



Frequently Asked Questions

March 13, 2020

For Providers

Q: Even though schools are closed, are child care facilities (home and center based) required to close?

No, but parents should contact their provider to make sure they are operating.

Q: I don't have enough staff to remain open for child care. What should I do?

The Office of Child Care is aggressively working on options to address this issue. If you need to request an exception to continuing operations, please use this online form:

Certified Child Care Centers and Certified Family Child Care Homes

<https://oregonearlylearning.com/wp-content/uploads/2017/07/Certified-Facility-Exception-Request-CRT-159.pdf>

Registered Family Child Care Homes

<https://oregonearlylearning.com/wp-content/uploads/2020/03/RF-259-RF-Exception-Request.pdf>

Submit exception requests to Angela.Rodriguez@state.or.us. We are processing these daily.

If you are considering closing, please contact your licensing specialist to discuss a plan to stay open. We want to help you.

Q: Are there other rule exceptions available?

The Office of Child Care is processing rule exceptions for individual child care homes and centers. We are also looking at potential blanket exceptions. Please contact your licensing specialist.

Q: Am I able to accept more children beyond my licensed capacity?

Providers should submit exception requests and the Office of Child Care will work with them to try to keep facilities operating.

Q: What should I do if I think a child, their family, my staff, or I have been exposed to this virus?

Tell that person to watch for fever, cough or trouble breathing. If these symptoms develop, that person should stay away from others, and not go to work or school until 24 hours after symptoms resolve. COVID-19, like the flu, often causes mild illness. Not everyone who gets sick needs to visit a healthcare provider. People who become ill can call their healthcare provider to decide together if symptoms are severe enough that a medical visit is needed. It's very important that you call ahead before going to a clinic. That way the ill person and the clinic can put together a plan for the ill person to be seen in a way that avoids exposing others.

Q: Do I have to provide parents a refund if I close my child care?

Consult the agreement or contract you have with parents. The Office of Child Care does not regulate this area.

Q: What support is the state offering providers at this time?

The Early Learning Division and the Department of Human Services are working together to support Employment Related Daycare Providers (ERDC) to stay open, continue to receive funding if children are absent, or (in the event where they are required to) close due to COVID-19. We are currently working with our federal partners and we will continue to maintain communications with updates and information. We are also exploring grant funding that may be made available for child care providers who need supplies or other business needs related to COVID-19.

Q: Are publicly funded programs such as Preschool Promise, Oregon Pre-Kindergarten and Relief Nurseries required to close?

No, not at this time. A program may decide to close in consultation with their local public health department due to operational issues.

Q: What if my child care has to close?

Please call 211 and/or your licensing specialist to notify them of closure.

For Parents

Q: Why are child care programs able to stay open when schools are required to close?

As long as parents are working, we want families to have access to a safe place for their children to receive care. That said, we should anticipate that these small businesses may experience the same operational issues as schools, if they haven't already, and anticipate some closures.

Q: Is child care still safe?

We have instructed child care programs to follow the guidelines provided by the [Oregon Health Authority](#), [CDC](#), and the governor's [social distancing measures](#).

Child care programs are experts in caring for children and meeting the needs of working families in our state. Regulated providers provide care that meets health and safety standards each day, and while child care businesses are operational, the Office of Child Care will continue to conduct critical health and safety inspections.

Q: What should I do if I need to find care for my child?

If you need child care because you are still working and your child care facility or school is closed, contact 211 info. The Early Learning Division is working in partnership with 211 to ensure they have the most up-to-date lists of child care programs across the state. The [Child Care Safety Portal](#) maintained by the Office of Child Care is another resource for families to look at the compliance history of regulated child care in Oregon.

Q: What if I want to open a child care program on-site for my employees?

If you are interested in opening a child care program at this time, please contact the Office of Child Care: 1-800-556-6166.