

Thank you for making a request for service with us. In light of our conversation and assessment of your needs, please find the attached support resources that will support you in your care plan. We were happy to conduct the research on your behalf, and provide you with the resources and relevant information that would support you in making the best decision. Detailed below are the locations, costs, contact information, and service descriptions that would assist you in your decision making. While we do not cover the costs associated with these services, we believe it is essential that you are provided with all of the necessary information to proceed with the support that is right for you. We have made all efforts to review this information in hopes that it is aligned and customized to your immediate needs.

Resource 1	
<b>Name:</b>	<b>THE CHILDCARE RESOURCE AND RESEARCH UNIT</b>
<b>Website</b>	<a href="https://www.childcarecanada.org/documents/research-policy-practice/20/03/child-care-and-covid-19-information-situation-canada">https://www.childcarecanada.org/documents/research-policy-practice/20/03/child-care-and-covid-19-information-situation-canada</a>
Additional Information	

The Childcare Resource and Research Unit (CRRU) has developed a comprehensive information source on child care and COVID-19 in Canada, including the following menu items, updated regularly and arranged by province/territory where appropriate:

- **COMPLETED - Survey of licensed/regulated Canadian child care services during the COVID-19 pandemic**
- **Current status and information about re-opening by province and territory**
- **NEW - Re-opening child care centres during COVID-19: Provincial/territorial guidelines for minimizing risk**
- **Table: Child care services over the period of the COVID-19 pandemic**
- **Summary chart - State of child care during COVID-19 by province/territory**
- **Relevant research and policy analysis**
- **Learning from away**
- **Community and expert responses**
- **Emergency child care for essential workers**
- **Health and safety guidelines / protocols for emergency child care**
- **After the pandemic: What comes next?**

**Resource 2****Name:****GOVERNMENT OF CANADA**

## Additional Information

**Public Health Agency of Canada**

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Please follow link for up to date information on COVID-19 across Canada

For COVID-19 information

Refer to our frequently asked questions. If you have additional questions that are not answered on the website:

- call 1-833-784-4397 (interpretation services are available in multiple languages)
- email at [phac.covid19.aspc@canada.ca](mailto:phac.covid19.aspc@canada.ca)

**Coronavirus disease (COVID-19): Guidance documents**

The following is technical guidance on COVID-19 for communities, schools and daycares, health professionals, businesses, industry, death care services, and faith community leaders.

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents.html>

**COVID-19 resources for parents and children**

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/resources-parents-children.html>

Use the following resources to help your child understand what's going on and how they can help.

Please follow link for:

- Activities for children
- Resources for parents

- Your child’s mental health
- Support for parents

**NANNIES / INFORMAL CARE**

Resource 3	
<b>Name:</b>	<b>SOS SITTER</b>
<b>Phone Number</b>	888-767-7330
<b>Website</b>	<a href="http://sossitter.ca/">http://sossitter.ca/</a>
<b>Fees:</b>	Fees are approximate:  \$32 / 1 month membership \$45 / 3 month membership \$96 / 1 year membership \$49.99 for a background check
Additional Information	

SOS Sitter provides a link between families looking for nannies, babysitters, senior caregivers, special needs caregivers, pet sitters and housekeepers offering their services on a occasional or regular bases, live-in or live-out, during school year or summer, at various rates.

They are not a staffing agency and they do not select sitters for their clients. Rather, they leave it to each family to do its own selection. SOSsitter's caregivers must be 18, have experience and offer flexible availabilities to fit the modern family's needs. Each has a detailed profile reviewed by one of SOS Sitter's staff.

Resource 4	
<b>Name:</b>	<b>CANADIAN NANNY.CA - SERVICES FOR FAMILIES</b>
<b>Phone Number</b>	866-221-7918
<b>Website</b>	<a href="http://www.canadiannanny.ca">www.canadiannanny.ca</a>
<b>Fees</b>	Fees are approximate

Membership Fees: \$44.99 + tax for one-time activation fee and \$6.99 / monthly fee for online access (First Month) \$79.99 + tax / 3 month membership for online access \$119.99 + tax / 1 year membership for online access

Nanny Fees:

Individuals who use the service pay their nanny directly at an agreed upon rate.

**Additional Information**

Areas Served: British Columbia, Alberta, Manitoba, Ontario, Quebec, Nova Scotia

Special Notes: CanadianNanny.ca offers a service to find nannies (full-time or part-time, live-in or live-out), babysitters, adult caregivers, housekeepers, and pet care workers in a specific location. Website provides a search tool.

Families in Canada are able to locate jobseekers of any type by postal code with a map displaying results. Jobseeker profiles offer experience, qualifications, certifications, availability, photos, and resumes.

The membership also allows families to set up a profile.

You may do a test search before registering to see exactly how many providers there are in your area, and how much detail is in the profiles.

**Resource 5**

**Name:** NANNY SERVICES.CA

**Phone Number** 1-888-369-8819

**Website** <http://www.nannyservices.ca/default.asp>

**Fees**  
 \$144 Yearly Subscription  
 \$99 6 Months Subscription  
 \$69 3 Months Subscription  
 \$39 Monthly Subscription  
 \$29 Weekly Subscription  
 Free to browse

The childcare fee is to be negotiated between the parent and the candidate.

**Additional Information**

Canada-wide

Services:

Childcare  
Homecare  
Housekeeping

**Resource 6**

<b>Name:</b>	<b>CARE.COM</b>
<b>Website</b>	<a href="https://www.care.com/en-ca/">https://www.care.com/en-ca/</a>
<b>Fees</b>	<p>Basic Membership is free and allows families to view and post jobs, receive newsletters full of expert tips and advice, and access a wealth of content on all things care-related.</p> <p>\$49 for a monthly subscription \$99 for a 3 month subscription \$149 for an annual subscription</p> <p>Care fees are to be negotiated with childcare provider</p>

**Additional Information**

Canada-wide

Website allows you to find care as follows:

**Create a Job**

Caregivers will contact you within 3 days, guaranteed.

**Review Profiles**

Check out your candidates.

Request background checks.

**Hire a Caregiver**

Interview, check references and hire the one that works for you

**Pay for your care**

Make and track payments through the Payments Center.

**THE LATEST CORONAVIRUS INFORMATION BY PROVINCE**

**ONTARIO**

**CHILD CARE FOR EMERGENCY SUPPORT WORKERS**

Once the emergency child-care centres open, a list of locations will be available on [ontario.ca/coronavirus](https://ontario.ca/coronavirus).

**Find an emergency child care centre**

Municipal service system managers and First Nations have plans approved to open select child care centres.

To get more details about registration, health care and other frontline workers can contact their local Child Care Service System Managers, known as Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs). They manage child care services across the province.

This list will be updated as more plans are approved.

<https://www.ontario.ca/page/child-care-health-care-and-frontline-staff#section-2>

**The City of Toronto** is authorized by the Province of Ontario to provide emergency child care for children of essential and critical service workers.

The service is provided at no costs to families, funded by the Province of Ontario, for children from birth to age 12. Services will operate 24 hours a day, seven days a week. Centres are located across Toronto in existing City-run licensed child care facilities and staffed by City of Toronto child care workers.

<https://www.toronto.ca/home/covid-19/covid-19-social-support/covid-19-child-care-for-essential-workers/>

#### **APPLY FOR CHILD CARE - OTTAWA**

<https://ottawa.ca/en/family-and-social-services/childrens-services/apply-child-care>

For questions about emergency child care, contact [childrensservices@ottawa.ca](mailto:childrensservices@ottawa.ca) (link sends e-mail) or call 613-580-2424 ext. 24100 and leave a message.

#### **COVID-19: QUEBEC TO OFFER FREE EMERGENCY DAYCARE FOR HEALTHCARE WORKERS**

Emergency daycare services

<https://www.quebec.ca/en/family-and-support-for-individuals/emergency-daycare-services/>

Services de garde d'urgence

<https://www.quebec.ca/famille-et-soutien-aux-personnes/services-de-garde-durgence/>

#### **ALBERTA**

##### **CHILD CARE FOR CORE SERVICE WORKERS**

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

#### **BRITISH COLUMBIA**

[Read the latest on what is happening in British Columbia here.](#)

##### **BC – FAMILY & SOCIAL SUPPORTS IF YOU REQUIRE CHILD CARE**

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-response-covid-19/child-care-response-covid-19-parent#require-care>

## If You Require Child Care

Based on current public health advice, you are able to return your children to their childcare provider, if you choose to do so. If your childcare provider does not have available space [please request a temporary emergency child care space](#).

### **MANITOBA**

[Read the latest on what's happening in Manitoba here.](#)

#### **CHILDCARE FOR ESSENTIAL/CRITICAL CARE WORKER**

<https://www.gov.mb.ca/fs/childcare/index.html>

### **NEW BRUNSWICK**

[Read the latest on what's happening in New Brunswick here.](#)

### **NEWFOUNDLAND AND LABRADOR**

[Read the latest on what's happening in Newfoundland and Labrador here.](#)

### **NOVA SCOTIA**

[Read the latest on what's happening in Nova Scotia here.](#)

### **SASKATCHEWAN**

[Read the latest on what's happening in Saskatchewan here.](#)

### **YUKON**

[Read the latest on what's happening in Yukon here.](#)

### **PRINCE EDWARD ISLAND**

[Read the latest on what's happening in Prince Edward Island here.](#)

## **WORKING FROM HOME**

### **WORKING FROM HOME WHEN YOU ARE NOT USED TO IT**

Many of us are working from home in response to the COVID-19 pandemic. For some, the experience of working from home is new, especially for a prolonged period of time. With schools closed in many jurisdictions, there is another layer of complexity for those with children; even if you do not have children, you may be sharing your space with another adult who is also now at home; work provides a lot of social interaction – more than you may realize. It goes without saying that these are very different times, which require new routines.

#### **Create a routine**

It is easy to feel lost or frustrated without a clear structure for your day.

**Get up at the same time each day.** Get dressed and be camera ready as many meetings may be video calls.

**Stop and move every couple of hours.** Just going back and forth to work and moving around your workplace is physical activity. If you do not have that, you need to be more conscious about getting up for movement or stretch breaks and getting a bit of sun several times during the day. You will need to be intentional about this and should set a timer if you need to.

**Negotiate your space if you have other adults in the house.** This might seem like a small thing, but still needs to be done. Some people like private space, others like working next to someone else. Do not assume that others want to work the same way as you do. You might also need to have an agreement about who gets the “good” workspace, and perhaps alternate.

**Know and follow your organization’s privacy and security policies.** Whether you are in the workplace or at home, this is a critical responsibility for every employee. When working from home, you might need to take additional steps to meet your organization’s standards for privacy and security. Make sure that you know what to do, and if you are not sure, ask your supervisor. More details in Morneau Shepell’s Work From Home (WHF) technology and security policy

**Make time for social connections.** Video calls are better than telephone for staying connected, especially if the call has more than two people. Plan specific times in the day to connect with others, and make sure that it happens. Additionally, just reach out to colleagues when you feel the need to connect. The reason does not need to be about work. Just checking in with someone is great. Feeling connected is an important part of your well-being and will ultimately make you more productive overall.

**Pay attention to organizational communications and reach out to your manager.** Read or listen to all communications from your company. Policies and practices may change quickly as the situation warrants. Your manager is also there for support. If you have not heard anything for a while, it is okay to reach out to confirm that everything is the same.

**Plan your non-working time as well.** Use the time to do something meaningful to you. This is a good time to do things that you can do at home, which you might not have had time to do before – learn a



new skill, organize your home, connect with your family. Do not focus on what you cannot do, but what you can do.

**Maintain or start regular exercise.** Getting regular exercise to get your heart rate up is needed, over and above moving or stretching every couple of hours. Your physical health requires this, as does your mental health. It is a great time to get and use a few free weights or work with a virtual trainer.

**If you have children**

**Understand that they need a routine as much or more than you do.** With school closures, parents at home and community activities cancelled, new routines must be built. Getting up, getting dressed, a time to play, a time to learn at home, a time to do chores, a time to spend time with you are all important. This is a good opportunity to work with your children create these routines, which can also help them feel some control over the changes that are happening.

**Build time for your kids into your workday routine.** Your work might need to be completed in blocks of time instead of a straight eight-hour stretch. Have specific times when you can give your children uninterrupted attention, even if it is just during the lunch hour. Take turns in childcare with another adult in your home, if possible. Build times in your child's schedule to work beside you. Schools and daycare have time for quiet work or play. The same thing can happen at home.

**HOW TO MASTER WORKING FROM HOME—WHILE UNDER QUARANTINE WITH KIDS**

<https://www.parents.com/parenting/work/life-balance/how-to-master-being-a-work-at-home-mom/>

**HOW TO WORK FROM HOME WITH KIDS WHEN YOU'RE UNDER QUARANTINE**

<https://offspring.lifehacker.com/how-to-work-from-home-with-kids-when-youre-under-quaran-1842246965>

**HOW TO WORK FROM HOME WHEN QUARANTINED WITH CHILDREN**

<https://liveablissfullife.com/work-from-home-quarantined-children/>

**WORKING FROM HOME BECAUSE OF CORONAVIRUS? HERE'S HOW TO STAY PRODUCTIVE**

<https://globalnews.ca/news/6695405/how-to-work-from-home-coronavirus/>

**CHILDREN**

**TALKING TO YOUR CHILDREN ABOUT COVID-19**

Many people are feeling stressed or overwhelmed with what they are hearing about COVID-19. Your child may also be feeling anxious about what is happening around them – and that is normal. There are things you can do to help alleviate this stress.

**Have honest conversations**

Chances are your child has seen a story on the news, read an article or heard other people talk about COVID-19.

**Put news into context.** If they ask, explain that all the activity that is going on is to keep us all safe. Even though they might be hearing about deaths, it is rare. Watch the news with your kids so you can filter the information and shape how they respond, with your own response. Your comments matter and how calm or worried you are also matters.

**Ask questions.** Understand what they know. Is your child and their friends talking about it? Who is their source? If your child is younger, have they heard their teacher or other adults talk about what is making some people sick. Knowing what they know and think will help you understand how they feel and to correct false assumptions.

**Answer honestly.** Use language appropriate for the age of your child, but they have a right to truthful information about what is going on. If there are things you do not know, tell them that. Focus on what you do know and, if possible, work together to find out what you do not know.

**Keep the conversation going, if you can**

Some kids might want to talk a lot about what is happening. Some might not be interested, and that is okay. Others may open up and want to talk about it later. Regardless, if your child wants to talk or not, you should continue to check in with them to see how they are doing and if have any new questions.

**Dealing with anxiety**

**Build routines.** Anxiety is more likely when all the usual routines seem upside down. With school closures, parents at home and community activities cancelled, new routines must be built. Getting up, getting dressed, a time to play, a time to learn at home, a time to do chores, a time to spend time with you. This is a good opportunity to work with your children in what those routines are, which also helps them feel some sense of control.

**Let them know that it is normal to feel uneasy or confused at times.** Everyone does. Having strong feelings tells us that it is time to talk. Talking will help in many ways and will make things feel less confusing. When your children do talk, listen fully. Being heard is important. Find out what they are worrying about. After hearing everything, let them know you are glad they spoke to you and that you understand what they are saying. You can also remind them of times that they felt uneasy or confused before, and how they got through it. Feelings are always okay, and working through them builds resilience.

**Limit exposure to news coverage and social media.** They may misinterpret what they hear and can be frightened about something they do not understand. Limit news to once a day, when you are able to be there with them. Having news continuously on in the background, may amplify both your fears and theirs. Hearing the same thing multiple times actually makes it seem worse than hearing it once.

**How they can help.** Empower them to help at home, keeping in touch with grandparents and relatives you cannot visit.

**HOW TO TALK TO CHILDREN AND ADDRESS THEIR CORONAVIRUS CONCERNS**

<https://www.cbc.ca/news/health/covid-19-coronavirus-kids-1.5495831>

**HOW TO SUPPORT CHILDREN'S MENTAL HEALTH DURING THE CORONAVIRUS PANDEMIC**

<https://www.cbc.ca/news/canada/edmonton/children-anxiety-pandemic-1.5497338>

**HOW TO KEEP YOUR KIDS HEALTHY AND ANXIETY-FREE DURING THE CORONAVIRUS OUTBREAK**

<https://www.cbc.ca/news/canada/british-columbia/parents-bc-coronavirus-health-anxiety-1.5494728>

**KEEPING SPIRITS UP IN QUARANTINE**

Being under quarantine can be frightening, particularly for young children. Suggestions include:

- Find out everything you can about the infection from reliable sources.
- Talk to the other members of the family about the infection. Understanding the illness will reduce anxiety.
- Reassure young children using age-appropriate language.
- Keep up a normal daily routine as much as possible.
- Maintain a positive attitude.
- Think about how you've coped with difficult situations in the past and reassure yourself that you will cope with this situation too. Remember that quarantine won't last for long.
- Keep in touch with family members and friends via telephone, email or social media.
- Exercise regularly. Options could include exercise DVDs, dancing, floor exercises, yoga, walking around the backyard or using home exercise equipment, such as a stationary bicycle, if you have it. Exercise is a proven treatment for stress and depression.

**REDUCING BOREDOM WHILE IN QUARANTINE**

Being confined for an extended period of time can cause boredom, stress and conflict. Suggestions include:

- Arrange with your boss to work from distance, if possible.
- Ask your child's school to supply assignments, work sheets and homework by email.
- Take everyone's needs into account as much as possible when you plan activities. Remember, you don't have to spend every moment of quarantine together. Make sure everyone gets the opportunity to spend some time alone.
- Plan 'time out' from each other.
- Don't rely too heavily on the television and technology. Treat quarantine as an opportunity to do some of those things you never usually have time for, such as board games, craft, drawing and reading.
- Accept that conflict and arguments may occur. Try to resolve issues quickly. Distraction may work with young children.

**15 WAYS TO BE AWESOME LONG DISTANCE GRANDPARENTS**

<https://adventuresinnanaland.com/15-ways-awesome-long-distance-grandparents/>

**TECH CHECK-INS: CONNECTING WITH GRANDPARENTS DURING COVID-19**

<https://www.journalpioneer.com/lifestyles/regional-lifestyles/tech-check-ins-connecting-with-grandparents-during-covid-19-435901/>

**ACTIVITIES FOR FAMILIES WITH CHILDREN IN QUARANTINE****Play Little Red Schoolhouse Go**

When all else fails, try this classic game that is sure to get you at least a few peaceful minutes. It's simple: You say, "Little red schoolhouse, go," and then ... whoever talks first loses, and whoever stays quiet longest wins. It's an ingenious way to actually make quiet time *fun* for your kids ... and obviously, quiet time is *always* fun for you.

**Play "Hide the Thimble"**

This one is like Hide and Seek, but instead of each person hiding themselves, you take turns hiding a small object that needs to be found. Guide your little one to find the thimble by telling them they're cold, warm, or hot depending on how close they are to where you've hidden it. For younger children, use a larger object to help avoid frustration--and make sure it's not a choking hazard!

**Have a Secret Word**

Did you ever watch Pee-Wee's Playhouse? Pee-Wee would have a [secret word](#) that when said meant everyone in the playhouse had to scream real loud. Pick a word for your house and choose a reaction to it. You don't have to scream (because that could get really loud), but you could say, "Beep!", or whistle, or ring a bell each time somebody says the secret word. Keep everyone on their toes, and even give out awards at the end of the day for whoever caught (or said) the secret words most.

**Get creative**

- Try creating a family board game for a few days of relaxing, low-key, indoor fun! The beauty of a family board game is that you can create the rules and the goals, and you can even include fun family trivia, inside jokes, and nicknames.
- Create some bound-to-be-funny traditions. Declare the first hour of Saturday "No means yes" time, for example, and see who remembers. Or play some quick rounds of Pictionary. Or do like
- Dinotopia author and illustrator James Gurney used to when his sons were middle-schoolers: demand that everyone speak entirely in one-syllable words.

**Word-Building Charades**

Your child has probably noticed that some letters reach above the middle space on her lined paper, some stay inside it and some dip below it. In this game, you translate the way letters look into body positions. For tall letters, you jump up; for medium-sized ones, you stand in place; and for ones that drop down, you crouch. So for *bag*, you jump up for *b*, stand still for *a* and crouch for *g*.

To start playing, write down a list of words. Then take turns choosing one and acting it out to see if the other person can guess what it is.