

EARLY LEARNING COALITION OF LAKE COUNTY

FREQUENTLY ASKED QUESTIONS

Q. Should I keep my child home?

Ultimately, parents have to make the decision that is best for their child(ren). At minimum, children should be kept home if:

- Your child or someone in your home exhibit any symptoms such as a fever, cough, respiratory illness, or shortness of breath, immediately self-isolate for 14 days.
- Anyone (students/faculty/staff/etc.) who go on foreign travel, to any country, must self-isolate for 14 days upon return.
- Anyone (students/faculty/staff/etc.) who go on a cruise, anywhere, must self-isolate for 14 days upon return.

Q. My school readiness provider is closed and I still need care. Can I transfer my child to another center?

We recognize parents may need alternative care arrangements. Keep in mind, if you choose to transfer, you may lose your spot at your original provider. Please call 352-435-0566 to talk to a Family Services Specialist. Within 2 business days, you must log into your [family portal account](https://familyservices.floridaearlylearning.com/Account/Login) (<https://familyservices.floridaearlylearning.com/Account/Login>). It is your responsibility to sign the payment certificate in order to complete the process and ensure proper payments to the new provider.

Q. If my provider is closed, do I still have to pay my parent fee?

All SR parent fees will be waived, effective April 1. You may be responsible for a payment differential if you normally pay this.

Q. If my child is absent, will my provider still be paid?

Attendance rules for School Readiness and Voluntary Prekindergarten programs have been temporarily waived to give more flexibility for families. Providers will be paid for all active enrollments regardless of attendance or closures.

Q. Providers are open, but I wish not to send my child yet back to the daycare. Will I have to pay daycare?

Parents will need to speak with the director to determine whether or not there will be any fees associated with an extended absence.

Q. I still need daycare, but out of work due to virus. I do not want to lose my services. What can be done for me?

At this time all terminations of School Readiness eligibility has been suspended and all redeterminations have been granted a 60 day extension. These policy decisions will be reviewed

every 15 days. If you have specific questions about your services, please call 352.435.0566 and ask to speak to a Family Services Specialist.

Q. Can I make an appointment with the ELC?

Our offices and lobbies are closed, but we continue to serve families virtually. Parents and Guardians can call 352-435-0566 to schedule a phone/online interview. *Please confirm your selected childcare site is open and accepting children before scheduling an appointment.*

Q. Is the ELC enrolling from the School Readiness waitlist?

Yes, the ELC is currently reviewing applications received and offering enrollment to all eligible families.

Q. How do first responders and healthcare workers access the emergency care scholarships?

Eligible families should obtain a Child Care Application & Authorization form from their HR department. They will also need to select an open School Readiness provider.

Q. How do eligible companies refer employees for emergency care scholarships?

Eligible employers should contact Tim Layne, Family Services Director at tlayne@elclc.org for detailed instructions and forms.

Q. What qualifies as a first responder or healthcare worker?

Qualifying employers are outlined in Governor DeSantis' Executive Order 20-91 [Essential Services List](#). Only the first two categories are eligible: *Public Health/ Healthcare and Law Enforcement, Public Safety and other First Responders.*

Q. Are there any other eligibility criteria for emergency care scholarships?

- Child(ren) are a US citizen(s) or legal resident(s)
- One or both parents are a first responder or healthcare worker
- Child Care Application & Authorization form completed by employer
- Attendance at a contracted School Readiness provider
- Florida residence. Services are provided by the local Early Learning Coalition where the family resides.

Q. Schools are closed until the end of the school year, How does this effective VPK 19-20? Can we have our child go again next school year 20-21?

Only eligible children, 4 years old on or before September 1, 2020, will be permitted to enroll in the Program Year 2020-21.