



## Emergency Child Care Assistance Program Frequently Asked Questions

**I have a parent who likes to drop-in at my program and disrupts my child care schedule. Do I have a right to tell parents when to come?**

Parents have the right to enter all parts of a child care program when their child is in attendance. However, maintaining regular open communication may address any concerns the parent has.

**Sometimes, I don't feel like cooking when I care for the children on weekends. Can I just give them snacks or ask the family to send money so we can go out to eat?**

QCC pays an additional \$8 per child per day during the weekend for food only. We hope that you will use that amount to buy food for the children, not for recreational activities. Many parents do not have the financial resources when their children are enrolled in the ECC Program.

**I just renewed my license/registration with Bright from the Start. To whom do I send a copy of my certificate?**

Please fax your renewed state registration/license to: 404-479-4166  
Attention: Data Specialist

You may call 404-479-4237 or 404-479-4222 to verify your update information.

**I agreed to care for children this weekend, but I don't think I can now. What should I do?**

Please notify the ECC manager to assist you in locating a substitute provider. If a substitute cannot be found, notify the parent as soon as possible to reschedule care.

**The parent has a child with special needs. I refused care because I didn't feel comfortable caring for him. Was that okay?**

No. According to the Americans with Disabilities Act (ADA), you cannot turn away a child with special needs because of the child's disability. You are expected to make reasonable accommodations for the child. QCC offers free services to help providers with children with special needs. Ask us about our Inclusion Project.

**If I decide to participate in this program, how often should I expect to receive referrals from QCC?**

There is no way to predict how many parents will be referred to you. Families are referred to providers based on need, location and hours of care. If you are contacted by a parent or QCC, you must accept children based on your licensed group size and ratios at all times. Never exceed ratios to accommodate additional children in your program.

**After I've completed caring for a child, how do I get paid? How long does it take for me to get paid?**

After receiving your completed invoices, payment is mailed within ten business days of receipt of the invoice. You must complete all parts of the invoice correctly for it to be considered complete. If there are any concerns regarding payments, contact Quality Care for Children at 404-479-4235. Providers are advised to not contact the accounting office under any circumstance.

**Who do I call if I have suggestions or complaints about ECC services from QCC?**

Contact the Assistant Director of Parent Services at 404-479-4203.