

March 19, 2020

## Frequently Asked Questions (FAQs)

**1. Is CDA still open?**

CDA office lobbies are closed to the public, but CDA is still open and available via phone calls and emails. Our staff are processing your claims.

**2. Will CDA visit me?**

No. You will not receive Monitor visits at this time.

**3. What if your day care closes?**

Please notify CDA and Community Care Licensing. CDA will document that you are closed and send you a waiver form to complete and return to the office.

**4. What if I can't find food at the grocery store?**

Serve and document the menu for the foods you are able to provide. There is a shortage of milk in some communities. Document all the other foods that you offered. KidKare software is enabled to allow you to enter a partial meal at this time. We anticipate payment will be allowed during this state of emergency. We are waiting for the waiver from the State. But, please make sure to record your partial meals at this time.

**5. What if I can only find 2% milk at the store right now?**

Serve the 2% milk. We anticipate being able to pay for incomplete meals once the government waiver is received.

**6. What if parents bring lunch?**

If parents are bringing lunch, do not claim that meal with us. But you still document and claim the breakfast and snacks that you provide.

**7. What do I do if I was planning to attend the Annual Training in person?**

All in person trainings were cancelled for this year. We ask that you take your annual training online this year. The online training and quiz is available on our website [www.cdasd.org](http://www.cdasd.org).

*CDA is making every effort to keep you informed and updated as things change. We thank you for your passion and care for children in this time of emergency. Please visit our website often, see us on Facebook, open emails sent to you and listen to phone blast messages. Thank you for all you do to ensure the well-being of children!*