

*COVID-19  
RE-OPENING  
GUIDELINES-  
PLAYGROUND  
+BIRTHDAY PARTIES*



*Kids Kingdom Orleans*

*1290 Trim Rd.  
Orleans, ON  
K4A3P7*

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## **Visitors**

There will be no visitors to enter our facility, with the exception of:

- The program Advisor, under the Ministry of Education to complete inspections
- A public Health Officer, to complete inspections
- Cleaning staff
- Mandatory Maintenance
- 2 Parents/Guardians of the Birthday Child
- Playside guests (Child-ren) + 2 adults maximum per group

All visitors must pre-screen at home prior to entry or be screened at the facility. A mask must be worn during your entire visit (children 2 and under exempt) and follow any other protocols set out by the operators.

## **Maximum “Cohort” (child/adult groupings) Size Ratio**

A Cohort is defined as a total number of persons in 1 space. (Child and adult combined). There will be no more than 50 individuals on site, with the exception of any visitors outlined above.

Child to staff ratio will be as follows:

1 staff/8-10 children per Birthday Party, maximum 4 parties at 1 time. (Total 44 bodies)

*(Minimum attendees 8, maximum attendees 10)*

-receptionist/key holder and floor staff

Members can book time slots to visit: 10am-12pm, 1pm-3pm, 4pm-6pm (This is to allot for proper cleaning at the completion of every 2 hours).

## **Staffing**

Staffing will be chosen and scheduled on an as need basis. Each staff will be properly trained to ensure all guidelines and protocols surrounding COVID 19 are met, understood and implemented.

## **Working with Ottawa Public Health**

We will follow the advice and direction of Ottawa Public Health when establishing and implementing safety protocols. We will also follow and implement all direction provided by Ottawa Public Health in regards to contact tracing, and testing.

## Health and Safety

We have developed the following policies and they will be implemented as of September 5th, 2020.

- Sanitization of Space, toys and equipment (reference Page 2)
- How to report an illness
- How to physical distancing will be implemented/encouraged
- Shifts and scheduling
- Parental drop off and pick ups
- Completing transactions
- Communication with customers

## Sanitization of Space, Toys and Equipment

While we already hold the obligation to maintain clean areas, our obligation is now under a sharper focus. We will follow, maintain and implement all Ottawa Public Health Guidelines for proper cleaning and Sanitization.

COVID-19 virus can survive for several days on different surfaces and objects. We are partnered with ECO Lab to ensure safe, yet effective cleaning products will be kept on site for cleaning of commonly touched surfaces and will be completed following each Birthday party. Cleaning products used will have a drug identification number. In addition;

- Equipment will be cleaned and disinfected at a minimum between cohorts
- Party room tables and chairs will be disinfected between each Cohort
- Party room door handles will be disinfected between each cohort
- Public washrooms will be disinfected and deep cleaned between each cohort
- The inflatable slide will be disinfected between each Cohort.
- Tokens for arcade games will be properly disinfected once they are removed from each arcade game, and before being placed back into the token machine. All machines will be disinfected between each cohort.
- The washing of child pinnies for parties between each child/party.

*\*\*Increased staffing is going to allow for regular staff to child ratio, and to maintain cleaning procedures\*\*\**

Any water bottles brought in **must be clearly labelled** with their child's name. We prohibit any stuffed animals, dolls, or fabric items that cannot be easily sanitized.

In addition, we will implement, maintain and complete daily cleaning checklists (completed between each cohort) and they will be kept on site at all times for review.

## **Kids Kafe**

Due to Covid, our Kids Kafe is currently closed to the public. Children and adults can bring in labelled water bottles, but we cannot allow any outside food.

## **Guidance for PPE (personal protective equipment)**

### **STAFF:**

All staff are required to wear a face mask at all times.

### **ADULTS:**

Adults coming in with children will be required to wear a mask in the facility during their entire visit.

### **CHILDREN:** (age 3 and up)

Facial masks are required for children when they are visiting the facility.

When wearing a mask, hands should be properly washed before donning the mask and after removing the mask. (See routine for properly applying and removing PPE)

### ***Washing your hands***

1. *Wet hands under running water.*
2. *Apply liquid soap.*
3. *Lather and rub hands for at least 15 seconds.*
4. *Rinse hands.*
5. *Towel or air-dry hands.*
6. *Turn taps off with a towel or your sleeve.*

### ***Using hand sanitizer***

1. *Place a quarter-size drop of alcohol-based hand sanitizer in your palm.*
2. *Rub hands together, palm to palm.*
3. *Rub back of each hand with palm and fingers of the other hand.*
4. *Rub around each thumb.*
5. *Rub fingertips of each hand back and forth in the other hand.*
6. *Rub until your hands are dry (at least 15 seconds).*

### ***Washing a young child's hands***

1. *Wet a paper towel with water and a small amount of liquid soap.*

2. Rub child's hands for 15 seconds.
3. Rinse under running water.
4. Dry hands with a paper towel.

### ***Using hand sanitizer with a young child***

1. *Clean your hands first using the method above.*
2. *Place a dime size drop of hand sanitizer on your own hands.*
3. *Rub child's hands until dry (at least 15 seconds).*

\*\*\*water and soap are recommended over the use of Alcohol-based hand rub for children\*\*\*

### **Screening for Symptoms**

To ensure the safety of our guests, please self-screen at home before coming to our facility. You can use this link to check if you are able to attend: <https://covid-19.ontario.ca/school-screening/>

If you are unable to pre-screen, we are able to check your temperature and ask you questions here. If screened onsite, all screening results will be documented, maintained daily and kept onsite for access when applicable. Screening information will include: temperature check, answers to a series of questions, contact name and phone number.

All alcohol-based sanitizers will be kept out of reach of children at all times, by being placed in an out of reach area.

### **For Birthday Parties**

The designated staff at the front area will greet you and your child. If the child passes the screening measures, your child will be accompanied to his/her Birthday party.

The parent/guardian is not to access the play facility, unless otherwise approved directly by the supervisor.

Shall the supervisor approve the request, the approval is based on a 1-time approval. The Parent/Guardian will then need to be self screened or screened onsite, and properly apply a face mask.

## **Testing Requirements and Reporting of Illness & Caring for a sick child**

We will follow the provincial testing guidance regarding the requirement for routine testing.

The protocols in which we will follow for when a child becomes sick, or in the event of a suspected case are as follows:

- Staff, parents, guardians and children must not enter the facility if they or someone in direct contact of them have travelled outside of Canada within 14 days. If they have, they must self-isolate for 14 days before entering our facility.
- Staff, parents, guardians and children must not attend the birthday party if they are sick, even if symptoms resemble a mild cold. Symptoms to look for include but are not limited to:
  - Fever (38°F or 100.4°C)
  - Cough
  - Shortness of breath
  - Sore throat
  - Runny nose
  - Nasal congestion
  - Headache
  - And a general feeling of being unwell
- Children will be monitored for atypical symptoms and signs of COVID-19.
- If a child or staff member becomes sick while in attendance, they will be isolated immediately, and a family member will be contacted for pick-up.
- The sick person will be provided with tissues and reminded of hand hygiene, respiratory etiquette and proper disposal of tissues.
- If the sick person is a child, a designated staff person will remain with the child until their parent/guardian arrives. If tolerated and above the age of 2 years, the child will be encouraged to wear a mask. The staff designated to remain with the child will have to put on a mask, eye protection, and medical gown. The designated staff should also avoid contact with the child's respiratory secretions.
- Once the child has been picked up by his/her parent/guardian, the staff is to properly remove and dispose of the PPE and wash hands properly and thoroughly.
- All items used by the sick person must be cleaned and disinfected immediately. All items that cannot be cleaned should be removed and stored in a sealed container for a minimum of 7 days.
- Public health will be notified and their advice for the specific incident will be followed. (this means each individual incident could be handled differently)
- Other children, including siblings of the sick child and staff in the program who were present while the child or staff became ill will be identified as a close contact and further separated until they can be picked up the parents/guardians to self-isolate at home. Ottawa Public Health will then provide any further direction on testing and isolation of these close contacts.

## **Attendance Records**

We will create, maintain and keep daily records on site of anyone entering the facility. Records will contain; length of stay, reason for entry, first and last name, contact information, time of arrival, time of departure and screening completion. It will be kept up to date and available for contact tracing in the event of a confirmed Covid-19 case or outbreak.

## **Staff Training**

Alongside Ottawa Public Health, we will ensure that training is provided to all of our staff members, on health, safety and other operational measures outlined in this document, plus any additional local requirements in place prior to re-opening.

We will be utilizing resources to stay up to date and current on measures to consider to our staff.

### Booking your Playground Visit with Us

During these unprecedented times, we are restricted to the amount of people who can be in the building at one time. In order to maintain a safe, sanitized and clean environment, we are asking for pre-booking your spots on weekends during our open hours. You can book a spot by emailing: [orleans@kidskingdom.ca](mailto:orleans@kidskingdom.ca)  
Available weekend slots will generally be a combination of these hours:  
10-12pm, 1-3pm and/or 4-6pm. You can book as many time slots as you wish per day as long as we have space.

***Please note, we close 1 hour in between time slots to allow proper disinfecting and cleaning.***

Our phones are being monitored during these times, but are not being consistently answered, so we encourage you to leave a voicemail, or alternatively email us for a prompt response.

# **BIRTHDAY PARTIES**

## **Birthday Party Options**

Crown Package – As advertised

Royal Package – As advertised

Jubilee Package – substitute free admission passes for each paying attendee in lieu of unlimited play (to be used at a future time).

Weekday Special – Currently Unavailable.

More details can be found here: <https://kidskingdom.ca/orleans/parties/party-packages/>

## **Birthday Party Drop off and Pick up**

In addition to our screening measures outlined on [page 3](#), in order to help with wait times and smooth transitions, we encourage you to tell your guests to arrive anytime within 20 minutes before the scheduled event. This will avoid any lost time on the structures for the first hour of the event. If you arrive early (up to 20 minutes prior to the scheduled event), once your child is signed in, they will be able to meet their party host and access the structures and equipment.

## **Birthday party space set up and Physical Distancing**

It is recognized that physical distancing will prove challenging for children in our indoor setting. Our party host(s)/staff will encourage children to keep distance, by implementing individualized activities, and placing them strategically around the facility. We will also provide color coded child size pinnies, to encourage children visually to keep a distance from other coloured pinnies. If a child is to enter another child's space, they will be encouraged to regain space between them. We strive to use a teachable and trust building technique, one in which is understood and accepted by the child. Our staff will ensure the birthday party will be kept calm, and children are not redirected in a stressful manner when distancing is limited.

Cohorts however must and will keep at least 2 meters between each cohort at all times.

Children's eating areas will be spaced out, by removing one half of the chairs, and spacing the children accordingly around the tables.

## **Party Food Provision**

We will amend our meal practices slightly, by not allowing self-serve or sharing of food at mealtimes. Our Kids Café will be closed to the public, with the kitchen solely open for preparing foods for Birthday parties.

Utensils of course will be used to serve all foods, and meals will be served in individual portions to the children. No items can be shared (Example: serving spoons).

No food should be provided by parents/guardians outside the regular cake provisions of the birthday (except where required and special precautions for handling and serving the food will be followed). The children will not partake in preparing food or helping staff in serving food or partake in clean up after eating.

### **Party Planning and Organizing**

We want to help make planning and organizing the event as simple as possible. That is why our invitations in which are sent electronically upon confirmation of your party, will include a direct link to these guidelines.

### **Party Decorations**

We know and understand that apart of making your child's event extra special includes a theme and fun decorations, during these trying times, sending decorations from home is prohibited. This is for the safety of each child attending the event and visiting our facility. The only exception is balloons, in which can be placed in the party room, but cannot be touched by the children. We will however provide the cutlery, plates, napkins, and cups. You can buy colour themed party decorations from us.

### **Transactions**

Upon booking your party, you will be required to place a 50% deposit. Before your child's party starts you will be required to pay the remaining balance, which can be paid via Credit or Debit only (preferred method of payment). Shall you wish to purchase tokens; however, cash is the only form of payment accepted for the token machine. We do have an ATM onsite as well.

### **Booking your child's party**

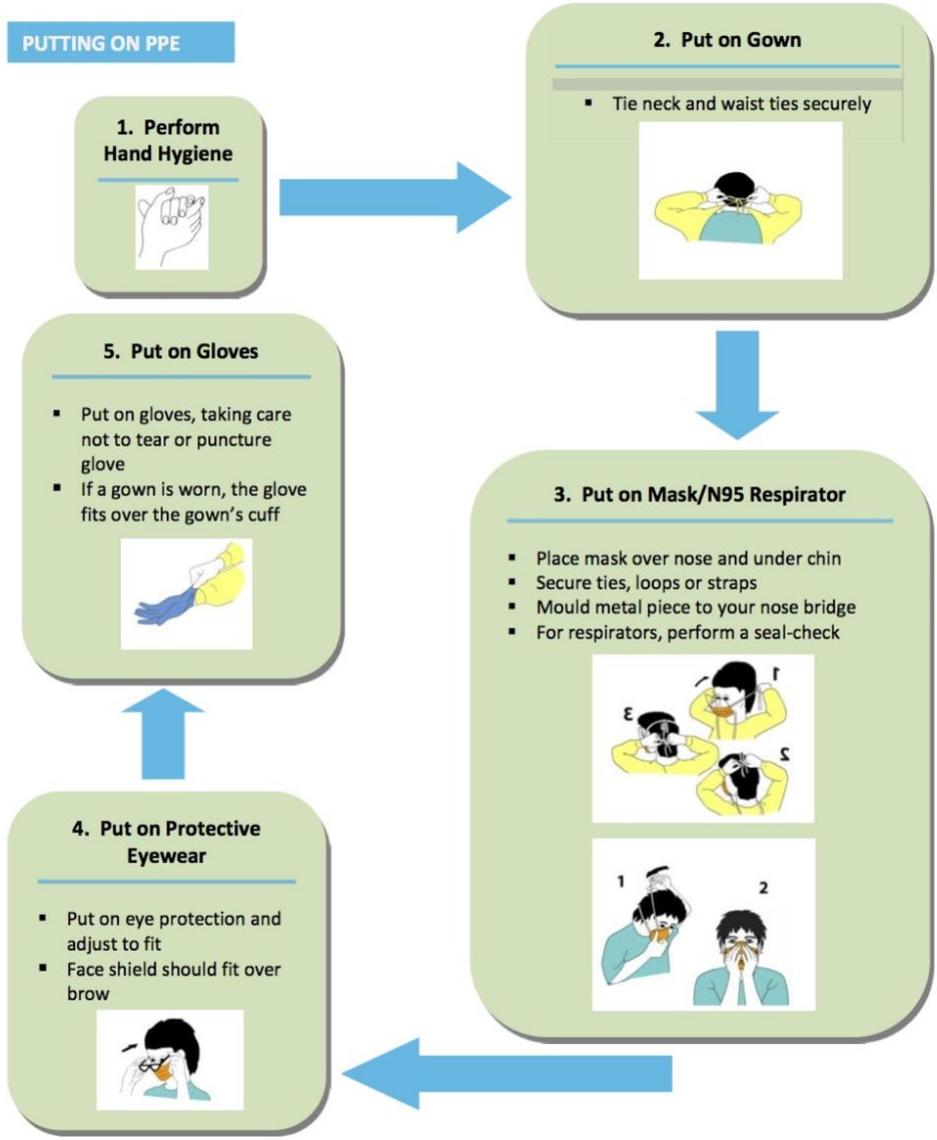
During these unprecedented times, we are restricted to booking parties through our website only. Our available time slots for parties on Saturdays and Sundays are 10-12pm, 1-3pm or 4-6pm. Shall you have any questions or concerns, please feel free to email us at [orleans@kidskingdom.ca](mailto:orleans@kidskingdom.ca) Our phones are being monitored during these times, but are not being consistently answered, so we encourage you to leave a voice message, or alternatively email us for a prompt response.

To cancel your child's event, we require 2 weeks' notice, in which we can refund your party in full, sending your deposit back via E-transfer.

**In the event that your child's event cannot happen due to a circumstance within the 2 week cancellation policy pertaining to COVID-19, we will gladly refund your deposit.**

**Routine Practices and Additional Precautions  
(November 2012)**

This is an excerpt from *Routine Practices and Additional Precautions In All Health Care Settings (Appendix L)*



For more information please contact Public Health Ontario's Infection Prevention and Control Department at [ipac@ohpp.ca](mailto:ipac@ohpp.ca) or visit [www.publichealthontario.ca](http://www.publichealthontario.ca)

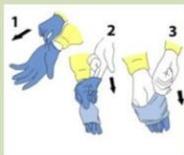
**Routine Practices and Additional Precautions  
 (November 2012)**

This is an excerpt from *Routine Practices and Additional Precautions In All Health Care Settings (Appendix L)*

**TAKING OFF PPE**

**1. Remove Gloves**

- Remove gloves using a glove-to-glove/skin-to-skin technique
- Grasp outside edge near the wrist and peel away, rolling the glove inside-out
- Reach under the second glove and peel away
- Discard immediately into waste receptacle



**2. Remove Gown**

- Remove gown in a manner that prevents contamination of clothing or skin
- Starting at the neck ties, the outer, 'contaminated', side of the gown is pulled forward and turned inward, rolled off the arms into a bundle, then discarded immediately in a manner that minimizes air disturbance



**6. Perform Hand Hygiene**



**3. Perform Hand Hygiene**



**5. Remove Mask/N95 Respirator**

- Ties/ear loops/straps are considered 'clean' and may be touched with hands
- The front of the mask/respirator is considered to be contaminated
- Untie bottom tie then top tie, or grasp straps or ear loops
- Pull forward off the head, bending forward to allow mask/respirator to fall away from the face
- Discard immediately into waste receptacle



**4. Remove Eye Protection**

- Arms of goggles and headband of face shields are considered to be 'clean' and may be touched with the hands
- The front of goggles/face shield is considered to be contaminated
- Remove eye protection by handling ear loops, sides or back only
- Discard into waste receptacle or into appropriate container to be sent for reprocessing
- Personally-owned eyewear may be cleaned by the individual after each use



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