

Hello CCRRs,

On behalf of the Ministry team, I hope this email finds you well in these extraordinary times.

We have heard from many of you that you have been following the Provincial Health Officer's directions by closing your doors to public access and shifting to a work-from-home model. For those of you not able to work from home, we ask that if you continue to come into the office, you and your staff adhere to the recommendations from the Provincial Health Officer with appropriate social distancing and other precautions. The attached a memo from the Provincial Health Officer to Social Sector Ministries provides helpful information and important context for the unique services provided by our sector.

As referenced in the attached letter from Deputy Minister Allison Bond, we are asking our current service delivery partners to adapt the way in which they can provide services to support our response to COVID-19. We have already observed that many CCRRs are taking active roles in planning for emergency services and I want to thank you for stepping up to help during these challenging times. Now, more than ever we must rely on the critical services delivered by the CCRRs to help essential service workers find child care providers that are open and have capacity to temporarily care for children.

Following last weeks' [announcement](#) regarding the B.C. government's financial support for the child care sector during the COVID-19 outbreak, the Ministry has developed a [Frequently Asked Questions](#) document to help answer some of the sector's most pressing questions and concerns.

In these FAQs we have directed child care providers to report their closures to their local Health Authority and to report if they plan to stay open to their local CCRR and include the following:

- If they are able to stay open safely and support child care for essential care workers;
- how many children they have capacity for;
- what ages they are able to provide child care for; and
- their hours of operations to support essential workers

In addition, we have also asked that Health Authorities share all information they collect, directly with their local CCRRs.

With this information, we are looking to CCRRs can serve as emergency "match-makers" and provide parents in need with this critical information on available child care spaces. In this regard, we are asking you to deliver the same invaluable service you already provide to

families in your community – but in a way that meets the urgent child care needs of the workers so essential to battling this pandemic.

You will no doubt have additional questions about this request, and in response we have set up a conference call for **Friday, March 27, 2020** to provide more information. Please see below for the conference call details:

**Date:** March 27, 2020

**Time:** 2:30 p.m. – 4:00 p.m. (PDT)

**Join by phone:**

Victoria: +1 (250) 952-9304

Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

**Conference ID: 804584**

Thank you in advance for your support during this challenging time and we looking forward to connecting on Friday.

**Kevena Hall**

Executive Director – Child Care Capital, Community, and ECE Registry Services  
Ministry of Children and Family Development