



**Palo Alto Community Child Care**  
*Learning, Playing, Growing Together*

## **Palo Alto Community Child Care COVID-19 Plan of Operation Families**

Due to the impact of COVID-19, how we operate our child care programs at this time will be very different from what you are used to. Please read through this communication carefully and thoroughly so that you are fully aware of what to expect prior to enrolling your child.

### **Enrollment Procedure**

Enrollment is limited to small group sizes per state and county mandates. Due to group size restrictions, enrollment in a PACCC program is limited.

**In addition to the usual PACCC enrollment forms and licensing forms, including an up-to-date contract for services and emergency contact information, the following completed and signed enrollment documents will be required prior to a child attending any PACCC center:**

- Illness and Communicable Diseases Addendum and Acknowledgement
- Assumption of Risk and Waiver of Liability

### **Group Sizes**

All PACCC centers will follow state and county mandates on group sizes for each age group. Each center will have stable “pods” of children and staff. If at any time group size requirements change and staffing allows, PACCC will adjust accordingly.

### **Hours of Care**

Centers will be open for child care from 8am - 4pm, Monday through Friday. Due to limited group size requirements, this is the only enrollment option we can offer at this time. We will adjust enrollment options in the future when appropriate.

### **Plan of Operation**

PACCC staff have developed a comprehensive plan of operation that follows local, state and federal requirements for operating a business during COVID-19, and specific to operating a child care facility. The practices we follow will be amended as required based on the current conditions.

## Compliance and Training

- All staff receive training on required health and safety practices prior to working. The training topics include procedures for cleaning and disinfecting, social distancing, check-in and health screening procedures and more.
- Each site is deep-cleaned and disinfected by PACCC's janitorial service nightly.
- Santa Clara County Public Health Department Social Distancing Protocols, COVID-19 Site-Specific Protection Plans will be posted at all centers and updated as required.
- Signage will be posted at each center informing staff, families and children of health and safety requirements including social distancing, use of face coverings, not entering the facility with symptoms of COVID-19, frequent handwashing and coughing or sneezing into a cloth, tissue or if not available, into the elbow.
- COVID-19 PREPARED signage will be posted outside every center.
- PPE and cleaning supplies will be available in ample quantities at each center.

## Health and Safety Protocols

The health and safety of the children and families we serve is our top priority.

The following protocols will be followed:

### **Arrival at the Center:**

- Strict daily check-in protocols, including temperature checks, will be followed to minimize risk of exposure to communicable diseases. The first point of entry is one of the most important barriers to mitigating the spread. Check-in points will be located outside each center. Parents/guardians (or authorized adults) are required to wear face coverings when dropping off and picking up their child.
- **Parents/Guardians and other non-PACCC adults will not be allowed inside the child care facility except when an urgent facility need must be addressed by maintenance personnel.** Only enrolled children and staff assigned to the specific child care center will be able to enter the facility during operating hours. Janitorial staff will be allowed to enter after the close of the day to perform nightly cleaning and disinfecting of the center. In instances when an urgent maintenance repair is needed, every effort will be made to take children outside during the repair. If possible, any maintenance need will be scheduled outside of regular program hours.
- **Parents/Guardians will complete a *Daily Health Screen Form* at check-in, prior to their child entering the center.** A temperature reading for the child will be taken at the outside check-in point each day before the child is admitted. Parents/Guardians will take the child's temperature with "no touch" thermometers provided by the center. Thermometers will be disinfected between uses and parents/guardians will be required to wear gloves when taking their child's temperature. The Daily Health Screen Form will include a recording of the child's temperature and a checklist of symptoms that must be negative for the child to attend that day. The parent will sign the Daily Health Screen

Form and it will also serve as the daily sign-in and -out requirement. One staff member will be assigned to receive children outside at the check-in point. Each family will have a designated check-in clipboard and pen, which will be cleaned and disinfected daily.

- **At arrival, only one family at a time will be allowed to check in.** As much as possible, the same family member should drop off and pick up the child(ren) each day. A minimum of six feet distance will be kept while the parent completes the daily health screen form and the staff performs a visual health check of the child. No child will be allowed to enter the facility if they are exhibiting any signs of illness.
- At check-in, children will wash hands with hand sanitizer with a minimum of 60% alcohol. Upon entering the facility, children will wash their hands again using soap and water and for a minimum of 20 seconds.
- Staff will also be required to have a temperature reading taken at the outside check-in location and complete a Daily Health Screen Form before entering the facility each day and will follow the same handwashing procedure required for children.
- Any staff leaving the facility premises for any length of time will be required to follow the health check procedure again before re-entering the facility.

#### **Daily Health Practices:**

- Strict health policies will be followed at all times.
- Staff will set up the environment daily to promote social distancing and individual use of materials as much as possible. Staff will discuss social distancing and health practices with the children daily and remind them of appropriate practices. Staff will use positive reinforcement and guidance at all times.
- Staff will wear face coverings during hours of operation. Children attending Kids' Club will be required to wear face coverings. Children over two (2) years of age who are attending a PACCC preschool will be strongly encouraged to wear face coverings and we ask that families support this practice. The exception to this policy will be when a child is emotionally distressed or when a staff member is on a break outside and physically distanced from others. *Children under two (2) years of age should not wear face coverings.*
- Staff will continuously monitor the health and well-being of children. Any child exhibiting signs of illness will be separated from others in a designated area and the child's parent/guardian will be notified to pick them up immediately.
- Any staff exhibiting signs of illness will be sent home immediately.

- Frequent hand washing will be practiced throughout the day using soap and water and washing for a minimum of 20 seconds. Hand sanitizer containing at least 60% alcohol will be used whenever soap and water are not readily available. Hand washing will be required upon arrival, when moving from one area to another, after using the restroom, before and after eating, and just prior to leaving the center.
- High touch surfaces will be cleaned and disinfected frequently throughout the day.
- Bathroom toilets, sinks and fixtures will be disinfected after each use.
- Staff will wash hands before and after preparing food. Gloves will be worn when preparing and plating food. All provided food will be plated by staff and children will sit at least 6 feet apart when eating.
- Proper ventilation will be maintained.
- No field trips or off campus excursions will be allowed at this time.
- Staff will discuss and reinforce with children the importance of sneezing and coughing into a tissue or, if not available, into their elbow. Tissues will be available in ample supply to support this practice. Hand washing will be required immediately following.
- PACCC janitorial services will provide a nightly deep cleaning at each center including disinfecting all high touch surfaces (door knobs, light switches, cabinets, etc.), table tops, counters, floors, restroom stalls and dispensers, sinks and faucets.
- Any suspected or confirmed exposure to COVID-19 will be immediately reported to the Santa Clara County Public Health Department and the center will follow the guidance and direction given.

**Pick Up Procedure at the Center:**

- The parent/guardian will call the center to alert staff they are picking up their child. Staff will help children prepare to leave the center, including washing their hands. Staff will then walk the child out to the check-in location outside the center to meet their parent/guardian. Parents/guardians (or authorized adults) are required to wear face coverings when picking up their children.
- If a child exhibits signs of illness during the day the parent/guardian will be notified and the child will need to be picked up immediately. The child will be separated from the group in a designated sick area until the parent/guardian arrives.

### **Confirmed Exposure Notification Process**

The following steps will be taken in the event of a confirmed COVID-19 exposure:

- Call families in the affected cohort to notify them and have them pick up their child if the program is open when the exposure is learned
- Email families about the exposure using a Public Health Department template email specific to the situation – this provides guidance to the families about self-quarantine, testing and how they can contact PHD with questions
- Notify the Public Health Department
- Complete online portal system information regarding any close contacts
- Notify the principal of the school where the exposure occurred
- Notify PAUSD about the exposure and where it occurred
- Notify PACCC's Board of Directors
- Notify PACCC admin and centers
- Notify Community Care Licensing
- Notify janitors and schedule deep cleaning of center

### **Emotional Well-Being Of Children**

The impact of COVID-19 is new for all of us. We want to ensure that while we are following important health and safety practices we are also focusing on the emotional well-being of the children in our care.

When children return to school and child care, it will feel very different than it did when they left. Some will respond with seeming ease and others will be upset by the changes, but all of them will be affected in some way. We will talk daily with children about the changes they are experiencing, why we are following so many health practices and how they can be a part of the solutions and practices we are putting in place to keep everyone safe.

There will be times when children forget the new "rules" and there will be times when children feel distressed by social distancing, missing their parents or maybe they will just need a hug. In these moments we will respond with caring and kindness and make decisions in each moment that put the needs of the child front and center. It's important that we respond to children's needs calmly, compassionately and without causing additional distress.

### **Additional Information**

PACCC will follow applicable local, state and federal regulations and guidelines for providing child care during COVID-19. As restrictions are eased or if they are once again tightened, PACCC will adjust protocols to align with the current requirements.

If you have any questions about the enrollment process or health and safety protocols, please speak with your center director or program coordinator.

Please note that our main office will remain closed to the public until further notice, but administrative staff will be available to assist you via email:

- Infant-Toddler & Preschool Program Coordinator, Melissa Townsend: [mtownsend@paccc.org](mailto:mtownsend@paccc.org)
- School-Age Program Coordinator, Kristiane Turner: [kturner@paccc.org](mailto:kturner@paccc.org)
- Billing questions, Poulin Joseph: [pjoseph@paccc.org](mailto:pjoseph@paccc.org) or La'Keisha Flemming: [lflemming@paccc.org](mailto:lflemming@paccc.org)
- Financial Aid Coordinator, Cipriana Morin Ramos: [cmorinramos@paccc.org](mailto:cmorinramos@paccc.org)
- General questions: [info@paccc.org](mailto:info@paccc.org)