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Dear Families,

The COVID-19 pandemic has a significant impact on families throughout California. Access to child care, while ensuring the health and safety of children and the workforce is at the top of mind for many. The California Department of Social Services (CDSS) is committed to this effort and has taken many measures, as outlined below.

**What guidance must child care programs follow?**

- The guidance for the child care industry to minimize the spread of COVID-19 and ensure the safety of children, providers, and families is available at [www.covid19.ca.gov](http://www.covid19.ca.gov) or you may click [here](#).
- A complete list of Provider Information Notices (PINs) issued by the Community Care Licensing Division can be found [here](#).
- Guidance is issued via our website and list serves. We are also conducting stakeholder calls, tele-visits, or phone calls to offer technical assistance, guidance, and help problem solve with child care programs.

**What supplies are available to child care programs?**

Facial coverings, gloves, hand sanitizer, thermometers, and additional supplies have been provided by the State. Child care programs can contact their local Child Care Resource and Referral Agencies for more information.

**How do I find an open child care program?**

CDSS, in collaboration with local and statewide partners, has created [mychildcare.ca.gov](http://mychildcare.ca.gov). This website allows families to search for open child care programs in their community. For additional assistance in locating child care, you may also contact your [local Child Care Resource and Referral Agency](#) for free referrals.

**What can I do to keep my children healthy and safe?**

In addition to regular daily health checks, providers are performing health screening for children and families as part of the [COVID-19 statewide guidance](#) for child care. We also encourage families to screen for symptoms on a regular basis.

Watch for fever, cough, shortness of breath, sore throat, new loss of taste or smell, or [other symptoms](#) of COVID-19.

**Practice and reinforce good prevention habits with your family, including:**

- Avoid contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% ethyl alcohol or at least 70% isopropyl alcohol (a neurotoxin and eye irritant).

**Keep your child at home if sick with any illness.** If your child is sick, keep them at home and contact your healthcare provider. Talk with the child care program about activities children can do from home to continue learning.

**Be prepared if your child's school or child care program is temporarily dismissed.**

Talk with your employer about sick leave and telework options in case you need to stay home with your child. Consider planning for alternate child care arrangements. If you need assistance locating child care, finding assistance to pay for child care, and connecting to additional supports for your family, please click [here](#).

**Public COVID-19 Mailbox**

We have created a dedicated COVID-19 e-mail box to ensure providers and families have an easy way to reach out and get questions answered. If you would like to submit a question, please email [CCLCOVID-19INFO@dss.ca.gov](mailto:CCLCOVID-19INFO@dss.ca.gov).

**Additional Resources**

CCLD encourages you to visit these sites frequently as information changes.

- [California Department of Social Services \(CDSS\)](#)
- [California Department of Public Health \(CDPH\)](#)
- [Early Learning and Care Playbook](#)
- [Family Friendly Practices for Employers](#)
- [Support for Working Families](#)

To stay informed of COVID-19 updates, please visit [www.covid19.ca.gov](http://www.covid19.ca.gov).

If you would like to receive future updates, you may [sign up to be notified of new PINs here](#).

In Partnership,

The Child Care Licensing Program Office