



## Guidance for Business Practices During a Pandemic

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The COVID-19 pandemic is changing our world rapidly, including the way child care providers do business. Here are some things to consider as you rise to meet the challenge of keeping your business running smoothly through these difficult times.

### 1. Should I close my family child care program?

As of 3/20/20 KDHE is encouraging providers to keep their programs open to give parents access to safe, licensed care. However, it is entirely your choice and you must decide whether to close or stay open based on your comfort level.

Here are some questions to ask yourself when considering closure:

- Are you or anyone in your home over 60 years old and/or have a compromised immune system?
- Can you afford to close without full pay for an extended period of time?
- Do you have children of first responders or medical staff in your care?

Only you can decide if closing is the right thing to do for you and your family, but carefully considering the needs of your community and weighing them against the risks of infection will help you come to a decision.

### 2. How do I fairly charge tuition during times when some children are absent?

You should follow your business practices outlined in your contract for absenteeism. If a parent chooses to keep their child home and you're still open for business, does your contract state that they still must pay you the full amount? Are they staying home temporarily or permanently? Are they required to give you two weeks notice?

Here is a script to help you inform parents of your new emergency tuition policy:

"We will be keeping our child care program open as long as possible. If you decide to keep your child away from our program during this national emergency, in order to hold your child's spot at our program we will:

- A. Charge you our normal rate.
- B. Charge you half our normal rate.
- C. Offer a 25% discount of our normal rate.

If you choose not to pay this rate, you will risk losing your child's spot in our program."

### 3. What do I charge in the event of a mandatory closure?

For the majority of providers, if not all, this is uncharted territory. Review the options above and decide what would be fair to all involved while keeping your business operating. Keep in mind you may have a different policy for each client.