
NeighborImpact
CHILD CARE RESOURCES
2303 SW 1ST Street, Suite A
Redmond, OR 97756



NeighborImpact

Critical Needs. Diverse Services. Empowering Change.

CHILD CARE RESOURCES
Child Care Resource and Referral
Of Central Oregon

2303 SW First Street
Redmond, OR 97756



PROVIDER HANDBOOK
541-548-2380 Ext. 118
1-888-298-2672
www.neighborimpact.org

MISSION STATEMENT

Child Care Resources is dedicated to providing comprehensive resource and referral services to communities of Central Oregon. We attempt to promote and recruit more accessible and affordable child care. We encourage community involvement through volunteerism, parent education and provider training. Child Care Resources services are available to all families in need. The overall commitment of this program is to enhance the welfare of children and families in the tri-county area.

Child Care Resources is Quality Assured!

In November of 2005 Child Care Resources announced that it had met Child Care Aware® Quality Assurance, a national voluntary certification program.

The Child Care Aware Quality Assurance system is designed to ensure that families across the country have access to consistent, high quality services that support them in making informed child care choices.



“Child Care Resources is very proud to have achieved Quality Assurance for our child care resource and referral services,” stated Lisa Vasquez, Program Coordinator. “We have always strived to provide excellent child care consumer education services- having a national seal of approval proves we are succeeding.”

Child Care Aware is an initiative of NACCRRRA, the nation’s network of child care resource and referral. In addition to administering the Quality Assurance program, Child Care Aware operates a national hotline, 1-800-424-2246 and the Web site, www.ChildCareAware.org, available in both English and Spanish, which connects families to their local CCR&R and provides parenting and early care and education information.

The Personnel
At Child Care
Resources
Thanks you
For using
Our services.



NOTE: This policy is subject to revisions. To obtain the most recent copy contact:

NeighborImpact
Child Care Resources
(541) 541-2380 (main line)
ccr@neighborimpact.org
www.neighborimpact.org
(541) 548-6013 (fax)



Dear Child Care Provider,

Welcome to CHILD CARE RESOURCES!
Child Care Resources was established in 1990 in response to the increasing demand for child care and as an attempt to effectively coordinate all child care services in Central Oregon.

Child Care Resources offers both parents and providers support, information and assistance with their child care needs. Our twin goals are to assist parents in their search for quality child care and to supply child care providers with clientele. We accomplish this through our services of referring parents to child care centers and family child care homes. We also provide training and technical assistance to providers in the form of workshops, newsletters, trainings, phone consultation, site visits, and home visits.

Furthermore, we will be recruiting new and existing child care providers to meet specific community needs. This includes child care for special services (nights, weekends, infants, sick or special needs children). Thank you for your interest in Child Care Resources! You are valued as a provider and we look forward to a long and happy relationship!

Sincerely,

Lisa Vasquez
Program Manager

WHY SHOULD I JOIN THE REFERRAL SERVICE?

It is Child Care Resources goal to be more than “just a referral service.” Along with helping you to find clients, Child Care Resources maintains current information on your child care services, provides on-going technical assistance, offers educational workshops, classes and materials.

Technical assistance, required & other training opportunities is available to all child care providers listed with our service. Support will be offered through classes, individual consultations, home visits, newsletters and educational materials. Topics include:

- Establishing a new business
- Enhancing existing services
- Operating a small business
- Provider/parent communication
- Safety and health issues
- Nutrition
- Provider-parent contracts
- Designing age appropriate activities
- Child development

Providers will receive a quarterly newsletter that includes; information on classes, workshops, conferences, legislative up-dates, and articles on topics relevant to the child care field.

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3. Serious injury to children due to conditions in the provider’s control.
 4. A history of complaints, from more than one source, concerning the children’s health, safety or well-being.
 5. CCD revocation/denial
 6. DHS denial.

REMOVAL PROCEDURES

When the decision is made to remove a provider from CCR enrollment:

CCR will notify the provider of permanent removal by certified mail within 10 working days.

Responses to inquiries made regarding the provider will be limited to the information that the provider is no longer enrolled with CCR.

PROVIDER REMOVAL APPEAL PROCEDURES

1. Notice of intent to appeal must be made in writing, by the provider, within 10 working days of receiving the certified letter. Appeal should be addressed to:

**Director /Child Care Resources
2303 SW First St.
Redmond, OR 97756**

2. The CCR Advisory group will appoint a committee for the appeal. It will consist of at least one 1 CCR staff member and two CCR Advisory Committee members.

3. The committee will meet with the provider appealing permanent removal within 30 days of notice of appeal.

4. The decision of this committee shall be communicated in writing to the provider within 10 working days after the hearing and shall be final.

SUSPENSION OF REFERRALS

If referrals to a provider are suspended:

1. The provider will be notified within 10 working days except when such notification would interfere with an investigation by regulatory agency or law enforcement.
2. If anyone inquires about a suspended provider, they will be told only that the provider is not receiving referrals from CCR.
3. Suspension will remain in effect until CCR is satisfied that the conditions have been corrected, eliminated or the provider is no longer enrolled with CCR.

CIRCUMSTANCES FOR SUSPENSION OF REFERRALS:

The following are circumstances that **may** result in immediate suspension of referrals:

Reports of conditions which jeopardize children's safety.

Non-compliance with CCR guidelines.

Complaints from more than one person regarding similar conditions.

Failure of the provider to respond to inquiries or offers of assistance.

The following will result in immediate suspension of referrals:

1. License suspended, denied, or revoked by CCD.
2. Denial of DHS listing.
3. Information from an agency that an investigation of suspected child abuse, neglect or other illegal action is taking place.

REMOVAL FROM CCR&R DATABASE

Causes for permanent removal from CCR enrollment **may** include but are not limited to:

1. Confirmation of complaints justifying temporary suspension of referrals or continued failure to correct conditions underlying complaints.
2. Failure to respond to CCR inquiries concerning complaints.

CHILD CARE RESOURCES POLICIES

The goal of Child Care Resources is to stimulate and support high quality child care in our community. We will assist parents in selecting safe child care arrangements by supplying Quality Assured information on child care, referrals as well as providing consultations. There is no charge to providers to be included on the Child Care Resources database, but Child Care Resources reserves the right, under certain circumstances, to remove providers from the database. This policy is included.

CHILD CARE RESOURCES ENROLLMENT PROCEDURE

Each provider that wishes to be listed goes through an intake process. The information that you provide (location, hours, ages of children, etc.) will be used to match parents' child care needs with appropriate providers. Matches between parents and providers will be based upon location, openings, programs, schedules and special needs. We will make quarterly checks to confirm openings. We encourage all providers to call us as soon as they have openings or changes in your program. The new information can be processed quickly by staff.

PROVIDER / PARENT COMMUNICATION

Developing a successful relationship with parents is one of the most important parts of your job. The parent and provider relationship must be based on mutual respect.

As a provider you need to have firm and consistent policies. Develop guidelines that suit your situation and share them with parents on their first visit. Let them know what areas you can be flexible in and those you cannot.

Develop ways to let parents know what has happened during their child's time in child care. Send families off each evening with some special thing the child did or said that day. A bulletin board that parents have easy access to can be a great way to share pertinent information that may be overlooked in the rush at the end of the day.

Conflicts may not arise often but they cannot be totally avoided. When problems arise:

- Stop talking and listen.
- Find a time and place to talk without interruptions.
- Be open, direct and clear when you speak.
- Put personal feelings aside.
- Repeat in your own words what you are hearing, to avoid any misunderstandings.
- Be assertive. Say "No" when you mean no.
- Be honest and don't make excuses.

Think things through carefully and communicate them clearly. Develop a cooperative, supportive relationship with parents and their children. Your business depends on it.

Child Care Resources Complaint Policy & Procedure

NeighborImpact-Child Care Resources (CCR) supports quality child care in the community. CCR maintains an effective system for documenting and responding to complaints about child care providers. CCR is dedicated to building quality child care supply by supporting child care providers. *CCR provides referrals to parents seeking child care- **recommendations are not given.*** Members of the staff are mandatory reporters and follow mandatory reporting laws. Unless members of the program staff are required by law to report the information collected, the information will not be shared. For the health, safety and well-being of children, Child Care Resources accepts complaints regarding child care providers.

PROCEDURES

When complaints regarding a child care provider are received CCR will do one or more of the following:

1. Take down pertinent information. CCR does not act as a mediator nor is it a regulatory agency but does track complaints received.
 2. Advise the caller to make a first hand complaint to the appropriate person or agency.
 3. Notify the appropriate agency by sending a copy of the complaint and pertinent information. These include:
 - Child Care Division and/or Department of Human Services (DHS) Child Care Unit for violations of rules and regulations
 - DHS Child Welfare and or law enforcement for suspected child abuse or neglect.
 4. Write a letter, if appropriate, and/or phone the provider indicating the nature of the complaint and offer technical assistance.
 5. Suspend a provider from the referral database and the Oregon Child Care Resource and Referral Network online searchable database i.e. the website.
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COMMUNITY RESOURCES

Business Development Center

Central Oregon Community College
2600 NW College Way
Bend, OR 97701 383-7290

The Business Development Center offers information and sponsors classes on small business operations.

Oregon State Extension Service

Bend	388-6436	Prineville	447-6228
Redmond	548-6088	Madras	475-3808

The extension office has information on parenting, discipline, nutrition, activity planning, etc.

Oregon Association for the Education of Young Children (OAEYC)

An organization of professionals in Early Childhood Education whose objective is to improve the quality of early childhood programs in Central Oregon as well as improve the image of the early childhood profession.

Deschutes County Library—Children’s Room

601 NW Wall St.
Bend, OR 97701 388-6678

Toy Lending Library: providing a variety of safe, fun, sturdy toys designed to contribute to a child’s learning and development.

INVITATION TO NEW FAMILY CHILD CARE PROVIDERS

Family child care can be a personally satisfying and economically rewarding career. Child Care Resources supports your interest in becoming a family child care provider by offering:

- Information on starting a small business, such as record keeping, taxes, recruitment.
- Access to local provider support groups.
- Individual consultations on developing your child care program.
- On-site visits to assist with development of your program and environment.

QUESTIONS

Q: How do I get started in the child care business?

A: First sit down and discuss your plans with your family. Talk about how this will affect those in your household and how much time you are willing to devote to your new business. There will be many questions that you have about getting started. In this handbook are several resources that can help to answer some of your questions. Furthermore Child Care Resources’ provider consultants can assist you in planning your program and running a small business out of your home.

Q: Do I have to become a registered provider?

A: In the State of Oregon, unless you will be caring for (three or fewer children) or caring for the children of just one family, registering your family child care program became mandatory as of July 1, 1994. To become a registered provider you will need:

- Food handlers card.
- First Aid and Infant / Child CPR.
- Child Abuse and Neglect Detection Training.
- Attend a three hour overview class in order to receive an application to become registered in Oregon.
- Enroll in the Criminal History Registry.
- All providers must pass a Family Child Care Health and Safety Inspection of their home before being registered.

All registered providers will be eligible for the U.S.D.A. Food Program which reimburses providers for meals and snacks offered to children (see Resource list, Child Care Council). If you would like information about registration, please contact Child Care Resources at 548-2380.

Q: What preparations do I need to make in my home?

A: You will receive a Family Child Care Health and Safety Inspection from the State of Oregon Child Care Division. They will contact you for an appointment. You will receive a check sheet at the Overview session. If you do not pass the first health and safety review, it is your responsibility to contact reviewer, when all corrections are made. The second health and safety review must be completed within 30 days of the first review or your application will be denied.

Q: What about discipline?

A: Discuss this with parents during the interview. What are their practices and explain yours. Redirection, time out, or removing the child from the problem situations is a positive way to responding situations. For more information visit your local library or call Child Care Resources.

COMMUNITY RESOURCES

Child Care Council

841 NW Bond
Bend, OR 97701 389-5122

Serves as the sponsor of the U.S.D.A. Child Care Food Program. This program provides reimbursements for meals and snacks served to children in your program.

Child Care Division

2158 SE College Loop Suite A
Redmond, OR 97756 548-8196 Ext. 323

The local Child Care Division certifier serves providers in the Tri-County area. Call for further information on certified family care home or center certification.

Department of Human Services Self Sufficiency Program

Self Sufficiency Program child care subsidies available for low-income parents. If you have questions concerning their pay systems or policies call the Child Care Unit 548-5547.

Child Care Resources Lending Library

Child Care resources has a lending library full of many craft & story books in English and in Spanish. Also included are curriculum and video tapes to lend out to all active providers on the database. For more information call 548-2380 Ext. 118
