

FAQ

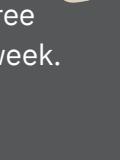
Frequently Asked Questions for Families

MASK USE



TOPP KIDS has aligned our mask policies with those of the CBE and CCSD school boards. Currently we are asking that all children and staff wear a clean face mask when attending TOPP KIDS. Masks will be worn indoors at all times unless eating or drinking where physical distancing can occur. When outside masks can be taken off where physical distancing can occur. Disposable face masks will be provided on site if needed. If your child requires a mask exemption for medical reasons please contact your Program Coordinator or Regional Manager. This policy may be relaxed as provincial mandates change for children under 12 in public spaces.

CLEANING



There is increased daily cleaning protocols to ensure that high touch surfaces and equipment are cleaned and disinfected regularly. Toys and materials will be fogged (with a Victory Electrostatic Sprayer) everyday in all cohorts and a three step disinfecting process will be completed on all toys and materials every week.

HANDWASHING



Our teams will work diligently with children to incorporate regular handwashing into the programming to ensure that hands are as clean as possible to reduce the spread of germs and promote healthy handwashing habits.

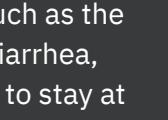
REQUEST FOR PARENTS TO DISCLOSE



TOPP KIDS is requesting that all participants inform us if their child does test positive for COVID-19. This way we can do our part in ensuring all program materials get cleaned through our three step process and we are operating with best practices in mind for all children, families and educators. The health and safety of all children is our top priority. TOPP KIDS will maintain the confidentiality at all times.

PRE EXISTING SYMPTOMS

If your child has pre-existing symptoms or medical conditions such as asthma or allergies that can present like symptoms of COVID-19 then please inform your program coordinator. This way the program can be aware that your child might develop symptoms similar to those on the daily health screening checklist.



CORE VS SECONDARY SYMPTOMS

According to the ALBERTA HEALTH DAILY CHECKLIST for children under 18. If your child has any of the following symptoms they are required to isolate for 10 days from the onset of symptoms or receive a negative Covid-19 test and feel better before returning to activities, these core symptoms include fever, cough, shortness of breath and loss of sense of smell or taste. If your child has secondary symptoms such as the chills, sore throat, runny nose/congestion, feels unwell, nausea, vomiting, diarrhea, loss of appetite, muscle aches, headache or conjunctivitis they are required to stay at home and be monitored for 24 hours. Please call 811 to see if a COVID-19 test is needed. If their symptoms are improving after 24 hours they can return to program and testing is not necessary.

FEES

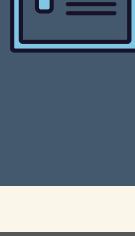


Fees will be payable for the month and will not be prorated for any reason including closure due to COVID-19 or missed days due to symptoms or isolation. If it is determined that TOPP KIDS would not be open for a period longer than a month, fees would not be charged for the month following the closure (i.e.: closed on the 15th of October, the payment for November would not be due if the program didn't reopen for that month).

WHAT HAPPENS IF THERE IS A POSITIVE CASE

If there was found to be a positive case of Covid-19 in a TOPP KIDS cohort, we will follow the guidelines determined by AHS and will not close or suspend service for that cohort(s) with one isolated positive case. TOPP KIDS will then immediately fog all equipment and materials in the cohort of the positive case as well as complete a three step disinfecting process of all materials in that cohort. TOPP KIDS will inform all parents at the program of a positive case and what cohort it was in however will not disclose the child and keep all personal information confidential.

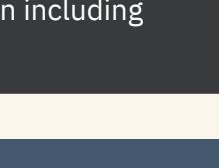
DAILY HEALTH SCREENING



Before leaving home please use the COVID-19 ALBERTA HEALTH DAILY CHECKLIST for children under 18 (latest updated version) to conduct an at home screening with your child including a temperature check before bringing them to program. TOPP KIDS will continue to ask the mandated questions and complete temperature checks at program before being signed in. TOPP KIDS will be following all health screening questions, steps and recommendations stated in the latest updated version of the ALBERTA HEALTH DAILY CHECKLIST for children under 18. If your child is found to have any symptoms present on the ALBERTA HEALTH DAILY CHECKLIST you will be notified to come pick up your child from program within 45 minutes.

WHEN A PROGRAM CLOSURE WOULD OCCUR

When there are two AHS confirmed cases of COVID -19 in the same TOPP KIDS cohort, AHS will declare an outbreak within TOPP KIDS at that program. However, it is important to note that we will not be instructed or mandated to close the program or even the cohort with two confirmed AHS cases of COVID-19. Only when AHS deems it necessary will a TOPP KID close a cohort. TOPP KIDS will be directed by AHS when it comes to closures and will follow all guidance directed to us by AHS. TOPP KIDS families will be notified at every step with updated information.



All COVID-19 cases, outbreaks, closures and important information will be send out via email to all TOPP KIDS parent participant at that specific program. Please ensure your Program Coordinator has your updated contact information including email and phone number.

WHEN NOT TO SEND MY CHILD

Unfortunately, to ensure compliance with AHS policies and procedures we are mandated to deny participation to any family based on the negative result of the COVID-19 ALBERTA HEALTH DAILY CHECKLIST. It is our top priority to ensure the children in our program are not additionally exposed to COVID-19 and this includes following all AHS guidelines and mandates. If your child does have any symptoms on the ALBERTA HEALTH DAILY CHECKLIST for children under 18 then please keep your child at home and follow all guidance outlined by AHS.

STAFF VACCINATIONS

TOPP KIDS has a staff vaccination policy in place where all TOPP KIDS employers will be required to be fully vaccinated for COVID-19 by December 17, 2021 unless medically exempt. Staff with a medical exemption will be completing rapid PCR tests every 72 hours.

WHAT HAPPENS IF THERE IS A POLICY CHANGE

With constant changes to AHS, Alberta Education and Alberta Child Services mandates, all policy changes for our COVID-19 response will no doubt be updated regularly. Any updates will be communicated to families via email and posted at the program. We thank you for being flexible as we adjust to all mandates and legal obligations as they arise.

