Back to Business: Re-starting Short Break Services

Case Studies

Due to the COVID-19 pandemic, many respite care and short break services have been suspended and consequently many families are facing significant, additional pressures. Bringing these vital services back ‘on line’ as quickly and safely as possible is a key priority. ‘Scotland’s route map through and out of crisis’ (Scottish Government, May 2020), specifically mentions respite care and breaks from caring as part of the Phase 1 stage of easing lockdown:

“We are planning the gradual resumption of key support services in the community. We are expecting to restart face-to-face Children’s Hearings and for there to be greater direct contact for social work and support services with at-risk groups and families, and for there to be access to respite/day care to support unpaid carers and for families with a disabled family member. All of these would involve appropriate physical distancing and hygiene measures.”

Families will need to be confident that every possible step has been taken to minimise any risks of infection. However, introducing measures to manage infection prevention and control, including the use of physical distancing, will be challenging to services. Careful planning will be needed to ensure everything has been thoroughly considered, and all risks have been identified and mitigated.

The purpose of these case studies is to illustrate the approaches taken by different organisations to ensure their short break services are able to operate safely as we enter and move through Phase 1 of easing lockdown. There can be no ‘one size fits all’ approach and each service will need to tailor procedures to their particular setting and circumstances.

Organisations must also, of course, continue to operate within the relevant legal and regulatory frameworks, and have regard to the latest national advice on COVID-19\(^1\). It is also important to work with the local authority and Health and Social Care Partnership to make sure their plans tie in with local service remobilisation arrangements, and infection control measures.

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\(^1\) Advice on infection prevention and control for different health and care settings can be found on the Health Protection Scotland website: [https://www.hps.scot.nhs.uk/a-to-z-of-topics/COVID-19/](https://www.hps.scot.nhs.uk/a-to-z-of-topics/COVID-19/)
Many thanks to The Saturday Café, COJAC, PLUS and Family Respite Service (Canada) for providing the information for these case studies. Further case study examples will be added in due course. If you have any questions, please contact: don.williamson@sharedcarescotland.com

Case Study 1: Re-starting Saturday Café - A phased approach

Case Study 2: COJAC - Maintaining support to families during lockdown

Case Study 3: PLUS - Re-designing services

Case Study 4: Family Respite Service - A Canadian perspective

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1. Re-starting Saturday Café - A phased approach

The Saturday Café provides care and a comprehensive range of recreational clubs and activities for disabled children aged 5-18, from their base in Glasgow. The Club focus is primarily on free unstructured and sensory play through a wide range of fun activities both outdoors and indoors. They support 90+ children and young people. Prior to COVID-19 they were providing 450 hours of general clubs, and 315 hours of holiday clubs with on average 25 children and young people at each session.

In planning to resume their services, the Saturday Café has consulted with staff, families, their local authority and the Care Inspectorate, amongst others. They have also worked closely with their health and safety advisers (Citation) who have provided detailed template COVID-19 specific checklists, risk frameworks and staff briefing notes, which Saturday Café have adapted to their services.

Pre-launch planning
To facilitate their return to business, Saturday Café has undertaken a full review of facility and operations management to ensure these are in line with national COVID-19 guidance. This has included:

- Agreeing with their landlord that they can have sole use of the premises
- Reviewing and updating their cleaning schedule and accessing additional funding to deliver additional cleaning hours and a full deep clean and sanitisation of the venue and all equipment (internal and external) - Funders STV Appeal and BoS REACH
- Reviewing and updating their access and egress procedures including drop-off and pick-up procedures for carers
- Reviewing their planned holiday service of activities to ensure safe working practices and handling of equipment
• Reviewing their health & safety procedures (utilising health and safety advice from Citation) to ensure a safe environment for staff and service users (internal and external)
• Reviewing and updating all risk assessments (via Citation) in relation to all aspects of service delivery
• Accessing required PPE via HSCP hub with a process in place for a weekly delivery
• Arranging additional online training (via Citation) for staff and identified funding to deliver one-day on-the-job training (BoS) in their new processes and procedures week beginning 25th May
• Purchasing additional staff uniforms and maintenance of uniform procedures prior to service delivery
• Reviewing with their supplier the menu and delivery of meals and snacks for their Holiday Food provision (GCC Funding)

They are also taking steps to redesign the layout of the venue in relation to:

• Staff:
  - providing increased space for breaks
  - the purchase of lockers for personal clothing and equipment
  - increasing time and space for personal hygiene
• Service users:
  - providing increased space for meals and snacks (hall space not used for any other activity)
  - purchasing individual storage bags for service users personal belongings
  - issuing guidance to carers/service users on utilising the service
  - identifying communication materials required (including signage) - posters etc for the venue
  - developing an induction session for all service users returning to Club
• Equipment & Storage
  - identifying safe-to-use equipment
  - removing all soft toys and other equipment which may be hazardous at this time, including dress-up
  - purchasing storage containers for used equipment to be removed after each use, and sanitised at the end of each session
  - purchasing sanitiser for large equipment which has to be cleaned and sanitised after each use

A phased approach will be adopted to ensure a gradual building of capacity, with ongoing testing, review and evaluation.

Phase 1:
In this first phase Saturday Café will deliver services as follows:

• 3 days per week
• 2 sessions per day
  - Breakfast Club: 9am - 12noon
  - Lunch Club: 1pm - 4pm
Ver: 9th June 2020

- 12 disabled children per session
- Total service hours delivered = 18
- Total children accommodated = 72

Phase 2:
In the second phase, they intend increasing to a 4-day service (additional Sunday session), but running on the same format as Phase 1:

- 4 days per week
- 2 sessions per day
  - Breakfast Club: 9am - 12noon
  - Lunch Club: 1pm - 4pm
- 12 disabled children per session

They intend to run Phase 2 for two weeks and by the end of phase 2 they will have delivered the following:

- Total service hours delivered = 48
- Total children accommodated = 192

Saturday Café intend to run this level of service through to the Summer School Break. Prior to the Summer Break they will review their funding and, if safe to do so, will further increase the number of days service delivered each week.

Currently funding is in place from the Short Breaks Fund Better Breaks service, which will be used for the 3-week service outlined, and also the 6-week summer service. They are awaiting the final outcome of a funding application to the Wellbeing Fund to bridge the gap between these projects.
2. **COJAC - Maintaining support to families during lockdown**

**COJAC** (Caring Operations Joint Action Council) is a voluntary managed charity with its own premises in the Castlemilk area of Glasgow.

The centre provides children services, afterschool activities during term-time and during holidays, adult services three evenings per week, and a one-day service for young adults. All service users have additional support needs including distressed behaviour.

COJAC has continued to provide day services to children aged 5-18 years during the COVID-19 lockdown. They are providing a week-day service between 9am and 3pm, with on average 6-8 children and young people attending per day.

Initially this was to support children of key workers, but over time this was extended to include families that had previously accessed the service. Many families using COJAC are vulnerable, and it became evident that some were now struggling to manage without a break. School provision was very limited and often difficult to access.

The centre manager has worked closely with staff and families to ensure there is a safe environment for both the children and the staff, and to allow people to discuss any concerns. This was crucial in building confidence. As a change of service hours was required (to provide support throughout the day instead of only after school), the Care Inspectorate was notified and this was approved quickly. Their HSCP commissioning officer was also informed and a positive response was received.

A successful application was made to Firstport for resilience funding and this extra funding has helped to offset the additional costs, which have included:

- Paying staff extra hours for cleaning and sanitising
- Additional time needed for staff to put on and dispose of PPE
- Additional time required to collect PPE, queue and collect snacks etc from supermarkets
- Purchase of extra cleaning products, signage, etc.

Guidance on infection prevention and control was collected from various sources (Health Protection Scotland, HSE, Scottish Government, Care Inspectorate) and used by the centre manager to prepare local policies and procedures. One difficulty has been the overwhelming volume of guidance that has been produced, and deciding which is most relevant.

The information of most importance related to:

- Accessing and using PPE
- Advice on social/physical distancing
- Advice on accessing testing for staff
- HR advice on safe working practices for staff
Sector specific guidance was also sought from official sources in England, as it was felt they were further ahead in their planning for resuming certain public services. For example, practical advice in relation to adapting the school environment was found to be relevant to the COJAC setting.

Taking account of the guidance available, COJAC has taken the following steps:

- Children are dropped off at a designated place where distancing can be maintained and contact between families is minimised. COJAC staff then collect children and bring them into the centre
- Hand sanitiser points are provided and children are helped with their hand hygiene, particularly on entering and leaving the building
- Staff involved in providing personal care are given appropriate PPE and training
- All spaces are regularly cleaned and sanitised
- Parents/carers are kept fully informed about the infection control measures and invited to speak to staff if they have any questions or concerns.

**Physical distancing**

Many of the children require 1:1 support and so physical distancing has been easier to manage. Also, there are small numbers of children and young people attending each day – 6 to 8 on average. However, inevitably children do mix during play and COJAC feel it is not in the child’s interests to try and implement strict distancing measures. This places greater importance on the other infection prevention measures.

**Access to testing and PPE**

Access to testing has been very important to ensure service continuity. If a member of staff has to self-isolate for precautionary reasons, they would be unavailable for 14 days resulting in a major impact on service capacity. Now staff can be referred to the local testing centre and results are available within 48hrs. The local health board infection control service has been a useful source of advice for the centre manager, helping them with any questions about testing and infection control measures. PPE is provided by the local hub (their usual supplier had run out) and this has been working very well.

**Next steps**

COJAC is now exploring resuming their evening service for young adults. Previously this has involved collecting clients from their homes with a minibus, which would make distancing difficult. They are also making plans for their holiday provision and outdoor visits, but this will depend on overcoming similar transport challenges, and also how quickly lockdown restrictions are relaxed. However, they are determined to find solutions and be ready as they anticipate more families will begin to struggle without access to their normal supports.

COJAC has the following advice for organisations planning to resume their services:

- Keep staff and families fully involved and informed. Listen to their concerns and ideas for resuming services safely
- Ensure you and your staff are familiar with the latest available guidance on infection prevention and control. Use this as the basis to create your own operational
policies, procedures and risk assessments. Provide training and regularly meet with staff to review and identify improvements

- Carefully plan how people will enter and exit your building and have clear guidance visible on COVID-19 prevention
- Keep staff to the minimum required
- Ensure sufficient supplies of PPE and hand cleaning facilities
- “It can be done! If we follow the guidance we should feel confident we can keep people safe.” “Speak to families to help them understand what safeguards are in place, but ultimately they will decide when they’re ready to come back.”
3. **PLUS – Re-designing services**

**PLUS** is a charity working in the Forth Valley area of Scotland and provides a range of different services to disabled children, young people and young adults, and their families. PLUS aims to provide a better quality of life through activities which support social inclusion and regular short breaks.

While PLUS has managed to maintain support to families during lockdown - mainly through online and telephone support and activities - they were eager to resume face-to-face services as many families were not coping.

A phased approach is being taken with advice sought from the organisation’s health and safety consultants, the local authority, the Care Inspector and their insurance company. PLUS also reached out to families and staff to get their ideas and thoughts on the proposed adjustments to services.

**Phase 1**

This involved a full review and redesign of their service from being group based, to being 1:1 or single family focused within their building. Sessions are now 90 minutes in length and all family members are able to come to the building to benefit from the safe space it offers. 30 minutes is allocated to clean the areas used by the family, before the next family comes in. It is hoped this will help families feel more confident about leaving their house, and accessing support. It will also provide the young people with a chance to take small steps after 10+ weeks at home.

After the first couple of days, some families said they would be comfortable with 4-6 children accessing the space (due to the size of the indoor and outdoor areas) at the same time, as the lack of social contact has been one of the difficulties experienced by the young people and their families. Other families continue to want sole access to the building. Some are shielding, but based on their own assessment of risk they are comfortable to come out - but will not require staff support.

PLUS is happy to work with the families, taking their lead as they gradually increase their provision and confidence increases, but also as they move through the phases of the route map. It is just as important that the staff also become comfortable with this new way of working, understand the requirements around this, and can support the organisation in improving its offerings.

By the end of week 1, PLUS had supported 29 children and their families across a total of 35 sessions. They aim to continue to grow the provision, based on the responses from the families, referrals from social work, and also through re-engagement with funders to discuss how their grant income could be used to meet outcomes in a different way. They feel it is essential not to rush this phase, but they are aiming to have small groups meeting over the summer - for the families who are comfortable with this - and continuing with more of the 1:1 support for those who are not.
Home support service
PLUS has also restarted their home support service as part of phase 1, where they are meeting young people at their family home and taking them out for a walk, cycle etc. This is working well for families who have been unable to engage in their centre-based activities due to not wanting to use public transport, or for those young people and families who it was agreed would benefit more from this type of support. This service is currently limited for now, and in the main will only be offered to families who received a home-based support service pre-lockdown. Additional risk assessments are required and further agreement from families. his service is being provided to two families at the present time.

Communications
In advance of their service redesign, PLUS was able to reach out to families to seek their feedback on the different options, and also take on board their suggestions. They also involved their wider staff team who were on furlough. This was very important as many of the staff had been feeling quite helpless and isolated, and this helped bring back the feeling of being part of a team. The feedback then allowed the organisation to apply for funding, based on a clear plan for how they would deliver their short break services in a safe a way.

With 275 families attached to PLUS, keeping in touch by phone was logistically challenging. Families were encouraged to join a private Facebook group so that information could be easily shared. Furthermore, families have consented to communications via text, which has proved to be an effective way to reach out to them - particularly with home life being so hectic at the moment for many.

Risk assessment
PLUS produced a risk assessment and had this reviewed by their external health and safety advisers (Ellis Whittam). This remains an active document which will continue to be reviewed and updated. PLUS has offered to share this assessment with families who may want to view it in advance of a service beginning, bringing transparency to their processes.

Social/physical distancing
This features heavily within the Risk Assessment, however PLUS has made it clear that this will not always be able to be followed - with the health and safety and well-being of the children being central. Recent government guidance around physical distancing within early years and education supported this decision. Families are engaging in the services knowing that staff will be physical distancing with each other, but that for many of the young people supported, this will be very difficult to achieve.

Other steps taken to mitigate risk include:
- The removal of any resources which cannot be easily cleaned or sanitised
- Purchase of new resources to allow cleaning rotation – i.e. whilst one set is being used the other is being cleaned
- Creation of craft packs, allowing a new pack to be taken out when a family comes in for a session
- Providing staff with additional uniforms and advice on laundering
- Open channels of communication with families and staff
Encouraging staff to walk or cycle, or use their own car, to get to work. For those using public transport, they are asked not to wear their uniform

Sourcing of PPE. There are not sufficient, reliable supplies at the Hub so alternative sources have been found

Staff are working in small, regular teams and matched to families to minimise contact

Outdoor play and activity are being encouraged as much as possible

Enhanced cleaning schedules have been introduced with more frequent, thorough cleans

A mobile handwashing unit is positioned at the reception area to be used on arrival/departure, and then in the main space/outdoor area for the duration of the session.

Staff have been issued with their own sanitiser, as well sanitiser gels available elsewhere in the building

Staff members working with families at their home have been issued with PPE (staff based in the building will also have easy access to PPE – which will also be made available to families attending, if requested)

If a staff member, or someone living in the same household, displays any symptoms, PLUS support would stop immediately until either a negative test result is received, or the 14-day isolation period is up.

Family agreement
Families have been asked to sign a revised family agreement based on the new service model. This provides clarity around what they can expect from PLUS and what PLUS will expect of them. Google Forms is being used as an electronic means of accessing feedback. This prevents paper being passed between numerous members of staff.

Staffing & training
All staff returning from furlough have undertaken a 3-hour infection control training session. In addition, a further induction session has been introduced which focuses on the service risk assessment. The second part of the induction covers the new way of working in terms of shift patterns, dynamics, etc. All staff are then required to sign that they have attended the induction, and they understand their responsibilities.

As there is a large team of sessional workers, PLUS has been able to ask for volunteers to return to work. Some staff members have a preference of remaining on furlough until lockdown has ended, perhaps because they are shielding for themselves or others. With the extension of the furlough arrangements, PLUS can delay their return but will continue to ensure these staff are kept informed of the changes taking place.

Planning for Phase 2
PLUS has now started planning phase 2 which they expect to begin before the end of June. Many families will need to continue to shield which will prevent them from accessing direct support, therefore online opportunities are being explored, including;

- Music sessions (sets of instruments which we will dropped off to families. Small online tuition sessions will be facilitated 4-6 times per week)
- Weekly Sensory Bag (dropped off to families, filled with an activity of the week. There will be written/visual instructions provided, but staff will also do some time lapse videos where appropriate)
- Baking activities (a visual instruction will be provided along with a time lapse video)
- Arts and craft activities (a visual instruction will be provided along with a time lapse video)
- Story Sack (PLUS has been able to source Story Sacks from a local school. Staff will read the story, and make it more multisensory by telling the story through the characters and objects within the bag.)
- Creating videos to help the children they support understand what’s happening and why (e.g. washing hands, physical distancing, wearing masks, going back to school, etc.)
- Small group quiz sessions
- Family support sessions using the private Facebook group

All of these ideas are being developed in the hope that PLUS can reach a larger number of young people and their families, bearing in mind the wide geographical spread of the Forth Valley, and also the varying interests and needs of the families. PLUS also want to use their experience to explore with families how their services might evolve further given the ongoing restrictions, and how they can continue to reduce the social isolation experienced by the young people.

What has PLUS learned?
- Make contact with other organisations who are in a more advanced position and learn from their experiences (e.g. Shared Care Scotland Network, ACOSVO, SCVO Digital Groups)
- Clear, transparent communication is vital
- Engage with relevant organisations, e.g. Care Inspectorate, Local authority and Insurance providers to check you are covered to resume services
- Seek external advice on your Health and Safety/Risk Assessment development. Many agencies are offering access to templates for free
- There is funding available to be able to facilitate alternative ways of working and this may provide additional flexibility to trial new formats, or provide the financial capacity to deliver your services to reduced numbers
- Sign up to some e-bulletins. It is hard to follow everything as one single person working... the HR briefings from GCVS have been insightful, as have the briefings from SOSCN (Scottish Out of School Care Network).
4. **Family Respite Service – A Canadian perspective**

The following case study has been provided to us by the Executive Director of Family Respite Services (FRS), a not-for-profit organisation based in Windsor, Canada. The information relates to their short breaks service ‘Weekend with Friends’, which provides short breaks for disabled children at their Spago residential short breaks facility.

**Service planning for Weekend with Friends and Spago Respite**

Family Respite Services continues to provide services to all children who are registered to receive support at the Weekend with Friends or Spago respite home in modified ways, in consultation and with the input of families. Their regular overnight respite support has been suspended at this time due to restrictions related to response to the threat of COVID-19. Instead day provision is being provided to some of the families.

**Criteria for determining the type of service provided**

1. The current modification of services and supports is in response to the risk of COVID-19. Therefore, the first level of assessment will relate to any risks with the child or their immediate and extended family for COVID-19.

2. Families may determine that because of the child’s health status, or concerns about a member of their family, that they wish to continue with virtual services at this time. FRS will also conduct an assessment to determine if there are any risks that the child may introduce to the home or staff.

3. The second factor that will be considered is the level of support that the child requires. The adapted service at the home will be based on fewer children, built in adaptation to allow for social distancing and expectations of staff wearing masks while providing service. Some children may not be successful with this type of service and this is discussed with the family.

**In person support**

The model of in person support at the Weekend with Friends home is based on

- Two children being scheduled for support with a “home base” of WWF.
- FRS will only schedule more than two children at a time if the children are able to socially distance with other children present.

**Hours of service**

- The staff will call the child’s home between 8:30-9.00am on the day they are scheduled to attend.
- Staff will come to pick up that child after the pre-screening is completed.
- Staff will return the child home at 3.00pm to allow for time for cleaning of the vehicle and home.
- There will be two scheduled periods available- Monday to Thursday and Friday through Sunday
- No child will be sleeping overnight
Infection prevention and control measures
To promote safety in the service, the following measures are being taken:

Lead people within the agency
- A lead has been identified to ensure that appropriate infection control, safety and management measures are in place. They report to the Executive Director concerning these measures.
- A working team also is in place to review and make recommendations about the continuing safety measures and service supports.
- The plan was developed with consultation with the Windsor Essex Public Health Unit.

Education of staff
All staff members working in this service will complete training in advance of working in the service and be approved for working by the Service Manager. The training includes infection control, health and safety, proper use of Personal Protective Equipment, screening and response if a child or staff exhibit symptoms in addition to the usual training maintained by FRS.

Service measures:
- Children will be picked up at their home in separate vehicles to eliminate parents coming into the homes. A screening protocol will be completed prior to the child entering the van and coming for service.
- A log will be kept of every child using the service and the daily contacts and activities while using the service.
- Up to date contact information will be maintained so that a child’s guardian can be contacted in the event of the child or a staff member becoming ill
- Other people who are not part of the service will not be on site.
- FRS will not schedule a staff person to work in more than one site.
- Staff will be asked to disclose if they work in other congregate care settings than FRS so that we can schedule them appropriately (i.e. virtual support vs. in person)
- The home will be cleaned at the end of each day and in between groups of children accessing the service as well as disinfecting high contact points used during the day.

Personal Protective Equipment
- Staff will be oriented and trained in protective measures related to COVID-19 and have access to appropriate PPE as required. Staff will wear masks while providing services to the children.
- A barrier will be installed in the van between the rear passenger seat and the driver to reduce any exposure to droplets.
- FRS will share social stories and use other measures such as wearing buttons with pictures of their faces with smiles and no masks to assist children to feel more comfortable having a staff member support them who is wearing a mask.
- Children/youth are not required to wear a mask.
Physical distancing:
- Staff will work with the children to maintain social distance with members of the public when out in the community.
- As much as possible, use of the home and entry and exit times will be staggered so that a physical distance can be maintained, unless the two children using the home are able to work within the parameters of maintaining a social distance from each other.

Physical capacity/environment
- To assist in maintaining social distance, if there are two children in the home at the same time each child will be assigned their own bathroom that will not be shared with another child.
- If for any reason another child or staff needed to share the bathroom cleaning measures would be implemented.
- Children will be asked to bring their own lunch. FRS will not prepare meals to be shared. Snacks that are prewrapped will be provided. Drinks will be provided in clearly marked individual cups.
- If both children are at the home at mealtime, either mealtimes can be staggered, or if the children can tolerate social distancing, the children will be assisted to eat at locations that are at least 6 ft/2 meters apart.
- Each child will have their own relaxing area in the home.
- Toys, equipment, dishes etc. will not be shared with another child or staff member.
- Frequent hand washing will be built into the activities of the service.
- Touchless garbage cans are in the home.
- Tissues will be provided.
- The home will be thoroughly cleaned at the end of each day. High points of use will be cleaned after use (e.g. toilet handles, chairs, counter tops, tables, play equipment)
- Soap and water will be available for the children to use and hand sanitizer as appropriate, and assistance provided to children to maintain this routine.
- Furniture will be arranged to encourage social distancing in the home (e.g. removing couches and having chairs placed 6 feet apart)

Entry into the home/Screening:
- Before scheduling a child into the service, a staff member will discuss with the parent the parameters of the service, discuss safety measures and determine if the service will be a good fit for the child. The goal is to have a safe, fun time.
- An annual medical must be on record as required for our Ministry licensing
- Prior to going to pick up the child, the staff member will call the family and complete active screening, including reviewing the checklist regarding the child or family member having any symptoms, travel outside the country within the last 14 days, and any other symptoms or issues of concern. If there is any concern the visit will be cancelled.
Once arriving at the child’s home, the staff member will take the child’s temperature and the parent will sign off on the screening document.

The child will then be taken by the staff either to Weekend with Friends or out to do activities in the community for part or all of the day.

All staff members and children will wash their hands upon entry into the home.

Washing hands will be built into the schedule, including before and after touching surfaces in common areas or play equipment, before and after eating, before and after preparing food, after using the bathroom, after being in the vehicle.

Other health measures will be followed such as appropriate hydration, sun screen and nutrition.

**Staff screening:**

- All staff will be screened before entry onto the site.
- The only person allowed on site without screening would be an emergency first responder.
- All staff are provided information about self-monitoring and are expected to not report to work if they report having any symptom associated with COVID-19 or other infectious illness.

**Cleaning and disinfecting**

- Prior to any child coming into the home the home will be cleaned and disinfected.
- High touch surfaces that are touched frequently during the day will be cleaned at least twice a day and when visibly dirty- door handles, sinks and toilets, phones, light switches)
- Single use paper towels will be used.
- Vehicles will be cleaned at the end of each day.

**Response measures if a child or staff exhibit symptoms while using the service:**

- If a child begins to exhibit symptoms associated with COVID-19 while using the service, they will be taken to a separate area and kept apart from other children. The parent will be called to come and pick up the child. If it is safe for the child, they will be asked to put on a mask. Physical distance will be maintained between that child and any other resident.
- If possible, physical distance will also be maintained between the child and staff members.
- Once the child has gone home the entire home will be cleaned.
- The child will not return to the service for a minimum of 14 days.
- If a staff person begins to exhibit symptoms associated with COVID-19 while actively providing support, they are instructed to immediately call the Manager for a backup to assist the child, and the staff member will go home.
- The family of the other child using the service must be notified.
Response measures if a child or staff member test positive for COVID-19

- A serious occurrence form will be completed.
- Windsor Essex Public Health Unit will be contacted.
- The child will not be readmitted to the service until they test negative and have had at least 14 days between visits.
- If a staff member tests positive return to work would be based on guidance from the person’s health care provider, the local health unit and provincial guidance.