



Frequently Asked Questions

Updated March 15, 2020

Call 211 in Oregon if you can't find the answer you need online. They can give you general COVID-19 information.

For Families

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

As long as parents are required to go to work, 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 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: How can I talk to my child about the Coronavirus/COVID-19 in a developmentally appropriate way?

Children are likely curious as they hear increased public dialogue and experience changes to their daily life regarding COVID-19. The Center for Disease Control has [resources for families](#) to talk with their children about the virus.