



## 2021 Covid Policies & Procedures

Hello families,

With new information about policies, procedures, changes and updates throughout the Covid pandemic, we know many of our families have questions about what this information means for them.

Together, with your help, we have been able to minimize any spread of Covid within our centres. We appreciate everyone's support and understanding through all of this. We are proud to work with such an amazing team and such wonderful families!

In cases where AHS or The Government of Canada does not have a specific policy in place for a given situation, Steps Academy management has written policy we feel is fair to families to continue with keeping everyone safe.

Please carefully read all information supplied below, as it will outline updated AHS, The Government of Canada and Steps Academy guidelines and policies for many scenarios.

Should you have any questions, please come to us directly. You will be asked to acknowledge and agree to all policies outlined below as it is our goal to guarantee everyone is clear on what is expected.

### Updated Covid 19 Policies & Guidelines – *Effective Immediately*

#### Positive Case/Core Symptoms

- All children are required to have the AHS Daily Health Survey completed for them each day, prior to entering childcare, which will ask if any of the core symptoms are present.
- *Core Symptoms include: fever, cough, shortness of breath or loss of sense of smell or taste.*
- **As per AHS guidelines, if children have any of these core symptoms, are required to isolate for 10 days from the start of their symptoms or until the symptoms are gone, whichever is longer, or until the child receives a negative test result and is symptom-free.**
- Children who test positive are required to isolate for 10 days, *even if they are symptom-free.*
- Children who test negative are only permitted to return when they are symptom-free.

*If you have more than one child attending Steps Academy and one of your children presents a CORE SYMPTOM, all children must remain home until the child presenting symptoms tests negative and is symptom-free.*

## Close Contact

- If you know your child has been in close contact with someone who has tested positively, we ask you to please keep your child at home for **4 days** from the first full day after your child's last contact with that person.
- The first day of contact with that person is not counted in the 4-day wait period.
- If your child does not present any symptoms, your child may return to care. If symptoms develop during those 4-days, we ask that the child is kept home for **10 days from the start of the symptoms** OR until symptom-free with a negative Covid test result.
- If upon return to care any symptoms occur, we ask that your child is picked up right away and be symptom-free with a negative Covid test result before returning to care.

## Domestic Flights

- If you take any flight within Canada, we ask that you please keep your child at home for **4 days** from the first full day after your return to ensure they do not show any symptoms.
- Please note that travel days are not included in the 4-day period.
- If there are no symptoms by the end of the wait period, the child may return to care. If symptoms develop at any time during those 4 days, please keep your child home for **10 days from the start of the symptoms** OR until symptom-free with a negative Covid test result.
- If upon return to care any symptoms occur, we ask that your child is picked up right away and be symptom-free with a negative Covid test result before returning to care.

Please note, this does not apply to non-air travel.

## International Flights

- The Government of Canada mandates any unvaccinated child **under the age of 12 must quarantine for 14 days** after international travel, or at minimum, **not attend school or childcare**.

## Closing a classroom due to a positive case in that room:

- 1) In the event of a positive Covid case within one of our classrooms, the room will be shut down for **4 days** and parents will be contacted for immediate pick-up of their child/ren, *preferably within the hour but no more than 90 minutes*. Should parents be unavailable, or we are unable to reach them, listed emergency contacts will be advised to manage the pick-up. To keep the indoor space as safe as possible, and with weather permitting, staff may be waiting outside for children to be picked up.
- 2) If a classroom is closed due to a positive case within it (as noted in 1, above), there will be no adjustment to fees for missed attendance. Measures will be taken to complete a deep sanitizing of all surfaces and materials over the period of closure. Prior to re-opening, no one will be permitted to enter the classroom once the deep sanitizing is completed to meet all safety protocols.

- 3) After completing the 4-day closure (which will be counted from the first full-day after the closure) and once the classroom is determined to be safe, the classroom will be re-opened on the fifth day.

*Please note that if your child is required to stay home for a time due to travel, being a close contact, waiting for test results, testing positive or having core symptoms, this will be treated the same as “sick-days” and will not warrant a credit or refund.*

## Scheduling Changes

We know many families have seen changes in their work arrangements and day-to-day lives, some being on very short notice, and we want to support you all as much as we can.

Options that Steps Academy is offering to assist and/or alleviate the impact of these changes for families:

**A) Requests to reduce attendance schedules** — Any schedule can be reduced within the month to be effective by the following week if Registration is notified a minimum two attendance days prior to the change. Changes for the upcoming month must be received one week prior to the month’s end so payment reports can be adjusted accordingly.

**B) Requests to withdraw from care without sufficient notice** — Steps Academy understands changes with work situations during Covid are often sudden. Withdrawal notice is, by policy, required one full calendar month plus five days prior to the end of the month following. Example: A withdrawal for the last day of April must be received by March 26<sup>th</sup>.

Due to the unpredictability of work schedules right now, Steps Academy is willing to accept withdrawals effective at the end of the current month of attendance with two available options:

- Your child attends the rest of the month, and the withdrawal is effective on the month’s last day. Requests for a return to care must be made through Registration and every effort will be made to reinstate the previous schedule, always based on space availability, e.g., a previous 5-day space may have to start as three or four until five days are possible.
- Your child leaves our care immediately and the unattended balance of the month is calculated and issued as a credit to be used upon return to care. (A credit certificate will be issued soon after the last attendance day.) Every effort will be made to reinstate the previous schedule OR implement a new schedule request, always based on space availability, e.g., a requested 5-day space may start as three or four days until five days are available. Please note that credits are transferable to younger immediate family members if the previously attending child no longer requires care.

Again, we sincerely appreciate working with such amazing families and are grateful to have you all on our team as we proceed through this together.

Please reach out to us directly if you require any support and we will be happy to assist you!

From all of us at Steps Academy