
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**



PARENT HANDBOOK
541-548-2380 Ext. 113
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. 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 Parents,

Good quality child care is not impossible to find, although there are times that it may seem that way! The staff of Child Care Resources has developed this pamphlet to give you as much information as possible to help you in your search for a program that is appropriate for you and your family.

It describes the different kinds of child care facilities available, the traits of a quality child care program and gives you ideas of what to look for and questions to ask when you talk with care givers.

When you call Child Care Resources, a consultant will determine what your child care needs are: Location, your schedule, what type of care you prefer, provider rates, education and experience, any special needs or concerns that you may have regarding your child's situation.

We will supply you with the names of providers that match your needs as closely as possible. Remember that these are referrals only, not recommendations. The final decision about appropriate care for your child remains with you, the parent.

Our purpose is to support parents in their search for quality child care. We encourage you to make your decisions based on your own knowledge, experience, and feelings as you examine these possibilities. If we can help you in any way, please call us. We look forward to serving you.

Sincerely,

Lisa Vasquez
Program Manager

TYPES OF CARE

FAMILY CHILD CARE HOME

Registered: May serve a maximum of ten children, no more than two children under the age of two, including the providers own children. These homes are registered and regulated with the State of Oregon Child Care Division. Providers are required to have a criminal check, and a health and safety check of their home.

Exempt (non-registered) May serve three or fewer children in addition to the provider's own children. The provider may care for any number of children from the same family.

CERTIFIED FAMILY CHILD CARE

Provide care for up to 16 children at a time and have at least 1 staff. These family homes are certified and regulated by the State of Oregon Child Care Division.

CHILD CARE CENTERS

Facilities providing child care to 13 or more children at a time. They are facilities certified and regulated by the State of Oregon Child Care Division.

PRESCHOOLS

Preschools or nursery programs usually concentrate on social, emotional, and educational programs, usually on a part-time basis, for two or three hours, mornings or afternoons, from two to five days per week. Some programs are full time.

OTHER OPTIONS

Numerous other child care choices and combinations of services are available to parents. Some of these include nannies, co-ops, play groups and before and after-school care.

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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 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.

WHAT IS QUALITY?



- An important indicator of quality is the relationship between the caregiver and child. The quality caregiver likes and respects children, and responds to their emotional needs with a nurturing attitude. The number of children that each caregiver is responsible for is a critical factor. A provider can have closer relationships with the children if there are fewer children per adult.
- Child care programs that provide structured, yet fun, activities rank high on the quality checklist. More structured activities usually are offered in child care centers and preschools, although many family child care homes also provide formal or informal learning activities.
- Positive guidance techniques, or discipline are used. The sound of the environment is cheerful and pleasant rather than overly noisy or forced quiet. Caregivers are involved with and accessible to the children.

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- Quality caregivers understand the way children learn. Activities are well planed and appropriate to the age of the children being cared for. There is a flexible, balanced daily schedule during which children are stimulated (but not pressured) to learn through a variety of activities and materials.
 - Quality caregivers know that it is important for parents to be involved in the day to day lives of their children. They encourage parents to visit, ask questions and be involved. Providers will talk with parents about their child's day.

The best way to find out what a provider has to offer is to actually visit the facility. If possible observe a half-hour or so when the children are present.

To help you make an informed decision about child care arrangements we have compiled a checklist of some things to look for and questions to ask when you make your visit. Think carefully about what is important to you and your child, make a list of those things and questions that you want to ask. Request references and check them before making your final decision. Remember, you are the best judge of what program is right for your child.



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.

POLICIES

- _____ What kinds of foods are served?
- _____ Is the parent expected to supply their child's lunch?
- _____ What are the methods of discipline?
- _____ Are good health habits encouraged?
- _____ What is the policy on allowing sick children to attend the facility?
- _____ Is any transportation provided to schools?
- _____ Are the hours suitable?
- _____ Is provider available additional hours in case of an emergency?
- _____ Are the fees affordable?
- _____ Is there a discount for siblings?
- _____ When are parents expected to pay?
- _____ Does provider allow parents to be involved in decision making and program planning?
- _____ Is there an open-door policy so parents may drop in any time?

SIX STEPS TO TAKE

1. Decide what you and your child need.
 - Days and hours.
 - Type of Care– Family care vs. Center Care
 - Your child's special needs
 - Location
 - What you can afford
2. Call Child Care Resources, friends, family or church for referrals.
3. Telephone providers, ask questions and arrange times to visit.
4. Visit more than one provider. If possible, observe a half-hour or so when children are present. Use this checklist and record only what you actually see or notice is lacking.
5. Ask for references and **check them** before making your final decision.
6. Once you have placed your child in a program, drop in periodically, unannounced.

Child Care Resources provides referrals only, Not Recommendations. It remains the responsibility of the parent to screen providers to determine the quality of care.

CHILD CARE CHECKLIST

Use this checklist to record your observations as you visit and compare different settings. Pay attention to your instincts about the caregiver and the program. If you are uncomfortable, your child probably will be too..

CAREGIVER

- _____ Have experience working with children?
- _____ How long has she / he been in business?
- _____ Seem to be a person you can develop a relaxed and sharing relationship with?
- _____ Appear to be a person your child will enjoy being with?
- _____ Get down to child's level, speak in a respectful tone, listen well and respond to questions / comments?
- _____ Help the children learn to consider other's rights and feelings, to take turns, and to share, yet, also stand up for oneself when necessary?
- _____ Spend time mostly with children rather than cleaning or talking to adults?

THE FACILITY

- _____ Are there many openings?
- _____ How many children are cared for in the facility (adult/child ratio) and what are the children's ages?
- _____ Who will supervise your child?
- _____ How long has s/he been there?
- _____ What are his/her qualifications?
- _____ What activities are planned for indoors/outdoors and quiet/active times?
- _____ Do these activities correspond to the different ages of the children?
- _____ How much television are the children allowed to watch?
- _____ Are the programs monitored?
- _____ Is there a safe place for children to play outside?
- _____ A fenced yard?
- _____ Play equipment?
- _____ Are infants and toddlers allowed to crawl, walk and play instead of staying in a crib or playpen?
- _____ What are the sleeping arrangements?
- _____ Does each child have her/his own safe place to sleep with her/his own bedding?