



Thank you for attending the Alameda County COVID-19 Child Care Webinar on 4/1/20 and/or the Business Relief for Child Care Webinar on 4/3/20. Many questions from both webinars overlapped and a consolidated FAQs has been developed for ease of access. FAQs are bucketed by content area.

PLEASE NOTE: Community Partners have done their best to provide you with the most current and available information as of Friday, April 10, 2020. These responses are NOT to be considered as financial and/or legal advice for any specific organization.

[Frequently Asked Questions on Child Care & COVID-19](#)

Resource & Referral (R&R)

Q. Are R&R agencies staying open?

- A. The (3) R&Rs in Alameda County are open, working remotely and conducting essential services such as child care referrals, provider payments and support to our families. Please visit their respective websites for more information on how to connect.
- 4Cs of Alameda County: www.4c-alameda.org/
 - BANANAS, Inc.: www.bananasbunch.org/
 - Hively: www.behively.org/

Q. We are receiving conflicting information regarding only providing care for essential workers. Can you provide clarity regarding essential workers (including if one parent is working and one isn't or if a parent is working at home). Who qualifies as an essential worker/critical infrastructure worker?

- A. California's list of Essential Workers can be found [here](#).
- Programs are not required to stay open but if they choose to, they should only be providing care for children of essential workers until further guidance is given per the Governor's Executive Order.

Q. Can we care for children whose parents aren't essential workers?

- A. No, on March 19th, 2020, Governor Newsom issued Executive Order [N-33-20](#) directing all residents immediately to shelter in place except as needed to maintain continuity of operations of essential sectors. This order allows for child care settings to remain open if they are providing care for the children of an essential worker. Further clarification was provided in an additional Executive Order by the Governor ([N-45-20](#)) issued on April 4th, 2020

Q. Are parents required to prove they are essential workers?

- A. Parents applying for a subsidy are required to self-declare that they are an essential worker. CA Department of Education, Early Learning and Care Division Management Bulletin [MB 20-06](#) holds harmless Early Learning and Care contractors in regard to the determination of whether or not a parent is an essential worker. Additionally, the COVID-19 self-certification form can be found [here](#).

Q. Is there any penalty if I care for someone who isn't an essential worker?

- A. [MB 20-06](#) states the following:

“Early Learning and Care contractors who obtain a signed COVID-19 Self-Certification form shall not be responsible for determining if a parent or guardian’s work is “essential” under State Executive Order N-33-20, or if a family is part of the “at-risk population” in accordance with this MB, when accepting a child for Emergency Childcare during the COVID-19 pandemic, nor shall they be subject to a penalty for accepting a child whose parent or guardian is determined not to meet those definitions. The state shall hold harmless any ELC contractors that, in good faith, enroll a child whose parent or guardian is determined not to meet those definitions.”

Supplies

Q. How can we access things like cleaning supplies, toilet paper, hand sanitizer, PPE?

- A. The Alameda County Emergency Child Care Response Team is working with SupplyBank.org and other vendors to identify, secure and distribute supplies to child care providers caring for the children of essential workers. Supplies of interest include but are not limited to diapers, cleaning and sanitizing supplies, toilet paper, hand sanitizers and personal protection equipment (PPE).

Q. How can we get food and other tangible goods? Food bank, diapers, etc.?

- A. There are a number of resources available throughout Alameda County. Please visit First 5 Alameda’s COVID-19 Resources page [here](#) for more information. For additional resources contact your resource and referral agency:
- B. You can contact the Resource and Referral agency in your area for diapers and other basic needs.
- 4Cs of Alameda County: www.4c-alameda.org/
 - BANANAS, Inc.: www.bananasbunch.org/
 - Hively: www.behively.org/

Operations/Community Care Licensing (CCL)

Q. If we have closed, when can we open again?

- A. Child Care providers, under the Governor's Executive Order N-45-20, can re-open but under specific conditions. Child care providers who are currently closed may reopen to support [Essential Workers](#) by:
- Serving families that you are already contracted with who meet the category of [Essential Workers](#) **ONLY**. You would report to your CCL Regional Office and licensing analyst via email that you are reopening under this context also providing the specific date of reopening. This will provide the fastest route to reopen.
 - Licensed child care programs can operate under an approved CCL waiver strictly to serve [Essential Worker](#) families who are not currently contracted with your child care. Please view CCL [PIN 20-04 CCP](#) for details on the waivers.

Q. Can we stay open and care for a mix of children, some whose parents are essential workers and some whose aren't?

- A. No, only the children of essential workers should receive care during the state-wide COVID-19 response effort. Please refer to Executive Order [N-45-20](#).

Q. If we are offering Emergency Pop Up (EPU) care, how do we go about getting a waiver?

- A. Please view Statewide CCL Waivers for Licensing Requirements Due to Coronavirus Disease 2019 (COVID-19) for the process of submitting a waiver request, [PIN 20-04 CCP](#).

Q. We've experienced decreased enrollment. Can we accept new children?

- A. Yes, however at this time, you may only accept new children whose parents or legal guardians are [Essential Workers](#). You can find information about waivers for child care for essential worker families in CCL [PIN 20-04-CCP](#).

Q. Are private schools / Montessori schools allowed to be open to all their families?

- A. No, only children of [Essential Workers](#) are able to receive child care during the state-wide COVID-19 response effort. Child care settings can choose to reopen only to serve children whose parents are essential workers. Please review [CCL PIN 20-04 CCP](#) for the procedures for closing, reopening to serve essential worker families and/or to serve new essential worker families.

Q. Can we expand our ages beyond what we're licensed for to serve Essential Workers?

- A. Yes, however child care providers interested in expanding care beyond your licensed age groups must apply for a community care licensing waiver to serve the additional age groups. You can find information about the waiver process, on CCL [PIN 20-04 CCP](#).

Q. What about school closures and their impact on child care?

- A. As a response to COVID-19 school closures, child care providers can choose to serve school-aged children by operating under an approved Community Care Licensing, Child Care Licensing waiver to only serve [Essential Workers](#). Please view CCL [PIN 20-04 CCP](#).

Q. What about staff credentials? Is there flexibility if we serve a broader age range?

- A. Yes, however child care providers interested in expanding care beyond your licensed age groups must apply for a community care licensing waiver to serve the additional age groups and for the related teacher training for the additional age groups, if applicable. You can find information from Community Care Licensing about personnel requirements in [PIN 20-09 CCLD](#).

Q. What are the official ratios during this crisis?

- A. The Community Care Licensing Waiver restricts ratios to no more than 10:1 as a necessary safety precaution for prevention, containment, and mitigation measures, in response to COVID - 19; as long as the health and safety of children is not compromised. For additional information regarding emergency waivers, please view CCL [PIN 20-04 CCP](#).

Guidance from CCL [PIN 20-09 CCLD](#). Recommendations from Alameda County Department of Public Health will be forthcoming.

Q. Once the Shelter in Place (SIP) is lifted, will we immediately be able to go back to CCL rules/ratios?

- A. Guidance will be provided by the State on the processes to follow if and when SIP is lifted. Sign up [here](#) to receive Provider Information Notices (PIN) so that you can remain informed of updates. Community Care Licensing regularly sends information to providers and stakeholders by way of PINs.

Q. Do we need to apply for a new CCL license to provide emergency child care?

- A. No, providers will not need to apply for a new license but will have to obtain a waiver in order to provide child care for the children of essential workers. CCL waiver details can be found in CCL [PIN 20-04 CCP](#).

Q. Once we reopen, will we have to re-apply for a license?

- A. No, if you choose to re-open to care for the children of essential workers during COVID-19, you will not need to re-apply for a new license once the State has lifted the executive orders currently in effect. Further guidance will be forthcoming.

Q. What happens to the children of essential workers after this is over?

A. We are learning as we go. As guidance continues to unfold, we anticipate once your child care business reopens to formerly enrolled families, each provider will have the discretion to determine if your child care has the capacity to continue to provide care for the children of essential workers. At that time, if it is determined that you do not have capacity to serve a family, you can direct families to any of the Alameda County Resource and Referral agencies for assistance in finding another provider. Resources below:

- 4Cs of Alameda County: www.4c-alameda.org/
- BANANAS, Inc.: www.bananasbunch.org/
- Hively: www.behively.org/

Health and Safety

An Alameda County Department of Public Health FAQ will be forthcoming. Please visit www.acphd.org/2019-ncov.aspx.

Q. What are the risks of re-opening/staying open?

A. There are inherent risks in any community setting during the uncertain times of COVID-19. The purpose of the shelter-in-place order is to prevent the spread of COVID-19. Staying open or choosing to re-open may put your health at risk as well as those you come into contact with, including children in your care. The risk for severe illness may be higher for certain groups of people, including older adults and those with underlying health conditions. A description of these groups can be found on the Center for Disease Control's website [here](#).

Q. What training is available for staff who continue to work?

A. First 5 Alameda as well as the local resource and referral agencies, 4Cs of Alameda, BANANAS and Hively continue to offer remote training on a variety of topics. Please visit their respective websites for more information.

- First 5 Alameda Events and Training: www.high5.force.com/First5/s/calendar
- 4Cs of Alameda County: www.4c-alameda.org/
- BANANAS, Inc.: www.bananasbunch.org/
- Hively: www.behively.org/

Q. Do you have social distancing guidelines, health and safety protocols, sign-in/sign-out procedures?

A. Community Care Licensing provides guidance in [PIN 20-06 CCP](#).

Q. What if children get hurt and need first aid?

A. Protocols for children who have been injured do not change. All sites should have emergency first aid supplies on site based on licensing requirements. Each site is

required to have at least one person who is CPR and First Aid certified on-site. Follow regular protocols when a child is hurt and call 911 as needed.

Q. What do we do if kids come to child care and get sick? Can we send them home?

Germs are inevitable.

- A. It depends case to case, young children do get sick more frequently. Follow your procedure for sending children home when they are sick. Be sure to review this with new families you are enrolling. Make sure their emergency contact information is up to date and they have 2 backup guardians/family who can pick up their child in case of sickness/emergency. During this period of COVID-19, under the CCL Guidelines, there are necessary steps needed to monitor children's health upon arrival. Please see the CCL [PIN 20-04 CCP](#) for information regarding prevention, containment and mitigation measures.

Q. What symptoms are ok for a child to have, in order for them to be admitted to child care for the day? Which would prohibit attendance?

- A. Guidelines from CCL regarding when children should be prohibited from attendance can be found [PIN 20-04 CCP](#). Additionally information from CCL related to health screening of staff and children can be found in CCL [PIN 20-06 CCP](#).

Q. How do we ensure that outdoor space is properly cleaned between groups?

- A. Guidelines from CCL regarding outdoor space during COVID-19 can be found in CCL [PIN 20-04 CCP](#).

Provider Payments/Parent Fees

Q. Are AP agencies staying open?

- A. Local Alternative Payment (AP) agencies 4Cs, BANANAS and Hively are open and are available remotely. If you contract with an AP agency not listed, we encourage you to contact them directly. If you are unsure of who you contract with or cannot get in touch with them, you can call your local R&R and they will try to assist you as best as possible.
- 4Cs of Alameda County: www.4c-alameda.org/
 - BANANAS, Inc.: www.bananasbunch.org/
 - Hively: www.behively.org/

Q. Do we get paid even if parents don't or won't sign time sheets?

- A. Guidance has been provided by California Department of Education with [MB 20-04](#)

Q. How quickly will we get paid?

- A. Payments are being made as normally scheduled by your AP agency.

Q. Who will pay for the children of essential workers?

- A. Payment for child care throughout the state varies. Recently, the California Department of Education released [MB 20-06](#) which provides flexibility to the following programs: Alternative Payment Program (CAPP), California State Preschool Program (CSPP), General Child Care (CCTR), and Family Child Care Home Education Networks (CFCC) to use existing funds to support Essential Workers. Additionally, Governor Newsom noted on Friday, 4/10 that \$50M to be allocated for child care for essential workers which is pending further information. At this time, no new funding structures have been identified to support the needs of Essential Workers.

Q. How do essential workers apply for subsidies?

- A. Families should contact their local resource and referral agency to help them navigate subsidies they may qualify for.
- 4Cs of Alameda County: www.4c-alameda.org/
 - BANANAS, Inc.: www.bananasbunch.org/
 - Hively: www.behively.org/

Q. Will adjustments be made to extend the emergency absence due to COVID-19 past 30 days if they remain closed thru June?

- A. It is the expectation that further guidance will be forthcoming.

Q. Can family child care providers charge parents even if they are closed?

- A. Family Child Care providers should adhere to the terms and conditions in the contracts they have with their families and use that as guidance.

Q. Can we terminate a child care contract for nonpayment?

- A. Child Care providers should adhere to the terms and conditions in the contracts they have with their families and use that as guidance.

Q. How do we handle parents who don't want to pay if we are still open?

- A. Child Care providers should adhere to the terms and conditions in the contracts they have with their families and use that as guidance.

Unemployment and Financial Assistance

Q. Unemployment - who qualifies and how do we apply?

- A. For information on unemployment, please visit EDD (Employment Development Department) website at: www.edd.ca.gov. You can also submit an unemployment claim by applying online on the EDD site.

Additional information from the Alameda County Child Care and COVID-19 Business Relief For Child Care Webinar can be found [here](#).

Q. Will there be any specific financial support for family child care homes?

- A. At this time, there is not a specified fund for family child care homes. The US Commerce Department along with the First Five Years Fund has provided some guidance and FAQs in one location to access the SBA/PPP program [here](#).

Q. Do we qualify for SBA loans? If so, how do we apply?

- A. You can find a list of business resources from the State which also includes federal Coronavirus Aid, Relief, and Economic Security (CARES) Act info [here](#).

Q. Who can provide guidance on SBA/EDD?

- A. In addition to the resources above, please check out [SCORE](#), an organization of business volunteers that help small businesses.

Additional resources can be found on the SBA (Small Business Administration) www.sba.gov/local-assistance

For unemployment benefits, please visit www.edd.ca.gov/

Q. Immigration / employment issues - how do they affect our ability to qualify for unemployment or small business loans?

- A. To collect Unemployment Insurance benefits, you must show that you were in satisfactory immigration status and authorized to work in the United States when earning the wages you used to establish your claim.

You must also give proof that you are currently in satisfactory immigration status, and are authorized to work each week that you claim benefits.

Note: The EDD verifies immigration status and work authorization through the Department of Homeland Security.

[EDD Unemployment FAQ - Eligibility](#)

[Relief Funds for Undocumented Workers in California](#)

Q. Do people who are in the DACA program qualify for the Paycheck Protection Program?

- A. The eligibility criteria for the SBA/PPP is outlined [here](#) and does not address an applicant's immigration status.

Additional Resources:

- Renaissance Entrepreneur Center - Small Business Resources during COVID-19:
<https://www.rencenter.org/small-business-resources-covid-19/>
- AnewAmerica Women's Business Center - Individualized support to access financial relief packages
English - www.anewamerica.org/en/services/covid-19-coronavirus-updates
Spanish - www.anewamerica.org/es/servicios/covid19-coronavirus-actualizaciones

The [AnewAmerica Women's Business Center - Oakland](#) is providing individual technical assistance to access SBA Disaster Loans to small businesses through their office in Oakland. They are working remotely due to the order to shelter in place. Appointments can be set using the method below and can be requested in English or Spanish.

[AnewAmerica Women's Business Center - Oakland](#)

During the period of the legal order to shelter in place, all of our services will be handled remotely. We apologize for any inconvenience. Consulting appointments will be handled via web meeting or phone. **To schedule an appointment, please email Iveeth Valerio at ivalerio@anewamerica.org or call (510) 540 - 7785 ext. 303.** You can dial extension 303 immediately after being connected.

Please Note: If this is your first appointment, there is a required consulting form that will need to be completed. When the appointment is made, our counselor will provide the form and process for it to be returned electronically. This form will be needed prior to your appointment.

We are in the process of transitioning future training events to webinars. Please check our calendar and our [COVID 19 Update page](#) as these events will be listed as they are scheduled.

For pertinent information on resources such as SBA Disaster Loans, State of California resources, webinars and other items, please check our [COVID 19 Update page](#).

Human Resources Issues

Q. Kidango is offering hazard pay. Will we get hazard pay when caring for kids on subsidies?

A. The issue of hazard pay has not been addressed by any of the directives or management bulletins issued by the State.

Q. Do I have to pay employees who are out sick? Families First CR Act?

A. The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide their employees with paid sick leave or expanded family and

medical leave for specified reasons related to COVID-19. Details of the employer paid leave requirements can be found [here](#). Below you will find the language from the Act which notes what covered employers must provide to all employees:

- a. Two weeks (up to 80 hours) of paid sick leave at the employee's regular rate of pay where the employee is unable to work because the employee is quarantined (pursuant to Federal, State, or local government order or advice of a healthcare provider), and/or experiencing COVID-19 symptoms and seeking a medical diagnosis; or
- b. Two weeks (up to 80 hours) of paid sick leave at two-thirds the employee's regular rate of pay because the employee is unable to work because of a bona fide need to care for an individual subject to quarantine (pursuant to Federal, State, or local government order or advice of a healthcare provider), or care for a child (under 18 years of age) whose school or child care provider is closed or unavailable for reasons related to COVID-19, and/or the employee is experiencing a substantially similar condition as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of the Treasury and Labor.

Q. If we don't pay into unemployment will our employees be eligible?

- A. As part of the federal CARES Act, the federal government has approved funding for additional UI benefits to workers impacted by COVID 19, including the self-employed. Please visit EDD - Coronavirus 2019 webpage [here](#) for more details.

In addition, the EDD has launched a new [Pandemic Unemployment Assistance](#) page for unemployed Californians who are business owners, self-employed, independent contractors, have limited work history, and others not usually eligible for regular state UI benefits who are out of business or services are significantly reduced as a direct result of the pandemic.

Q. If I work at a pop-up or other site serving essential workers, who will pay me?

- A. You should seek confirmation on payment and compensation with the specific site you are serving.

Webinars

Q. Are webinars recorded? How do we get access? And will we get a certificate?

- A. Yes, you can access both webinar recordings [here](#). Webinars include:
 - Alameda County Child Care and COVID-19 Update (4/1)
 - Alameda County Child Care and COVID-19 Business Relief (4/3)

To document the professional development hours earned for either webinar, please fill out [this form](#).