Questions and Answers for Parents Using Childcare Facilities, Family Community Organizations, Community Drop-In Daycare Centres and Community Social Pediatric Centres in Red Zones (Maximum Alert)

Parents Using Childcare Facilities

1. Are there any specific health recommendations for childcare facilities located in red zones?

No, the same recommendations apply everywhere.

2. How can I find out the alert level of the region where my childcare facility is located?

You can consult the Map of COVID-19 alert levels by region at any time.

3. If my childcare facility is located in a red zone, will it stay open?

Yes. Childcare facilities will remain open in red zones. It is not expected that any shutdowns will be ordered, except if there is an outbreak in a facility.

4. If my childcare facility is located in a red zone, can I lose my place if I decide not to send my child?

No. When a childcare facility is in a zone that has moved to the red alert level, parents who decide not to send their child are not penalized. However, they must continue to pay their contribution, whether or not the child goes to childcare.

5. What happens if there is an outbreak in a childcare facility located in a red zone?

There is no difference between red zones and other zones. The childcare facility will contact the regional public health authorities, which will give it detailed instructions regarding the need to shut down a group or the childcare facility (or not). The childcare facility will inform parents quickly of the decision.
6. Do the same measures apply in a red zone if a child has symptoms?

Yes. The same measures continue to apply. Parents must consult the COVID-19 Symptom Self-Assessment Tool available on the Québec.ca website to determine whether or not they can send their child to childcare.

7. With a few exceptions, the presence of visitors living at a different address is prohibited in a private residence located in a red zone. Does this mean that home childcare providers will have to close in red zones?

No. This ban does not apply to home childcare providers.

This means that home childcare providers may continue to deliver services to the children they served before the change in alert level. The same measures apply.

The employees of home childcare providers (e.g. their replacements or assistants) may also access the rooms used to provide childcare services in red zones.

8. Are parents allowed to enter a childcare facility located in a red zone?

This is no change in this regard.

To ensure everyone’s health and safety, it is recommended that the entry of parents and other adults who drop off and pick up children be limited. For example:

- Whenever possible, take charge of the children at the entrance, notably by using a telephone system when the parents (or other adults) drop the child off in the morning and pick him or her up in the afternoon.
- Limit parents’ (and other adults’) access to certain rooms.
- Ask that, whenever possible, it always be the same person who comes to drop off and pick up the child at the childcare facility, and that the person come alone.
- Ask any adults who enter the facility to respect the 2-metre distancing rule between themselves and other people (both adults and children) at all times.

The rules about wearing face coverings and hand washing remain in effect.

9. For the other zones, do the limits imposed regarding the number of people who can be present also apply to home childcare providers?

No. The answers are the same as those given for red zones. In summary, the restrictions and limits stipulated do not apply to home childcare services.
Parents Using Family Community Organizations, Community Drop-In Daycare Centres and Community Social Pediatrics Centres

1. Can I take part in the various activities offered by community social pediatrics centres, Family Community Organizations (FCOs), and community drop-in daycare centres located in red zones?

Yes. The activities offered by these organizations are maintained, provided that the health rules issued by the Direction générale de la santé publique are followed.

2. What are the health rules that have to be followed?

The applicable health rules are posted on the Québec.ca. However, before going to the activity site, you are advised to contact the organization to find out what specific measures they might have put in place.

3. If my child or I have flu-like symptoms (runny nose, cough, sore throat, headache, etc.), can I still go?

You must consult the COVID-19 Symptom Self-Assessment Tool available on the Québec.ca website before going.

In case of doubt, you can call 1-877-644-4545, the COVID-19 hotline.

4. Do community social pediatrics centres do screening tests for COVID-19?

No. They do not do screening tests for COVID-19. Please refer to the centres de dépistage in your region listed on the Quebec.ca website.