.ca/coronavirus**.
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| 01     | 288, rue Pierre Saindon, bureau 115, Rimouski (Québec) G5L 9A8  
www.cissss-rimouski.gouv.qc.ca  
Téléphone : 418 724-5231  
Télécopieur MADO : 418 724-8183 | D' Sylvain Leduc  
Directeur de santé publique |
| 02     | 599, rue Hôtel-Dieu, Chicoutimi (Québec) G7H 0N8  
www.santesaglac.gouv.qc.ca  
Téléphone : 418 541-1055  
Télécopieur MADO : 418 545-0835 | D' Donald Aubin  
Directeur de santé publique |
| 03     | 2400, avenue d’Estimauville, Québec (Québec) G1E 7G9  
www.ciusss-capitalenationale.gouv.qc.ca  
Téléphone : 418 666-7000  
Télécopieur MADO : 418 661-7153 | D' François Desbiens  
Directeur de santé publique |
| 04     | 550, rue Bonaventure, 3e étage, Trois-Rivières (Québec) G9A 2B5  
www.ciusssmcq.ca  
Téléphone : 819 693-3938  
Télécopieur MADO : 1 866 377-6236 | D' Marie-Josée Godi  
Directrice de santé publique par intérim |
| 05     | 300, rue King Est, bureau 300, Sherbrooke (Québec) J1G 1B1  
www.santeestrie.qc.ca  
Téléphone: 819 829-3400  
Télécopieur MADO : 819 564-5435 | D' Alain Poirier  
Directeur de santé publique |
| 06     | 1301, rue Sherbrooke Est, Montréal (Québec) H2L 1M3  
www.santemontreal.qc.ca  
Téléphone : 514 528-2400  
Télécopieur MADO : 514 528-2461 | D' Mylène Drouin  
Directrice de santé publique |
| 07     | 104, rue Lois, Gatineau (Québec) J8Y 3R7  
https://cisss-outaouais.gouv.qc.ca  
Téléphone : 819 966-6484  
Télécopieur MADO : 819 770-3307 | M' Sylvie Lafontaine  
Coordonnatrice de santé publique |
| 08     | 1, 9e Rue, Rouyn-Noranda (Québec) J9X 2A9  
www.cissst-gnv.qc.ca  
Téléphone : 819 764-3264  
Télécopieur MADO : 819 764-4537 | D' Lyse Landry  
Directrice de santé publique |
| 09     | 835, boulevard Jolliet, Baie-Comeau (Québec) G5C 1P5  
www.cissst-cbameau.gouv.qc.ca  
Téléphone : 418 589-9845  
Télécopieur MADO : 418 589-1603 | D' Donald Aubin  
Directeur de santé publique par intérim |
| 10     | 1000, rue Labelle, bureau 210, Saint-Jérôme (Québec) J7Z 5N6  
Téléphone : 450 432-8732  
Télécopieur MADO : 450 569-6305 | D' Éric Goyer  
Directeur de santé publique |
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| 11 Gaspésie–Îles-de-la-Madeleine | 144, boulevard Gaspé, Gaspé (Québec) G4X 1A9  
www.ciss-gaspesie.gouv.qc.ca  
Téléphone : 418 368-2443  
Télécopieur MADO : 418 360-1301 | Dr Yv Bonnier Viger  
Directeur de santé publique                                                      |
| 12 Chaudière-Appalaches        | 363, route Cameron, Sainte-Marie (Québec) G6E 3E2  
www.ciss-ca.gouv.qc.ca  
Téléphone : 418 389-1510  
Télécopieur MADO : 418 389-1560 | Dr Philippe Lessard  
Directeur de santé publique et de l’évaluation                                    |
| 13 Laval                       | 800, boulevard Chomedey, Tour A, 3ᵉ étage, Laval (Québec) H7V 3Y4  
www.lavalensante.com  
Téléphone : 450 978-2121  
Télécopieur MADO : 450 978-2118 | Dr Jean-Pierre Trépanier  
Directeur de santé publique                                                          |
| 14 Lanaudière                  | 245, rue Curé-Majeau, Joliette (Québec) J6E 8S8  
www.ciss-lanaudiere.gouv.qc.ca  
Téléphone : 1 855 759-6660  
Télécopieur MADO : 450 759-3742 | Dr Laurent Marcoux  
Directeur de santé publique par intérim                                                |
| 15 Laurentides                 | 1000, rue Labelle, bureau 210, Saint-Jérôme (Québec) J7Z 5N6  
www.santelaurentides.gouv.qc.ca  
Téléphone : 450 432-8732  
Télécopieur MADO : 450 569-6305 | Dr Éric Goyer  
Directeur de santé publique                                                            |
| 16 Montérégie                  | 1255, rue Beauregard, Longueuil (Québec) J4K 2M3  
www.extranet.santemonteregie.qc.ca  
Téléphone : 450 928-6777  
Télécopieur MADO : 450 928-3023 | Dr Julie Loslier  
Directrice de santé publique                                                           |
| 17 Nunavik                     | C.P. 900, Kuujjuaq (Québec) J0M 1C0  
Téléphone : 819 964-2222  
Télécopieur MADO : 1 866 867-8026 | Dr Marie Rochette  
Directrice de santé publique                                                            |
| 18 Conseil cri de la santé et des services sociaux de la Baie-James | 1055, boulevard René-Lévesque Est, 6ᵉ étage, Montréal (Québec) H2L 4S5  
www.creehealth.org/fr  
Téléphone : 514 861-2352  
Télécopieur MADO : 514 861-5206 | Dr Faisca Richer  
Directrice de santé publique                                                            |

**Maladies à surveillance extrême**

Ministère de la Santé et des Services sociaux  
1075, chemin Sainte-Foy, Québec (Québec) G1S 2M1  
www.msss.gouv.qc.ca  
Direction de la vige sanitaire  
Téléphones : 418 266-6720  
Télécopieur MADO : 514 873-1182

Dr Horacio Arruda  
Directeur national de santé publique et sous-ministre adjoint

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