



A letter from the Early Learning Coalition of Orange County regarding COVID-19

Dear Families:

The Early Learning Coalition of Orange County is closely monitoring information concerning the COVID-19 (coronavirus) outbreak and its impact on families and child care providers we serve. We are committed to providing helpful information to answer questions you may have regarding your child's participation in VPK and/or School Readiness (SR) services. Here are a few:

- 1. I would like to keep my child home as a precaution; will I lose my School Readiness?**
No. Contact your provider and let them know that you are keeping your child home until you are comfortable to return them to full-time care. Your child's enrollment will be covered through June 30, 2020 and you will not be required to pay your SR co-payment fee. However, you still may be required to pay the overage charged by the child care program if one is currently charged.
- 2. I would like to keep my child at home as a precaution; will I lose my VPK spot?**
No. Contact your provider and let them know that you are keeping your child at home until you are comfortable to return them to the program. You cannot switch your child to another VPK program at this point.
- 3. Am I required to take a "Break in Service" for SR if I am keeping my child at home?****No.** A break in service is not required. If you choose to care for your child at home please notify your provider. Your child's enrollment will be held until June 30, 2020
- 4. Will I have to pay my SR co-payment fee if my child care center is closed and I am waiting for them to reopen?**
No. You are not required to pay your SR co-payment fee through June 30, 2020.
- 5. I would like to keep my child in child care, however, my current provider has closed. Can I transfer to a new child care provider that is open?**
Yes. If you are choosing to change providers for SR, use the *Provider Transfer Request Form* found at <https://4cflorida.org/parents/school-readiness-sr/provider-transfer-form/>. For help contact the Early Learning Coalition's partner, 4C, for assistance. You will need to pay any balance due to your current provider if you transfer.
- 6. I have lost my job due to temporary closure of my job. Will I lose my eligibility for SR?**
No. At this time, your eligibility will be extended and you will not be required to pay your SR co-payment fee through June 30, 2020.
- 7. What if my child becomes sick (any illness) and cannot attend the VPK or SR?**
Notify your provider that your child will not be attending on that day or for a series of days as recommended by the doctor. Check with your child care provider about their absence policies. Unless you transfer, your child care spot will remain for your child. Absence notes from your Doctor are not required at this time.
- 8. What if I have questions or need help with the Family Portal or scanning?**
At this time we have closed our locations to the public however, we are here to help! Please call 407-522-2252 ext. 2210 and leave a message, one of our Family Support Specialists will call you back.
- 9. Who do I call for information about my child's kindergarten, elementary, middle or high school situation?**
Please contact [Orange County Public Schools](#) or your child's school for information