

Early learning and childcare facilities – To be posted on recovery FAQ webpage

Q: When are early learning and childcare centres re-opening?

Early learning and childcare facilities can begin re-opening on May 19, 2020. Over the next weeks, operators will be preparing for re-opening.

Day camps may now open for all children if the organization can adhere to Public Health measures set out in the guidance document titled *the Department of Education and Early Childhood Development*.

Non-regulated childcare providers can open as of May 8, 2020 but must adhere to Public Health guidelines, including having an operational plan.

More information for parents and operators is available on the Early Childhood Services Portal.

Daycares – Reopening Operators – To be posted on Parent Portal

Q: When are early learning and childcare centres re-opening?

Early learning and childcare facilities can begin re-opening on May 19, 2020.

In the next few days, you will receive the new health and safety protocol to guide the reopening of your facility in a safe manner. It will also allow you time to ensure you have the appropriate level of staffing, make arrangements with parents and complete your COVID-19 Operational Plan.

Non-regulated childcare providers can open as of May 8, 2020 but must adhere to Public Health guidelines, including having an operational plan.

Q: Why can some facilities re-open while others can't until May 19, 2020?

Based on early consultations with operators, the Department of Education and Early Childhood Development will be working with regulated operators in the coming week to ensure they are prepared to reopen on May 19. This will include providing information sessions and supporting operators as they develop their individual COVID-19 Operational Plans to meet the health and safety standards.

Q: What is a COVID-19 Operational Plan?

The COVID-19 Operational Plan is a tool to guide you on how you will ensure the health and safety of children, parents and staff in your facility. Your COVID-19 Operational Plan should reflect the directives from the new health and safety protocols that will be provided to you by your licensing team from the Department of Education and Early Childhood Development.

At any time, you can get a visit from a Public Safety Inspector who will ask for a copy of your COVID-19 Operational Plan to ensure you are applying the new health and safety guidelines.

Q: What additional health and safety measures will be required to re-open?

Additional precautions, as prescribed by Public Health, will be implemented for the health and safety of the children in your care and your staff. These include:

- Daily screening questionnaire at arrival for staff and parents which includes a regular temperature check;
- frequent hand washing;
- increased cleaning; and
- ensuring groups of children are separated.

As part of your COVID-19 Operational Plan, you should provide direction on how you will conduct drop-off and pick-up times so that it is staggered or done outside.

Any person arriving from travel outside New Brunswick must avoid early learning and childcare facilities and day camps for 14 days and monitor for symptoms.

Information on self-isolation, including how to self-isolate if there are others in the home, is available [here](#).

Health and safety sessions to help you prepare for reopening will be led by the early learning team in the coming days. It will include a template for your COVID-19 Operational Plan.

Q: What supports will be available for my facility to help us implement these health and safety measures?

The Department of Education and Early Childhood Development is working on a plan to support early learning and childcare centres on implementing all necessary health and safety precautions, such as additional cleaning services and assistance in sourcing equipment. More information will be communicated to you directly in the coming days.

Q: Will I be able to welcome all my families back?

Yes, you should be able to welcome back all your families. You will be required to put in place measures to ensure that any group of a maximum of 15 children are separated from all other groups of children throughout the day. You are still required to adhere to the legislated ratios with a maximum of two groups per classroom. That said, planning may be required to ensure groups can respect prescribed health and safety measures, such as keeping groups separated during outdoor play and lunch time.

Q: Will group sizes be reduced? If so, will I need additional space or educators?

Existing ratios of educators to children, used prior to the closing of early learning and childcare facilities, will remain in place. However, groups of children must be kept at a maximum of 15 children per group. Groups of 15 children cannot mingle with other groups of 15 children. Careful planning of space and activities may be required to prevent interaction between groups.

Q: What other supports and subsidies will be in place to support re-opening?

The Department of Education and Early Childhood Development is working to develop supports for childcare centres. More information will be communicated to you directly from the department in the coming days.

Q: If parents do not want to bring their children back at this time, should I continue to charge them to hold their space?

As a private business owner, you are responsible for making decisions in the best interest of your business.

Q: Some parents have withdrawn their child during the closure. Am I able to fill those spots?

If parents have withdrawn their child from your facility, you are able to fill those vacancies as you usually would.

Q: How should I communicate that I am re-opening to my families?

You should reach out to your families as soon as possible to let them know when you are re-opening and what health and safety measures will be in place to protect their children. This will also help families prepare for what to expect upon arrival.

Q: Who do I contact if I have any questions or concerns about early learning and childcare facilities resuming operations?

Please reach out to your early childhood contact at the Department of Education and Early Childhood Development if you have any questions or concerns.

Daycares – Emergency Centres To be posted on Parent Portal

Q: When are early learning and childcare centres re-opening?

Early learning and childcare centres regulated by the Department of Education and Early Childhood Development will only be permitted to reopen as of May 19, 2020. In the next few days, you will receive the new health and safety protocol to guide the reopening of your facility in a safe manner. It will also allow you time to ensure you have the appropriate level of staffing, make arrangements with parents and complete your COVID-19 Operational Plan.

Non-regulated facilities are able to open as of May 8, 2020 but must adhere to Public Health guidelines, including having an operational plan.

Q: Why can some facilities re-open while others can't until May 19, 2020?

Based on early consultations with operators, the Department of Education and Early Childhood Development will be working with regulated operators in the coming week to ensure they are prepared to reopen on May 19. This will include providing information sessions and supporting operators as they develop their individual COVID-19 Operational Plans to meet the health and safety standards.

Q: What is a COVID-19 Operational Plan?

The COVID-19 Operational Plan is a tool to guide you on how you will ensure the health and safety of children, parents and staff in your facility. Your COVID-19 Operational Plan should reflect the directives from the new health and safety protocols that will be provided to you by your licensing team from the Department of Education and Early Childhood Development.

At any time, you can get a visit from a Public Safety Inspector who will ask for a copy of your COVID-19 Operational Plan to ensure you are applying the new health and safety guidelines.

Q: What kind of additional health and safety measures will be required to re-open?

Additional precautions, as prescribed by Public Health, will be implemented for the health and safety of the children in your care and your staff. These include:

- daily screening questionnaire at arrival for staff and parents which includes a regular temperature check;
- frequent hand washing;
- increased cleaning; and
- ensuring groups of children are separated.

As part of your COVID-19 Operational Plan, you should provide direction on how you will conduct drop-off and pick-up times to be staggered or done outside.

Any person arriving from travel outside New Brunswick must avoid early learning and childcare facilities and day camps for 14 days and monitor for symptoms.

Information on self-isolation, including how to self-isolate if there are others in the home, is available [here](#).

Health and safety sessions to help you prepare for reopening will be led by the early learning team in the coming days. It will include a template for your COVID-19 Operational Plan.

Q: What supports will be available for my facility to help us implement health and safety measures?

The Department of Education and Early Childhood Development is working on a plan to support early learning and childcare centres on implementing all necessary health and safety precautions, such as additional cleaning services and assistance in sourcing equipment. More information will be communicated to you directly in the coming days.

Q: Will I be able to welcome all my regular families back?

Yes, you should be able to welcome back all your families. You will be required to put in place measures to ensure that any group of a maximum of 15 children are separated from all other groups of children throughout the day. You are still required to adhere to the legislated ratios with a maximum of two groups per classroom. That said, planning may be required to ensure groups can respect prescribed health and safety measures, such as keeping groups separated such as during outdoor play and lunch time.

Q: I have a number of new essential service worker families accessing my services. Should I continue to provide them a space?

If you have space and you are both happy with the existing arrangement, your essential service worker families may be welcomed into your centre permanently. Essential service workers may be required to provide notice to their previous centre.

Q: Will group sizes be reduced? If so, will I need additional space or educators?

Existing ratios of educators to children, used prior to the closing of early learning and childcare facilities, will remain in place. However, groups of children must be kept at a of 15 children per group and each group of 15 children cannot mingle with other groups of 15 children. Careful planning of space and activities may be required to prevent interaction between groups.

Q: What other supports and subsidies will be in place to support re-opening?

The Department of Education and Early Childhood Development is working to develop supports for childcare centres. More information will be communicated to you directly from the department in the coming days.

Q: Will all the supports and subsidies in place to support me as an emergency operator remain in effect?

The Emergency Early Learning and Childcare Agreements will be terminated as of May 15th. As outlined in the service agreement, the Department of Education and Early Childhood Development will provide emergency childcare centres with one week notice prior to closure to resume normal operations.

Q: If my regular parents do not want to bring their children back at this time, should I continue to charge them to hold their space?

As a private business owner, you are responsible for making decisions in the best interest of your business.

Q: Some parents have withdrawn their child during the closure. Am I able to fill those spots?

If parents have withdrawn their child from your facility, you are able to fill those vacancies, as you usually would.

Q: How should I communicate that I am re-opening to my regular families?

You should reach out to your families as soon as possible to let them know when you are re-opening and what health and safety measures will be in place to protect their children. This will also help families prepare with what to expect upon arrival.

Q: Who do I contact if I have any questions or concerns about early learning and childcare facilities resuming operations?

Please reach out to your early childhood contact at the Department of Education and Early Childhood Development if you have any questions or concerns.

Daycares – Parents To be posted on Parent Portal

Q: When are early learning and childcare centres re-opening?

Early learning and childcare centres regulated by the Department of Education and Early Childhood Development will only be permitted to reopen as of May 19, 2020. Non-regulated childcare providers can open as of May 8, 2020 but must adhere to Public Health guidelines, including having an operational plan.

The opening of these settings will be done in a progressive manner in collaboration with the department.

Daycare, childcare and day camp organizations must adhere to public health measures set out in the document called *COVID-19 Recovery Phase: Guidance to Early Learning and Childcare Facilities and Day Camps*.

Q: Why can some facilities re-open while others can't until May 19, 2020?

Based on early consultations with operators, the Department of Education and Early Childhood Development will be working with regulated operators in the coming week to ensure they are prepared to reopen on May 19. This will include providing information sessions and supporting operators as they develop their individual COVID-19 Operational Plans to meet the health and safety standards.

Q: What is being done to protect my child's health and safety in early learning and childcare facility?

Additional precautions, as prescribed by Public Health, will be implemented for your child's safety. These include:

- Screening questionnaire at drop-off;
- regular temperature checks;
- frequent hand washing;
- increased cleaning; and
- ensuring groups of children are separated throughout the day.

You can also expect drop-off and pick-up times to be staggered or done outside.

Parents are also encouraged to prepare their child's meals.

Any person arriving from travel outside New Brunswick must avoid early learning and childcare facilities and day camps for 14 days and monitor for symptoms.

Information on self-isolation, including how to self-isolate if there are others in the home, is available [here](#).

Q: What will be done if there is a child attending presents symptoms?

Children or staff who are sick with two or more of the following symptoms must stay home, contact 811, and cannot return until fully recovered and cleared by Public Health:

- fever above 38 degrees Celsius,
- a new cough, or worsening chronic cough,
- sore throat,
- runny nose,
- headache,
- a new onset of fatigue,
- a new onset of muscle pain,
- diarrhea,
- loss of sense of taste,
- loss of sense of smell, and
- in children, purple markings on the fingers and toes
- difficulty breathing
- pneumonia

If a child begins presenting symptoms at the centre, they will be isolated, and parents will be contacted to pick up the child immediately. Parents must then call 811 and follow the instructions.

Children or staff who have been identified as having seasonal allergies or who suffer from chronic runny nose/nasal congestion will not be isolated or excluded from childcare.

Q: Do I have to do anything before bringing my child back to their regular early learning or childcare facility?

Please wait for further instructions from your childcare provider. They will be in touch.

Q: I no longer have access to my previous early learning and childcare facility because they closed/we sent notice/no available space – what do I do?

The Department of Education and Early Childhood Development can help parents connect with operators with available spaces through our [Parent Portal](#). The website provides families with information on approved facilities in your community.

Q: I did not previously require childcare, but now I do – what do I do?

The Department of Education and Early Childhood Development can help parents connect with operators with available spaces through our [Parent Portal](#). The website provides families with information on approved facilities in your community.

Q: I am an essential worker and changed childcare providers during the pandemic as a result. Do I keep my current space or do I have to go back to my original provider?

As a parent, you will need to decide on what works best for your family. You are encouraged to discuss options with your childcare provider. If you choose to go back to your regular childcare provider, you should provide notice to your emergency childcare centre provider as soon as possible. However, essential workers will not be required to provide the standard two-weeks notice if they are returning to their original childcare provider after accessing emergency childcare.

If you choose to remain with your new childcare provider, you may still be required to provide notice to your original childcare provider and fulfill any contractual obligations.

Q: I am not accessing childcare now as I continue to work from home. Will I be required to pay to hold my spot?

Early learning and childcare facilities are private businesses and, as such, operators who are providing services can charge parents to hold a spot if they are providing service as indicated in their parent handbook. Individual circumstance should be discussed with your operator, as usual.

Q: Will parent subsidies be available?

Yes, the regular Parent Subsidy and Daycare Assistance Program will continue to be provided as scheduled.

Q: Who do I contact if I have any questions or concerns about early learning and childcare facilities resuming operations?

If you have any questions or concerns, please contact 1-833-221-9339 between the hours of 7am and 7pm or email ECSAP-PASPE@qnb.ca.

Daycares – Educators To be posted on Parent Portal

Q: When are early learning and childcare centres re-opening?

Facilities regulated by the department will only be permitted to open as of May 19, 2020. Over the next weeks, operators will be preparing for re-opening. Your employer will be in touch to discuss their specific re-opening date and plans.

Non-regulated facilities are now able to open but must adhere to Public Health guidelines, including having an operational plan.

Q: What kind of additional health and safety measures will be required?

Public Health has prepared guidelines for health and safety during the COVID-19 pandemic. It includes additional precautions, for everyone's safety. Please, take the time to read through the guidelines and discuss with your operator.

Every day, at arrival to work, staff will be required to answer a screening questionnaire which includes a temperature check. The same screening also applies to parents and children. You can also expect drop-off and pick-up times to be staggered or done outside.

Any person arriving from travel outside of New Brunswick must self-isolate for 14 days at home, monitor for symptoms and avoid attending early learning and childcare facilities and day camps.

In addition, each group of 15 children are to be kept separated throughout the day. This means that as educators, you will be required to make sure that children in your group do not mix with children in other groups.

Q: What is being done specifically to protect my health and safety?

The precautions outlined are intended to protect the health and safety of both children and staff in early learning and childcare operators.

If a child starts presenting symptoms, they will be isolated and the educator caring for the child is required to wear a mask and must be picked up by parents within the hour. They are to call 811 and follow the directives and are not to return to the facility until they have been cleared by Public Health.

Q: Am I required to go back to work if I don't feel safe?

The additional health and safety precautions being implemented have also been approved by WorkSafeNB. As usual, if you have any health and safety concerns, we suggest you discuss these with your employer.

Q: What other supports are available for early learning educators?

If staff become ill or have at least two of the COVID related symptoms outlined above, they must stay home or leave work immediately, call 811 to get tested. Returning to work will only be possible once the educator has been cleared by Public Health.

If an educator needs to take leave due to health concerns related to COVID-19, the educator will remain eligible to receive the QIFS top up in addition to the relief staff during the time of leave.

Q: During the closure, I took another job working at an emergency centre. Do I have to go back to the original facility?

This is a personal decision you would have to make, in discussion with your employer.

Q: Who do I contact if I have any questions or concerns about early learning and childcare facilities resuming operations?

We suggest you discuss any questions or concerns you have with your employer. For any questions they are unable to answer, please contact 1-833-221-9339 between the hours of 7am and 7pm.