

Hello XXXXXX

Thank you for your kind words and support for our program at **(insert name of the CCC)**. These are definitely unique and challenging times and we understand that families may have additional questions as information is shared with the **(insert name of the CCC)** community.

I want to assure you that the staff are adhering to very strict protocols regarding COVID-19 which included enhanced cleaning and disinfecting each and every day. We have additional cleaning staff on site since the beginning of the pandemic, maintaining the centre, as well as our regular cleaning staff each night. The child care centre is thoroughly cleaned each day and we continue to work closely with Niagara Region Public Health. Staff are wearing Personal Protective Equipment (medical mask, eye protection) as required by the Ministry of Education in each of the playrooms with the children and whenever a distance of 6 feet cannot be maintained from others.

Public Health has only closed our **(insert group/room)**. The remainder of the child care centre is fully operational. As always, it is parental choice if a family chooses to send their child, however Public Health has not put any additional restrictions on our program at **(insert name of the CCC)**. All other groups are operating as business as usual and are continuing to follow all of our COVID-19 policy, procedures as well as direction from the Ministry of Education and Niagara Region Public Health.

Public Health may be able to assist with some of your specific questions regarding COVID as well. I have included Niagara Region Public Health website where you will find contact info. They have two options for contact, by phone or chat line.

[Niagara Region COVID-19 Info Line](#)



There is also a Child Care Reopening page that has useful information as well on their site:

[Reopening Child Care Centres During COVID-19](#)

I hope this helps and please don't hesitate to reach out if you have questions specific to the program.

Respectfully,

Insert name and contact information