



As your trusted resource and partner, 4C for Children wants to help you think about considerations as you suspend your program operations. Ohio Governor Mike DeWine has clearly [signaled](#) that child care programs should expect an order to temporarily end child care services soon.

We know that this will be difficult for many providers. Here are some things to do now and at the time of the order to close to prepare your business and the families in your care:

Crucial information

Programs with a PFCC contract should NOT select a “temporary closure” in OCLQS

- If you need to temporarily close your program due to issues **not** related to the COVID-19 Pandemic, log into OCLQS and complete the steps based on the job aid found [here](#).
- If you are planning to close your program during the pandemic, please notify your licensing specialist that you are planning to close and no longer operating. **DO NOT** enter a temporary closure status into OCLQS, this will cause your programs to not get paid for pandemic and absent days that resulted from the COVID-19.
- Some programs may have already entered into OCLQS that they are temporarily closed but are really closing due to the pandemic. If you have done this, log into OCLQS and remove the temporary closure by following the actions on this job aid found [here](#).

Prepare Your Families

Now

- Create a network for support and communication between staff and between staff/families (for example, closed Facebook Groups)
- Communicate with families using multiple methods (email, phone, letter, sign on door)
- Share information about [mental health supports for staff and families](#)
- Send children’s medications and belongings home with them if they are choosing to leave before the order is issued
- Communicate decisions about tuition payments with families
- Reassure families receiving PFCC that their eligibility is not at risk during this closure.
- Think about resources to local food pantries or other help they may need and have the answers to their questions when they ask. [Here's a resource to share](#).

Once the order to close is announced

- Send home medicines and personal belongings
- Make sure you can contact families so they can return
- Support families with products your program will not be able to use. Record these losses on an [inventory form](#) or later CACFP or insurance purposes.
- You may want to send families home with supplies for activities and/or books or other items.

Prepare Your Staff

Now

- Acknowledge how difficult this situation is for them and the families they serve. Share information about [mental health supports for staff and families](#)
- Where technology exists, consider creating communication networks for families and their teachers to stay in touch, as well as for your staff to stay in touch. Relationships are the heart of your work, and you will want staff, children and families to return when you are permitted to reopen.
- Have classrooms organized and all areas cleaned and sanitized so you can close quickly
- Communicate how you will pay staff after you close
- Share the [FAQs and links to Ohio Unemployment](#) with your staff, if applicable
- Provide opportunities for them to do training online (occr.org) while they are away from your program

Once the order to close is announced

- Again acknowledge how difficult this situation is for them and the families they serve. Encourage them to stay connected.
- Support staff with products your program will not be able to use. Record these losses on an [inventory form](#) for later CACFP or insurance purposes.
- Limit or reprogram key holder access to the building, as needed
- Secure outdoor play equipment by storing indoors, if needed.
- Assure staff you will process payroll on time, as your staff will be depending on it.

Prepare Financially

Now

- Review your policies and make decisions about tuition charges during closure.
- Prepare to stop automatic tuition withdrawals and/or determine how families will submit payments, if that is required.
- Communicate with your families with PFCC that their eligibility will continue.
- Decide who will take home the PFCC tablet if it is needed for any billing information or activities.
- Plan for additional building security if needed
- Look ahead to what you will need to do at the time of the order and make a plan for using staff to help you.
- Understand changes in Ohio payments for additional PFCC absent and pandemic days related to COVID-19 closure before an order to close: [Centers](#) [FCC](#)
- Note the [FAQs and links to Ohio Unemployment](#) for yourself if applicable
- Decide how and if you will pay employees, and anticipate that continued PFCC payments may support your abilities to pay them beyond closure.
- Gather passwords and/or addresses to remotely access needed websites for business

Once the order to close is announced

- Cancel pending orders for food, supplies and equipment, cleaning services and any other vendors
- Complete a [change of address](#) for forwarding mail
- Document
 - o any [food or products given to support families and staff](#)
 - o the order to close when it is released
 - o the date you close your program
 - o child attendance in the weeks before you closed
 - o your weekly income and expenses

After You Catch Your Breath

- Communicate with lenders and creditors and explain to them what is happening.
- [Check back on our website](#) for information about low-interest loans that small business or nonprofits could use when the pandemic ends. It is important to keep records now, but not file an application yet! [Look for more information in this call.](#)

Check back with us for more crucial information about

- Temporary employment opportunities
- Supports for re-establishing your business when the pandemic ends
- Continuing family engagement: using technology to maintain important relationships

You play a vital role in the lives of children and families every day and we are here to continue supporting you. Until at least April 13, 4C staff will be working remotely so if you have any needs, please call and we will do our best to help you connect to resources in your area.