



## Provider FAQ: Alameda County Child Care for Essential Workers

### SUPPORT WITH DECISION MAKING

***Q: How do I know when I should close my child care program due to COVID-19?***

A: As per our California state Governor’s order, you should not be serving families unless the parents are considered [Essential Workers](#). Only child care providers caring for children of Essential Workers should be open. Here is a list of additional resources to reference:

- Child Care Law Center has also compiled resources to support providers in decision making on closures. Click [HERE](#).

***Q: What if my program has a mix of Essential and non-Essential Worker families?***

A: As per our California state Governor’s order, you should not be serving families unless the parents are considered [Essential Workers](#). It is up to you to make the best, responsible decision about which families you serve during this time.

***Q: Can I stay open even while there is a “shelter-in-place order?”***

A: Only if you are caring for children of [Essential Workers](#). The decision to serve Essential Worker families is up to you-- consider the risks to your personal health and safety as well as to that of your staff, and the families you serve. Here is a checklist to ensure your child care is ready. Please see this [Pandemic Planning Checklist for Child Care](#) guidelines for [Childcare Closure - Step by Step](#).

### REFERRALS

***Q: How will Essential Worker families know I am available to provide child care?***

A: There is a parent intake form for Essential Worker families in Alameda County to indicate their child care needs. Resource and Referral (R&R) Specialists will refer (not recommend) families to child care providers who have completed a survey indicating they are providing or have capacity to provide care during this time.

**Q: I didn't fill out the survey, how can I fill it out?**

A: If you are a child care provider that plans on staying open while the order is in place to care for children of essential workers, please fill out this survey so we know what your capacity is to provide care for additional children.

Centers: <https://forms.gle/WpSXxfE7nMtVQQH18>

FCC: <https://forms.gle/sHEt1hLS5B9muTwC8>

- If you do not plan on staying open, please send this survey to employees so we know who is willing to work at emergency child care centers in the county.

Teachers and Staff: <https://forms.gle/HyE5C4HNrGip6uuW8>

If you can't fill out the survey online, please contact our R&R agency for guidance.

BANANAS: 510-658-0381 [referrals@bananasbunch.org](mailto:referrals@bananasbunch.org)

4Cs: 510-582-2182 ext. 3198 [info@4c-alameda.org](mailto:info@4c-alameda.org)

Hively: 925-417-8733 [hello@behively.org](mailto:hello@behively.org)

**Q: What if my availability changes?**

A: Before referring an Essential Worker parent to your child care program, R&R Specialists will call to verify that you have openings for a specific age group and schedule. R&R Specialists are doing their best to keep up to date records on capacity in our central system.

**Q: How do I know if my parents are Essential Workers?**

A: Only Essential Workers are being referred to your child care program. It is the responsibility of the parent to self-identify as an essential worker, and it is your responsibility to choose which families you serve. CCL will be issuing a PIN with guidance on this topic as soon as possible. For the county's extensive list of essential workers, click [HERE](#).

**ENROLLMENT**

**Q: What registration process should I follow?**

A: Resource and Referral agencies are recommending the following guidelines for registration:

- Be ready to work with parents on creative ways to show your child care program, while keeping current social distancing guidelines in place.
- Families complete all needed paperwork that you use to enroll throughout the year.
- All children must have up to date vaccination records.
- Ensure families have back up emergency contacts in place.

**Q: Can I over-enroll to support the community in a time of need?**

A: No, do not over enroll. The standard ratios apply.

**Q: What are the areas the Essential Worker families might be working?**

A: Hospitals, Paramedics, Fire, Police, and other essential workers. As per our California state Governor's order, you should not be serving families unless the parents are considered [Essential workers](#).

## **HEALTH & SAFETY**

### ***Q: What health and safety considerations are a priority?***

A: Please review Alameda County Public Health Department Guidance for Child Care and Preschool Programs, click [HERE](#).

- Share with parents that they must drop off/pick up, as well as sign in and out, at the door. Best practice is to have wipes and sanitizer easily available.
- Send your staff, who may be sick, home immediately.
- Parents need to have a plan for someone to pick up their child within an hour of the child being identified as sick.
- Follow all health and safety best practices typically in place for handwashing, diapering, sickness policy, food preparation, etc.

### ***Q: Do I have to enroll Essential Worker families?***

A: No, it is your choice. The county is utilizing a survey to identify child care providers that are able to take Essential Worker families. However, just because you completed the survey does not mean you have to enroll additional Essential Worker families. An R&R Specialist will call you to confirm your availability prior to referring any families.

### ***Q: Is there anything I can do to help Essential Worker families working in COVID-19 areas to protect their children and families?***

A: It can be helpful for Essential Worker families, who may be working in hospitals where they are at a high-risk to get COVID-19 to follow these safety guidelines:

- Shower and change clothes before picking up their child.
- Wipe down the inside of the vehicle they are using **before** the child enters from child care.
- At drop off/ pick up, provide wipes and sanitizer for families to clean their hands.
- For recommendations for how to clean and disinfect your child care environment, click [HERE](#)

## **OUT OF POCKET CHILD CARE FEES & PAYMENT**

### ***Q: What rates should I be charging? Daily, weekly, monthly? Should I be charging more if I am providing overnight or off hours?***

A: Apply a rate that you feel comfortable charging to families. County partners are closely analyzing the landscape and are exploring all available options for supporting child care for Essential Workers. Further guidance is pending.

### ***Q: When will I be paid, how often?***

A: It is up to you to determine with the family how often you will be paid. Provide parents with the exact date, amount and method of payment you will accept.

### ***Q: What documents do I need to submit in order to get paid, and where?***

A: Please follow your normal billing process that you use for existing families. Make sure you and the family agree to a form of payment and when the payment is due to the child care program.

***Q: What should I do if a family is demanding a refund for their tuition if I have to close my FCC?***

A: Review your tuition policies. As a business owner it is your decision about how you want to address this issue.

### **SUBSIDIZED CHILD CARE PAYMENTS**

***Q: I normally receive child care vouchers, will that change?***

A: No, that will not change. If you are currently serving families considered essential workers on a child care payment program, you will continue to be reimbursed according to our current system.

### **PROVIDER SUPPLIES**

***Q: How do I get cleaning supplies?***

A: The state and county are working on a plan for securing and distributing supplies. In the meantime, child care providers should email [CCLCOVID-19INFO@dss.ca.gov](mailto:CCLCOVID-19INFO@dss.ca.gov) with requests for supplies, like gloves, sanitizer, masks, etc. Requests are being considered on a case by case basis. **Providers need to include their child care facility type in the email subject line**, for example: Family Child Care Provider Supplies Request.

Additionally, R&Rs are coordinating diaper distribution, please contact your local R&R for more information.

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