Frequently Asked Questions for Emergency Child Care 
for families receiving temporary emergency assistance

Due to the COVID-19 impact, we are constantly reviewing and amending our policies and procedures to ensure care is provided in a safe and healthy space with respect to family choices and provider needs. This information will continue to be updated.

FOR PARENTS

If I keep my child home during this time, will I lose my Emergency Child Care Assistance?

If the provider chooses to close its doors for an entire week or more:
No, you will not lose your ECC assistance. Please do what you feel is best to ensure the health and safety of your family. We will help you find another provider and rearrange the terms of the agreement to reflect your new permanent arrangement if necessary. This will not count against the total number of weeks of care you were initially given.

You will be placed on “hiatus” status and your assistance will be put on hold until further notice. You will be able to restart your assistance at a later date and use your remaining weeks of care at that time.

If you choose to keep your child at home while the child care provider remains open:
You will not lose your ECC Assistance, however, this will count towards one of your weeks of care. If the child care provider remains open after the first week and you still choose to keep your child home for the entire week, you will be placed on “hiatus” status and your assistance will be put on hold until further notice. You will be able to restart your assistance at a later date and use your remaining weeks of care at that time.
If I keep my child home during this time, will I still have to pay my child care provider if I owe a portion of the weekly rate?

Check with your child care provider regarding this policy. In most cases, weekly tuition fees are due regardless of whether or not the child attends.

My current child care provider is closed, but I still need child care in order to work. What should I do?

Please contact us directly if this is the case. We will work with parents and providers on a case by case basis to ensure a smooth transition during this time.

My child has been at home for at least one week but I am ready to bring them back to child care, what should I do?

Please contact us directly when you are ready to bring your child back to child care so that we can take you off “hiatus” status and resume payments to your child care provider.

Whom do I call regarding my care arrangements?

If you have additional questions, please free to send them to ecc@qccga.org or call 404-479-4208.

Please note that this policy only applies for the COVID-19 Pandemic – this does not apply to families who miss days of care due to normal family activities and occurrences: illnesses, vacations, etc.