



FREQUENTLY ASKED QUESTIONS (FAQ)



GENERAL

- Q. My child is no longer attending preschool or the child care provider because my children are at home with us. Can I get a refund? Am I required to pay for another 30 days of care?**
- A. Child care facilities/providers specify their payment, termination notice, and refund policies in the written policies that are provided to families. Please review your child care facility's/provider's handbook regarding required notice for termination of child care services and the written agreement the you have signed with the child care facility/provider.
- Q. How do I find out about current updates on the COVID-19 situation and recommendations to help my family?**
- A. Families and child care facilities/providers can check the websites below on an on-going basis for updated information and guidance:
- Department of Health's [COVID-19 website](#) and [guidance for child care providers](#).
 - [Department of Human Services' COVID-19 Information Resources \(Community, Providers, Vendors, and Contractors\)](#).
 - Centers for Disease Control's [COVID-19 website](#) and [guidance for child care providers](#).
- Q. I am interested in ways to support my family and children during this emergency COVID-19 situation. Do you know of any resources?**
- A. The Executive Office on Early Learning (EOEL) has developed a list of helpful resources for families for [Recommendations from the Executive Office on Early Learning \(EOEL\) for the COVID-19 crisis and beyond](#).
- Q. My organization is interested in providing child care for essential workers. What do we need to do?**
- A. For organizations that are interested in operating emergency child care for essential workers and are not already licensed by DHS to operate a group child care facility, they may submit an inquiry at

BESSD.CCPO@dhs.hawaii.gov and provide information for DHS to determine whether the program will need to be licensed by DHS.



CHILD CARE LICENSING OR REGISTRATION

Q. My child is no longer attending preschool or the child care provider because my children are at home with us. Can I get a refund? Am I required to pay for another 30 days of care?

A. Child care facilities/providers specify their payment, termination notice, and refund policies in the written policies that are provided to families. Please review your child care facility's/provider's written policies and the written agreement the you have signed with the child care facility/provider regarding required notice for termination of child care services.

Q. Does DHS have any guidance for regulated child care facilities/providers regarding requirements for continued operations during the COVID-19 situation?

A.

- Department of Health's [COVID-19 website](#) and [guidance for child care providers](#).
- [Department of Human Services' COVID-19 Information Resources \(Community, Providers, Vendors, and Contractors\)](#).
- Centers for Disease Control's [COVID-19 website](#) and [guidance for child care providers](#).

Q. Can child care facilities and providers continue to operate during the COVID-19 situation? I am an essential worker and need child care while I am working.

A. Continued operations of DHS regulated child care facilities and homes are allowed under essential functions in Counties that have issued emergency rules or proclamations. Each individual child care facility or provider assesses whether it will continue to operate and offer child care services. Some facilities and providers are continuing to provide child care to essential workers during this time of need.

Q. Due to the current COVID-19 situation, our child care facility has decided to suspend operations. Do we need to notify DHS?

A. DHS understands that facilities may make the hard decision to suspend child care during the COVID-19 situation. After you've notified the families, please notify your assigned [child care licensing unit](#) and worker know that you will be closing operations and the tentative date you intend to reopen child care operations.

Q. Some of our families receive DHS child care subsidies through Child Care Connection Hawaii or Preschool Open Doors programs. Will families be able to continue to receive child care subsidies once our facility resumes child care operations?

A. Families that receive child care subsidy assistance through either the [Child Care Connection Hawaii](#) or Preschool Open Doors program would continue to be eligible for child care subsidy assistance and would continue to receive child care subsidy assistance when their selected child care facility or provider resumes child care operations.

Q. My child care facility continues to operate and provide care for essential workers. Can the County emergency rules be more strict than the department's child care licensing requirements? Is my program required to enact social distancing measures with the children in care? How many children are allowed to be in a group?

A. Yes, the County emergency rules can be more strict than the State's DHS [licensing or registration requirements](#). The County requirements do not directly conflict with the DHS requirements and may prescribe social distancing and other preventive measures. All child care facilities/providers that continue to operate in their respective County would need to adhere to both the County's requirements as well as the DHS child care licensing or registration requirements. Enforcement would be up to the County for violations of its emergency rules. DHS advises child care facilities that they comply with their respective County's requirements.

The Hawaii Emergency Management Agency (HIEMA) in consultation with the Hawaii Department of Health (HDOH) would be the lead agencies to identify whether a case or person under investigation (PUI) is associated with a child care facility or provider. If it is determined whether anyone at a child care facility or provider may have been exposed, HIEMA and HDOH would work closely with the affected child care facility or provider on next steps.

The Hawaii Department of Health (HDOH) has provided [guidance for child care providers](#) as well.

Q. My organization is interested in providing child care for essential workers. What do we need to do?

A. For organizations that are interested in operating emergency child care for essential workers and are not already licensed by DHS to operate a group child care facility, they may submit an inquiry at BESSD.CCPO@dhs.hawaii.gov and provide information for DHS to determine whether the program will need to be licensed by DHS.

Q. I am a registered family child care (FCC) home and continue to operate child care. Can I provide care for essential workers' children during this time when my regular families are keeping their children at home with them? If so, what do I need to do?

- A. FCC providers that are willing to stay open and provide child care to essential worker’s children are able to do so, as long as the FCC provider does not exceed the maximum capacity of children in care on the certificate of registration.

If the FCC provider wants to take a child that is above the age range on the certificate of registration, the FCC provider would have to notify the assigned [child care licensing unit](#) and worker to amend the FCC certificate.



CHILD CARE CONNECTION HAWAII (SUBSIDIES)

- Q. **Are families that receive DHS child care subsidies through Child Care Connection Hawaii or Preschool Open Doors programs be able to continue to receive the assistance once their child care facility/provider resumes child care operations.**
- A. Families that receive child care subsidy assistance through either the [Child Care Connection Hawaii](#) or Preschool Open Doors program would continue to be eligible for child care subsidy assistance and would continue to receive child care subsidy assistance when their selected child care facility or provider resumes child care operations.
- Q. **Can I receive DHS child care subsidies when I am using a babysitter found on Care.com?**
- A. Families who are receiving or apply and are determined eligible for DHS child care subsidies through the Child Care Connection Hawaii program would choose the provider that best meets the needs of their family and child(ren). Eligible families would need to provide information to the DHS child care subsidy staff regarding the provider selected, and the provider would need to complete the requirements, including the background checks, for DHS in order for child care subsidies to be paid to the eligible family. For [more information](#) or to [apply](#) for the department’s [Child Care Connection Hawaii](#) program, go [here](#).



PRESCHOOL OPEN DOORS (CHILD CARE SUBSIDIES)

- Q. **Are families that receive DHS child care subsidies through Child Care Connection Hawaii or Preschool Open Doors programs able to continue to receive the assistance once their child care facility/provider resumes child care operations?**
- A. Families that receive child care subsidy assistance through either the [Child Care Connection Hawaii](#) or Preschool Open Doors program would continue to be eligible for child care subsidy assistance and would continue to receive child care subsidy assistance when their selected child care facility or provider resumes child care operations.

