



COVID – 19 Information for Children, Youth & Families

PART 1: Frequently Asked Questions

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Updates are denoted in red text.

The COVID-19 situation is constantly evolving and information is changing rapidly. First and foremost, it is our understanding the health sector is putting all necessary precautions in place to keep patients, families and staff safe.

The Provincial Council for Maternal and Child Health (PCMCH) and Kids Health Alliance (KHA) have created two documents to support children, youth and families access credible and up-to-date information:

- **Part 1 (*this document*): Frequently Asked Questions**
- Part 2: Resources

This document will be updated as new information exists; visit <https://www.pcmch.on.ca/covid-19-resources-for-children-youth-and-families/> for the most up-to-date version.

Some resources included in this document are adapted from AboutKidsHealth. Visit the AboutKidsHealth website directly for updates: www.aboutkidshealth.ca/COVID-19

If you have general questions about the COVID-19 virus, visit the Ontario Ministry of Health's website: <https://covid-19.ontario.ca/>.



Kids Health Alliance (KHA) is a not-for-profit network of health care organizations that collaborate to make tangible improvements in care for children and youth – all with a quality and safety lens. KHA partners are currently focused on strengthening pediatric quality and safety infrastructure in Community Hospitals. www.kidshealthalliance.ca/en/



The Provincial Council for Maternal and Child Health (PCMCH) provides leadership in bringing the maternal newborn child and youth health care sector together to plan and implement health care practice solutions that improve access to and the quality of, health care provided to mothers and children in Ontario. www.pcmch.on.ca/



AboutKidsHealth is a health education resource for children, youth and caregivers that is approved by health-care providers at The Hospital for Sick Children. You can learn more here: www.aboutkidshealth.ca/

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'Quick Hits'

- There are few data on the clinical presentation of COVID-19 in children. In children with COVID-19 the symptoms are usually less severe than adults, and consist mainly of cough and temperature.
- There is currently no vaccine against, or specific treatment for COVID-19. Treatment is supportive and should be tailored to the patient's condition.
- The Ontario Ministry of Health is recommending that you use a face covering (non-medical mask such as a cloth mask) to reduce the risk of transmission of COVID-19 when physical distancing and keeping two-metres' distance from others may be challenging or not possible. The Government of Canada has recommended that non-medical masks and face coverings should not be worn by children under the age of 2 years old or be placed on anyone unable to remove them without assistance or anyone who has trouble breathing.
- If your child needs urgent care please visit your closest Emergency Department. Hospitals have safety precautions in place to keep you safe.

Part 1: COVID-19 Information

Q1: What is novel coronavirus (COVID-19)?

Coronaviruses are a large family of viruses that can cause illnesses ranging from the common cold to more serious respiratory infections like bronchitis, pneumonia or severe acute respiratory syndrome (SARS). A new strain of coronavirus (SARS-CoV-2) was identified in Wuhan, China, and has now spread across the globe. The World Health Organization has named this novel coronavirus outbreak COVID-19 and has declared the outbreak a pandemic. Unlike an endemic, which is a disease outbreak that impacts one region; a pandemic is a disease outbreak across multiple continents worldwide.

Q2: What do we know about children/youth and COVID-19?

Public Health Ontario has produced “*What we know about*” documents to provide an overview of some of the published and unpublished reports related to emerging issues with respect to COVID-19 topics. Public Health Ontario recently published a document about COVID-19 and children/youth: <https://www.publichealthontario.ca/-/media/documents/ncov/what-we-know-children-feb-21-2020.pdf?la=en>. Key points of this document:

- The majority of COVID-19 cases to date have been reported in adults. Available data suggest approximately 1-2% of cases are in children. It is therefore possible that children have lower infection rates
- Early reports suggest that children may have milder or asymptomatic infections
- We do not yet know whether some children, like those with underlying medical conditions, may be at higher risk for severe illness. Reports from other countries suggest that even children with medical complexity have done well with COVID-19 infections.

Q3: Do you have a list of reputable websites I can visit related to COVID-19?

Information is changing rapidly. The provincial and federal governments are updating their pages regularly with the most recent information and instructions. You can access these reliable sites below.

- Government of Ontario: <https://covid-19.ontario.ca/>
- Public Health Ontario: www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources
- Government of Canada: www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html

Part 2: COVID-19 Symptoms

Q4: What are the symptoms of COVID-19? Are they different in children and youth?

The Ontario government is regularly updating the most commonly reported symptoms here: <https://covid-19.ontario.ca/>. Symptoms range from mild – like the flu and other common respiratory infections – to severe. ***These symptoms are similar to many other types of respiratory virus infections like the flu (influenza). Having these symptoms does not mean your child has COVID-19.***

The Canadian Paediatric Surveillance Program (CPSP) actively monitors rare and/or emerging diseases and conditions in children and youth. CPSP recently released the following public health alerts related to COVID-19 and children:

- Acute inflammatory illness in children temporally linked to COVID-19:
[https://www.cpsp.cps.ca/uploads/private/CPSP Public Health Alert Acute inflammatory illness and COVID-19.pdf](https://www.cpsp.cps.ca/uploads/private/CPSP%20Public%20Health%20Alert%20Acute%20inflammatory%20illness%20and%20COVID-19.pdf)
- COVID-19 and skin changes in children: [https://www.cpsp.cps.ca/uploads/private/CPSP Public Health Alert-Pernio-like changes in COVID-19.pdf](https://www.cpsp.cps.ca/uploads/private/CPSP%20Public%20Health%20Alert-Pernio-like%20changes%20in%20COVID-19.pdf)

With the nonstop news coverage, it's easy to think that coronavirus symptoms are an emergency. But it's important not to run to the hospital at the first sign of cough or fever. Instead, call a health care provider (e.g., a doctor or Nurse Practitioner in the community) or call Telehealth Ontario (1-866-797-0000) if your child has: a fever, a cough, fast breathing, signs of dehydration (such as not peeing for 8-12 hours, no tears when crying, or being less active than usual). They'll help determine if you can care for your child at home or if you need to go to the doctor's office or the hospital. If you are the parent of a child/youth with chronic or complex medical care needs please refer to additional guidance in [Part 4: Considerations for Children with Chronic or Complex Medical Needs](#).

Q5: I keep hearing of an inflammatory illness possibly linked to COVID-19 in kids. Should I be concerned?

A hyperinflammatory illness has been reported in a small number of children worldwide. Some children develop symptoms like a fever that lasts at least 3 days, pink eyes, rashes, swollen hands and feet and severe stomach pain. Although a link to COVID-19 has not been confirmed, researchers believe that symptoms may be a delayed immune response to the virus. For more information on this, [visit the Canadian Paediatric Society's website](#).

Q6: What are effective measures to prevent COVID-19 spread?

Like other respiratory viruses, including influenza, the best way to protect your child is for every family member to start:

- Washing hands frequently by using alcohol based hand sanitizer or soap and water (20 seconds)
- Avoid touching your face, nose and eyes and avoid close contact with people with fever or cough

- Anyone with respiratory symptoms should practice cough etiquette (keep distance from other people, cover coughs and sneezes with sleeve or tissue and use a respiratory mask) with frequent hand hygiene

People at higher risk from infection should practice protective physical distancing. This means staying separate from other people as much as possible, and when indoors stay at least 2 metres from other people. Your child/youth should:

- Avoid people who have a cough, cold or flu symptoms
- Avoid people who have been in contact with someone who may have had COVID-19 in the last 14 days
- Avoid people who have traveled outside the country in the last 14 days
- Avoid crowds and places that many people pass through

Q7: What should I do if I am unwell myself, or my child’s sibling becomes unwell with symptoms of COVID-19 infection?

For urgent and life-threatening concerns (e.g., having difficulty breathing or experiencing other severe symptoms) call 911 immediately. Advise them of your symptoms and travel history. If you or anyone in your household has non-life threatening symptoms of COVID-19, complete the Ontario Ministry of Health’s self-assessment tool to determine next steps: <https://covid-19.ontario.ca/self-assessment/#q0>

If you still have questions about next steps after completing the assessment you can:

- Call Telehealth Ontario (1-866-797-0000) for general questions about symptoms and screening
- Call your child’s usual first point of contact for health-related questions. This could be a primary care provider in your community (Pediatrician, Family Doctor, Nurse Practitioner), or a hospital specialist point-of-care provider (Nurse Practitioner, Physician).

If you feel unwell (fever, new cough or difficulty breathing), you should self-isolate immediately. Follow these instructions from Public Health Ontario on how to self-isolate: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>

Q8: I’ve heard that you shouldn’t take ibuprofen if you have COVID-19. Is this true?

The answer to this question isn’t confirmed yet, but many organizations are exploring this topic. The Canadian Pediatric Society has developed an article to provide guidance (<https://www.cps.ca/en/documents/position/can-nsaids-be-used-in-children-when-covid-19-is-suspected>). The article ends by noting that:

- Health Canada has recommended the use of either acetaminophen (Tylenol) or ibuprofen (Advil, Motrin) for symptomatic relief of fever for patients with suspected infection with COVID-19

- While there may be reasons to be cautious with NSAID therapy in older adults, there is no evidence that parents and clinicians caring for children over 6 months of age with suspected COVID-19 infection should avoid the use of ibuprofen (Advil, Motrin) for fever control.

Please always speak with your doctor, nurse practitioner, or pharmacist when seeking advice on medications.

Part 3: Testing, Monitoring, Isolation & Quarantine

Q9: Should I come to a hospital if I think my child/youth has COVID-19?

If your child has symptoms of COVID-19, complete the Ontario Ministry of Health's self-assessment tool to determine next steps: <https://covid-19.ontario.ca/self-assessment/#q0>. The tool provides the steps you should take if further action is required.

You should go to a hospital right away if your child has the following symptoms:

- Fast breathing or trouble breathing
- Not drinking enough fluids
- Being so irritable that the child does not want to be held
- Bluish skin color
- Not waking up or not interacting
- Fever with a rash

In an emergency please call 911 for an ambulance and notify the emergency services team if you have concerns for COVID-19 exposure. Let them know if you have completed the Ontario Ministry of Health Assessment Tool.

Q10: What is the difference between monitoring, isolation, and quarantine?

The Government of Canada, Ontario Ministry of Health and Public Health Ontario have developed resources to explain these terms. We encourage you to visit these websites directly.

- Government of Canada: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/self-monitoring-self-isolation-isolation-for-covid-19.html>.
- Ontario Ministry of Health's information page: <https://www.ontario.ca/page/2019-novel-coronavirus#section-10>
- Public Health Ontario:
 - Self-isolating: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>
 - Self-monitoring: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en>

- Quarantine <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-guide-isolation-caregivers.pdf?la=en>

Health Design Studio has also made similar documents that are available in different languages: <https://www.healthdesignstudio.ca/>

Q11: Should I be isolating my child/youth? How do I best do this?

Coronaviruses are spread mainly from person to person through close contact, for example, in a household, workplace or health care centre. The Ontario Ministry of Health indicates that everyone in Ontario should be practicing physical distancing to reduce their exposure to other people. ***Everyone in Ontario should do their best to avoid close contact with people outside of their immediate families. Close contact includes being within two (2) meters of another person.***

Remember: The best ways to protect your child are frequent hand washing, social distancing, and protective self-isolation.

Q12: Should my child wear a mask?

It is more common these days to see people wearing masks, even if they are not sick. Wearing a mask is important if you are sick, so that you limit the spread of viral illness to others. Unless you have symptoms of COVID-19, there is no clear evidence that wearing a mask will protect you from the virus, however wearing a mask may help protect others around you if you are sick.

The Ontario Ministry of Health is recommending that you use a face covering (non-medical mask such as a cloth mask) to reduce the risk of transmission of COVID-19 when physical distancing and keeping two-metres' distance from others may be challenging or not possible. The guidance about whether to wear a mask is changing, currently Public Health Ontario recommends wearing masks if:

- You have symptoms of COVID-19 (i.e., fever, cough, difficulty breathing, sore throat, runny nose or sneezing) and are around other people
- You are caring for someone who has COVID-19

If you wear a mask, consider the tips for how to properly put on, wear and take off a mask from Public Health Ontario:

- When and How to Wear a Mask: www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-how-to-wear-mask.pdf?la=en
- Wearing a Mask for Non-Healthcare Workers: www.publichealthontario.ca/-/media/documents/ncov/factsheet/2020/05/factsheet-covid-19-masks-not-healthcare.pdf?la=en

You can also visit the Ontario Ministry of Health’s webpage about face-coverings and masks: www.ontario.ca/page/face-coverings-and-face-masks

The Government of Canada has recommended that non-medical masks and face coverings should not be worn by children under the age of 2 years old, be placed on anyone unable to remove them without assistance, and anyone who has trouble breathing. For more recommendations on the use of non-medical masks please visit: www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/instructions-sew-no-sew-cloth-face-covering.html

Part 4: Accessing Healthcare for Children and Youth

Q13: My family doctor (or another healthcare professional) told me to take my child to an emergency department. Is it safe?

Yes, hospitals are doing everything they can to make sure it is safe for you and your family to access emergency care when you need it. All hospitals are screening everyone entering the building for symptoms of COVID-19 and have protocols in place to ensure you are kept safe.

Remember that hospitals have implemented strict caregiver policies and will not allow more than one parent/caregiver to accompany your child to the emergency department. Do not bring siblings. Please visit your local hospitals website for additional guidance on visiting the ED and caregiver policies.

Consider reviewing the guidance documents below before visiting a hospital during the COVID-19 pandemic:

- Preparing for a Hospital Visit During COVID-19 (London Children’s Hospital): www.lhsc.on.ca/childrens-hospital/tips-for-kids-and-their-caregivers-during-covid-19
- Deciding to come to the Emergency Department (CHEO): www.cheo.on.ca/en/resources-and-support/resources/P5725E.pdf
- Coming to CHEO During COVID-19: A visual supports story (CHEO): www.cheo.on.ca/en/resources-and-support/resources/P6224E.pdf
- Is it an emergency? (SickKids): www.sickkids.ca/VisitingSickKids/emergency/Is-it-emergency/index.html

Refer to Question 12 about mask / face-covering guidance.

Q14: What should I do if my child/youth is experiencing an emergency?

If you are experiencing an emergency, contact 911 or bring your child to the hospital. If your child is immunocompromised, try to take all the precautions you can to limit their exposure to others who may be sick (wash your hands, wear a mask, etc.). Delaying care can in some circumstances lead to irreversible damage that results from seeking care too late.

Q15: Should I still go to my child's/youth's scheduled test/routine/procedure/appointment?

Yes, unless you have been informed that your appointment has been cancelled or will be done virtually. Many non-urgent clinic appointments have been cancelled or moved to virtual appointments. If you are unsure, check with your clinic to see if the appointment needs to go ahead and if it needs to be in-person or can be done virtually.

Q16: I've heard procedures/surgeries/appointments are being scheduled in-person now. Is this true?

Hospitals are working hard to plan for the safe and gradual increase of scheduled, in-person services. Most hospitals are rescheduling postponed surgeries and medical imaging appointments based on medical need and urgency. Teams continue to evaluate patient lists to understand which children and youth need to be seen more urgently. Hospitals will keep you up to date as this work progresses.

If you feel your child's or youth's condition has worsened over this time, we encourage you to contact your family care provider for assessment. If the situation is urgent, please go to the nearest Emergency Department.

Q17: I had an appointment that is now a "virtual visit". How is this different from a regular appointment? How should I prepare?

"Virtual Visits" are medical appointments conducted over video (or sometimes phone). Virtual visits are similar to face-to-face visits — the clinician will review your child's symptoms, answer questions and discuss next steps.

There are many virtual tools that can be used to safely access high-quality pediatric care in a rapidly changing environment. Your healthcare provider has been given the opportunity to choose from technologies that are provided by the Province, and others have been provided by vendors such as Google, or Apple to help make discussions with you as easy as possible during these difficult times.

Virtual visits are billed and paid the same way as regular office visits - appointments that were previously in-person and covered by OHIP will continue to be covered by OHIP. You will still need to pay any applicable additional costs that you would in an in-person appointment (e.g., filling a prescription).

To have a virtual visit, you need a mobile device, tablet or computer with WiFi connection or a data plan. Once the appointment is scheduled, you will likely receive additional information from your healthcare provider about the technology being used and how to join the appointment.

Some organizations have developed tip sheets for using virtual care, and various technology options (e.g., Zoom, Skype)

- Family Councils of Ontario: <https://www.fco.ngo/covid-19/virtual-visits-toolkit>

Some health concerns can be addressed with virtual care alone, but in some cases your doctor may ask you to visit a hospital or other health-care facility, if necessary, for a physical examination. Delaying care can in some circumstances lead to irreversible damage that results from seeking care too late.

Q18: What are my options if my child or youth needs a prescription?

If you are self-isolating and your child requires a prescription, some pharmacies that offer home delivery. Check with your local pharmacy if they offer this service. Some pharmacies that offer home delivery, and will depend on the area you live in, include:

- Well.ca (GTA only): [well.ca/pharmacy-welcome](https://www.well.ca/pharmacy-welcome)
- Rexall: [rexalldirect.ca](https://www.rexalldirect.ca)
- Costco: [costcopharmacy.ca](https://www.costcopharmacy.ca)
- Shoppers Drug Mart: [shoppersdrugmart.ca/en/health-and-pharmacy/pharmacy-services](https://www.shoppersdrugmart.ca/en/health-and-pharmacy/pharmacy-services)

As of June 15, 2020, the [Ontario Ministry of Health lifted the recommended 30-day limit for dispensing Ontario Drug Benefit program medications](#). Program recipients can return to filling up to 100-day supply at a time from their pharmacy, when appropriate. For more information, please view the Government of Ontario's news release [Ontario Lifting 30-Day Supply Limit on Prescriptions](#).

The notice from the Executive Officer and the [Frequently Asked Questions](#) provide additional information for pharmacists.

Part 5: Special Considerations: Children & Youth with Chronic or Complex Medical Needs

Responses from questions in Parts 1-4 apply with the following additional considerations:

Q19: Is my child/youth at high risk of complications because of a pre-existing medical condition (e.g. immunocompromised, diabetes, asthma)?

We are still learning a lot about this virus and why some people seem to be getting sicker than others. At the moment serious illness in children seems to be much less common than in adults. Whether some children with underlying or chronic medical conditions are

at greater risk of more severe illness if they catch COVID-19 is not yet clear, but reports from international medical colleagues suggest that even children with medical complexity do well with the virus.

Immune suppression means that the immune system does not work properly. A person with immune suppression is more likely to get infections. However, we do not yet know how COVID-19 will affect children with immune suppression. Your child's risk will depend on how well their [immune system](#) works. Ask your child's specialist care team about your child's risk.

The Canadian Pediatric Society is keeping track of resources for children with special health needs; we encourage you to visit these sites directly:

- [COVID-19 information and resources for pediatricians](#): Canadian Pediatric Society
- [COVID-19: Information for parents of immunocompromised children and children with chronic medical conditions](#): AboutKidsHealth, The Hospital for Sick Children, Toronto
- [Pain management apps and online resources](#): Solutions for Kids in Pain (SKIP)
- [Children with immune suppression](#): BC Centre for Disease Control
- [Type 1 diabetes and coronavirus](#): JDRF Canada
- Coronavirus and asthma:
 - Asthma Canada: <https://asthma.ca/coronavirus-covid-19-and-asthma>
 - Canadian Pediatric Society: <https://www.cps.ca/en/documents/position/paediatric-asthma-and-covid-19>

Children's Hospital of Eastern Ontario has also developed a Frequently Asked Questions document for caregivers that may have additional answers you are seeking: <https://www.cheo.on.ca/en/visiting-cheo/resources/Documents/COVID19/COVID-19-FAQ-for-families.pdf>

Q20: My child has a pre-existing medical condition. Are there any extra precautions we should be taking?

If your child is medically complex or immunocompromised, stay home and avoid contact with others as much as possible.

- Do not hesitate to visit an Emergency Department if your child is in need of emergency care - all hospitals are actively screening all patients for recent travel history, exposure to sick travellers and symptoms of illness
- **As of June 15, 2020, the [Ontario Ministry of Health lifted the recommended 30-day limit for dispensing Ontario Drug Benefit program medications.](#)**
- Consider making a back-up support plan in the event your child's primary caregiver becomes sick

- Continue to attend all scheduled appointments and tests, unless you hear from your clinic that your appointment has been cancelled or is going to be conducted virtually - remember to bring only one caregiver and leave siblings at home
- Ask anyone coming to visit/will be in contact with your child if they have infectious symptoms. Ask them to stay away if they do
- Limit your exposure to public places as much as possible - consider using a grocery delivery service, or asking for help from family and friends
- Contact your primary care and complex care provider directly with any additional questions or concerns you might have

Q21: Can you share advice from the experts in pediatric patients with complex medical needs?

- (Video Webinar) Paediatric Project ECHO and Children's Healthcare Canada partnered to share knowledge and best practice of care for children and youth with medical complexities. Participants of the webinar learned about the COVID-19 as it applies to pediatrics and data/evidence available to-date in terms of management (e.g., novel therapeutics and pharmacological management). It can be viewed here: <https://ken.childrenshealthcarecanada.ca/xwiki/bin/view/CAPHC+Presents%21/COVID-19+and+the+care+of+the+child+with+chronic+disease>
- (Audio Webinar) CHEO led a virtual questions and answers session for parents/caregivers of immunocompromised children/youth, children/youth with medical complexities). A panel of experts answered questions and concerns about COVID-19. It can be accessed here: <https://youtu.be/WEQcdyRfnTY>

Q22: If my child/youth requires assessment for symptoms other than COVID-19 infection what should we do?

You should continue to follow the recommendations for getting your child assessed according to your care team's instructions, as you would do normally. Most children with pre-existing conditions and/or special needs have a plan that tells you what to do and who to call if your child is sick with a fever and other symptoms. Follow the plan from your child's specialist team (likely hospital-based, but could be your community Pediatrician, Family Doctor, Nurse Practitioner). The team will review your child's symptoms. They will tell you if your child needs more assessment or testing.

- If your specialist team is worried about a serious respiratory virus like influenza or COVID-19, they will direct you to the nearest Emergency Department for assessment.
- If your child is getting worse, or if you cannot get in contact with your specialty team to discuss your case, bring your child to the nearest hospital Emergency Department.

For example, if your child is on medication that causes them to have very low white blood cells and they develop fever, you should still attend the hospital for assessment and inform the treating team of your child's symptoms as per normal procedure.

Q23: Should my child continue on their immunosuppressive medications, or other medications?

Your child should continue to take their regular medications as prescribed, unless directed differently by your treating team.

Q24: My child/youth is technology dependent. What if I need support to care for them?

If you have questions and/or encounter challenges with technology (e.g., respiratory and suction devices, etc.), please contact the individual on your child/youth's care team that would normally support you to problem-solve. Be sure to monitor changes in symptoms, and practice extra hand hygiene during this time.

Connected Care, located at SickKids, is available to support families and community/home care providers (e.g. home care nurses) across the Province who have 'non-urgent' questions and seek evidence based information about pediatric nursing practice, education and standards of care for children with medical complexity.

- **Connected Care Paediatric Education** is offered for community/home care providers and families of children with medical technology preparing for discharge or already home. For those who wish to expand their circle of care or plan for other key transitions (new goals of care, new team members, new living arrangements), training may be requested via email: connectedcare.inquiries@sickkids.ca See what topics Connected Care can provide training for: <https://www.connectedcare.sickkids.ca/paediatric-education-for-families>
- **Connected Care Learning Hub** provides information from SickKids AboutKidsHealth including tips and visuals: G and GJ Tubes, NG Tubes, Anesthesia and Pain Management, Vascular Access Devices, Subcutaneous Injections, Suctioning and Secretions, Tracheostomy Care. <https://www.aboutkidshealth.ca/connectedcare>
- **Connected Care Quick Hits** which provide up to date and evidence based recommendations for the care of children with medical complexity & technology dependence, from hospital to home. <https://www.connectedcare.sickkids.ca/quick-hits> . Share an idea or ask a question to be addressed in a future QuickHit by emailing: connectedcare.inquiries@sickkids.ca
- **Connected Care Live 24/7** offers community/home care providers (e.g. home care nurses) access to SickKids nurses to support any 'non-urgent' questions they may have including those about best practice in the assessment and care for children with medical complexity. Join a consult to review training and education with your community/home care providers who can register and/or initiate a live consult with Connected Care via text, talk or video www.connectedcare.sickkids.ca

Q25: My child/youth typically receives in-home support. Will this continue? Should I be asking healthcare professional to take different precautions?

If you have questions please reach out to your LHIN Care coordinator. You can access more information about LHINs and Care Coordination by visiting the Ontario Ministry of Health's webpage: <https://www.ontario.ca/page/homecare-seniors#section-0>.

If you and/or a care provider require extra support for training or education related questions, please refer to the Connected Care resources listed in question 24 (above).

Q26: Will Autism DFO and SSAH payments be impacted during the closure of Children's Treatment Centres?

Due to COVID-19, many Children's Treatment Centres have temporarily closed and changed how they are providing services. Visit your Centre's website, Facebook page, or call the Centre directly to understand what is happening in your community. There is no impact to scheduled Autism Direct Funding Option (DFO) and Special Services at Home (SSAH) payments during the closure and clients are directed to follow the typical protocols.

Q27: My child/youth typically receives support in the community. Will this continue?

Day and respite care centres are likely closed. Specific questions related to homecare should be directed to your LHIN Care Coordinator and/or home care provider (link in question 25, above). If you and/or a care provider require extra support for training or education related questions, please refer to the Connected Care resources listed in question 24 (above).

Part 6: Special Considerations: Children & Youth in Indigenous Communities**Q28: Will care delivery change for children and youth living in Indigenous Communities during COVID-19?**

The Government of Canada is supporting First Nations and Inuit communities in preparing for, monitoring and responding to COVID-19. The Government of Canada is putting the necessary measures in place to ensure continuity of the essential services to Canadians. While non-essential activities will be reduced, Indigenous Services Canada (ISC) will maintain all essential services, such as:

- primary health care and health protection services
- non-insured health benefits: www.sac-isc.gc.ca/eng/1578079214611/1578079236012
- emergency management measures: www.sac-isc.gc.ca/eng/1309369889599/1535119888656
- Jordan's Principle: www.sac-isc.gc.ca/eng/1568396042341/1568396159824

- Supporting Inuit children: www.canada.ca/en/indigenous-services-canada/services/first-nations-inuit-health/supporting-inuit-children.html
- child and family services: www.sac-isc.gc.ca/eng/1100100035204/1533307858805
- family violence prevention measures: www.sac-isc.gc.ca/eng/1100100035253/1533304683142
- funding for community services such as income assistance: www.sac-isc.gc.ca/eng/1100100035256/1533307528663
- management of health facilities
- any operations required to maintain safety at any environmental remediation site

Additional information can be accessed on the Government of Canada website: www.sac-isc.gc.ca/eng/1581964230816/1581964277298#chap4.

For COVID-19 awareness resources available in multiple Indigenous languages, please visit: www.sac-isc.gc.ca/eng/1586548069915/1586548087539.

Q29: What tips can you share about hand hygiene and other preventative measures for children and youth living in Indigenous Communities?

The Government of Canada has shared guidance on handwashing based on drinking water advisories that can be found here under the “How to protect your health and your community” section: www.sac-isc.gc.ca/eng/1581964230816/1581964277298#chap1

The First Nations Health Authority in British Columbia has also created COVID-19 resources for healthcare providers, and patients: <https://www.fnha.ca/what-we-do/communicable-disease-control/coronavirus>

- The Frequently Asked Questions document addresses topics such as hand hygiene, cultural gatherings, access to healthcare: <https://www.fnha.ca/Documents/FNHA-COVID-19-Frequently-Asked-Questions.pdf>

Q30: My child is reaching the age of majority during the outbreak. Will they still receive support from First Nations Child and Family Services?

During the coronavirus outbreak, Indigenous Services Canada (ISC) will ensure First Nations youth who reach age of majority during the outbreak, continue to receive the supports they need. For at least 6 months, or as long as the outbreak lasts, ISC will continue to cover the eligible maintenance costs to First Nations child and family services agencies providing services to youth who would normally be aging out of care during this time.

Additional information can be accessed on the ISC website: www.sac-isc.gc.ca/eng/1100100035204/1533307858805

Q31: What could we be doing as a community to prepare for the possibility of COVID-19 spreading to our area?

There are a number of steps First Nations communities can take now to prepare for the possibility COVID-19 spreads more widely:

- Review your existing Communicable Disease Emergency Plan (Pandemic Plan) and update it as needed. Make sure all of the contact information is correct and that people are aware of what is expected of them.
- Review the community's supply of essentials
- Where there is one, check to see if the community health centre or nursing stations requires additional support to prepare for possible coronavirus patients
- Train and prepare staff to cover for each other as people may need time off to care for their families or for themselves
- Continue to follow the First Nations Health Authority communications channels for timely and reliable information
- Involve the whole community in efforts to prevent the spread of the virus by sharing tips on how to prevent its spread, as well as how to recognize the symptoms in each other.

Information about slowing the spread of COVID-19 can also be accessed in different languages: www.sac-isc.gc.ca/eng/1583781906998/1583781926813

The Public Health Agency of Canada shares the most up-to-date recommendations for remote and isolated communities here: www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/being-prepared.html#a3



This document will be updated as new information exists; visit <https://www.pcmch.on.ca/covid-19-resources-for-children-youth-and-families/> for the most up-to-date version.

Some resources included in this document are adapted from AboutKidsHealth. Visit the AboutKidsHealth website directly for updates: www.aboutkidshealth.ca/COVID-19

If you have general questions about the COVID-19 virus, visit the Ontario Ministry of Health's website: <https://covid-19.ontario.ca/>.



Kids Health Alliance (KHA) is a not-for-profit network of health care organizations that collaborate to make tangible improvements in care for children and youth – all with a quality and safety lens. KHA partners are currently focused on strengthening pediatric quality and safety infrastructure in Community Hospitals. www.kidshealthalliance.ca/en/



The Provincial Council for Maternal and Child Health (PCMCH) provides leadership in bringing the maternal newborn child and youth health care sector together to plan and implement health care practice solutions that improve access to and the quality of, health care provided to mothers and children in Ontario. www.pcmch.on.ca/



AboutKidsHealth is a health education resource for children, youth and caregivers that is approved by health-care providers at The Hospital for Sick Children. You can learn more here: <https://www.aboutkidshealth.ca/>

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