



Coronavirus Disease 2019 (COVID-19)

Frequently Asked Questions for Idaho Child Care Providers

1. What can I do to help keep children in my care safe from coronavirus/COVID-19?

The Center for Disease Control has guidelines for operating childcare sites to consider:

- Teach children and staff to wash hands often with soap and water for at least 20 seconds.
- Emphasize staying home when sick.
- Clean AND disinfect frequently touched surfaces daily

Staff are encouraged to implement cleaning/sanitizing/disinfecting practices of the following areas:

- Door handles, crash bars, doorknobs
- Light switches
- Entry windows
- Office counters and surfaces
- Handrails
- Sinks and drinking fountains
- Dispensers
- Desks, tables, chairs
- Bathrooms
- Anything else that is handled frequently by multiple children and staff

2. What should I do if I, or a child, or one of my staff has tested positive for coronavirus/COVID-19?

Call the Idaho Care Line at 2-1-1 (1-800-926-2588) for all reporting needs. Reporting exposure or illness is very important; you will not be “in trouble” with Idaho State Daycare Licensing or ICCP eligibility as a provider. We only want to ensure the safest environments for you and your staff and families. The more we know, the better we support our communities.

3. Will my business continue to receive payment from ICCP (Idaho Child Care Program) if a child doesn't attend?

Yes, ICCP providers will receive payment for eligible children as long as the child attended care at least one day within the month. The childcare program will have needed to remain open and operating during that same period. Remember that it is an ICCP requirement to maintain attendance records for every child in your care.

4. Will my business continue to receive payment from ICCP (Idaho Child Care Program) if I choose to close?

- It is very important that children of parents who must continue to work access childcare as needed.
- For ICCP eligible children who have attended care at least one day within the calendar month, ICCP will pay ICCP eligible providers their usual and customary rates for childcare that month.
- If a child needs to attend another facility during a month due to your closure, ICCP will not make payments to your closed facility as families need their ICCP funds to access childcare at another program.

- If a business is closed for more than one calendar month, please contact the Idaho Child Care Program Specialist to discuss ICCP payment extensions.
- If you are considering closing your business, please contact the State Licensing or ICCP Program Specialist for resources and information that may help.

5. What will happen if an ICCP family was in their reevaluation month for ICCP?

The Idaho Department of Health and Welfare (IDHW) plans to continue services for children who are currently eligible for the Idaho Child Care Program (ICCP). Reevaluations may be extended to ensure continuity of care for children and consistent access to childcare for families needing to work.

6. I have an ICCP eligible family whose qualifying activity is attending college. I heard that some universities just moved all their classes online for the rest of the semester. I know that online college courses are not a qualifying activity, will their ICCP benefits end?

No. Students who became eligible for ICCP due to attending in-person undergraduate classes, will not lose eligibility if some or all of their course work is moved online for this current semester or trimester.

7. Do I have to collect copays from ICCP families?

At this time, the collection of ICCP copays from families can be your choice as a business. We know that you need those funds to sustain your business, but some of you may want to waive copayments for families. IDHW and ICCP will not consider failure to collect copays from families to be a program violation at this time. IDHW will reevaluate and communicate additional changes to this policy.

8. What if I want to take more children, or adjust ratios at my child care facility to help serve families in need?

Providers seeking to adjust your program capacity, or ratios of adults to children, to serve more families should call 2-1-1 (1-800-926-2588) and ask to speak to the Child Care Licensing Program Specialist or ICCP Program Specialist. These IDHW staff people will be working in coordination with providers, health departments, and local officials to ensure access to childcare while maintaining health and safety for children.

9. We are business or community agency considering creating an “emergency childcare facility” to help our essential employees continue working while children are out-of-school, what should we do?

Anyone considering creating childcare specifically to serve working families, should call 2-1-1 (1-800-926-2588) and ask to speak to the Child Care Licensing Program Specialist or ICCP Program Specialist. These IDHW staff people will be working in coordination with providers, health departments, and local officials to ensure access to childcare while maintaining health and safety for children.

10. My business is running low on essential supplies and there are none currently available in my community. Can I stay open?

Some supplies, such as hand soap, bleach/sanitizers, and toilet paper, are considered basic and essential to running a safe childcare facility. Your local stores and suppliers are working hard to keep these items in stock and available. We encourage you to exhaust all options prior to closing or reducing your

childcare services due to lack of supplies. While they cannot provide supplies, your local Health District is available to answer questions about health and safety at your facility.

11. Can I ignore licensing or ICCP health and safety requirements during this pandemic?

Childcare providers will be expected to meet all licensing and health and safety requirements throughout this outbreak of coronavirus/COVID-19. In fact, your health and safety practices are more important now than ever before. IdahoSTARS Child Care Resource Center staff and your local Health District remain available to answer your health and safety questions and assist with best practices.

12. I am licensed by my city not the State of Idaho, is anything different?

IDHW will be working with cities to assist with licensing policies. Please continue to follow all licensing requirements from your city.

13. Do I have to allow a child with an illness to attend my facility?

Establish an illness policy for children at your facility if you do not already have one. While it is very important that we work together to support medical professionals, and all working families, if children are exhibiting any concerning symptoms you should use your illness policy to determine if they should attend childcare.

The most commonly known symptoms associated with COVID-19 include: fever (83-98 percent), cough (76-82 percent), and shortness of breath/difficulty breathing (11-44 percent). Less commonly exhibited symptoms include nausea, diarrhea, and sputum production. Providers may take precautions to avoid exposure by taking the temperature of staff and children, and observing for illness when children arrive. If you think a child is showing symptoms, report it to the parent immediately. If the parent thinks the child is sick, you should encourage them to call their doctor.

14. I need help, have questions, or need to report something, who do I call?

The Idaho CareLine 2-1-1 (1-800-926-2588) is Idaho's contact for everything related to childcare. They will listen to you and work hard to connect you to the right person or resource. They may be experiencing increased call volumes, please be kind to their operators:

- If you need to report COVID-19 exposure or concern at a childcare facility, please ask for the State Licensing or ICCP Program Specialist.
- If you need to report a facility closure, or would like to discuss your capacity to care for additional children, please ask for the State Licensing or ICCP Program Specialist.
- If you have questions about your Idaho State Daycare License or ICCP eligibility, please ask for IdahoSTARS.
- If you have questions about health and safety practices at your facility, please contact your local Health District.