



a program of Info Line, Inc.
supporting early care and education
since 1990

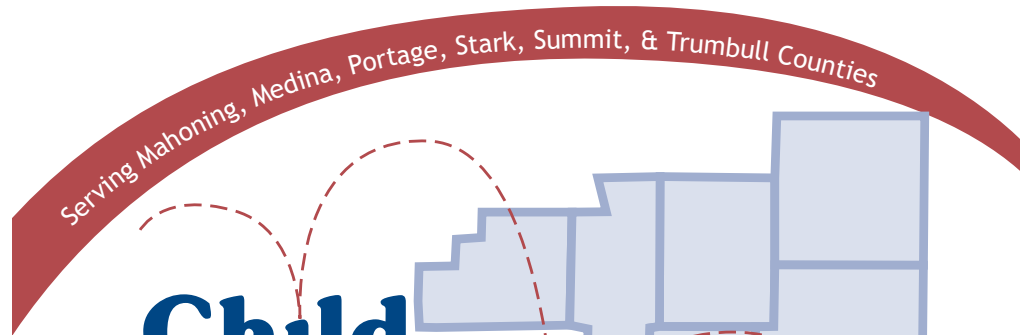
703 S Main St # 211
Akron OH 44311

800-407-5437
330-376-7706

www.childcare-connection.org



Child Care Connection is
Quality Assured by Child Care Aware®
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Alliance of Information & Referral Systems



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A Guide to Child Care

Connecting ...

- ...families with child care options
- ...child care with quality improvement
- ...communities with resources

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Child Care Connection is partially funded by United Way and the Ohio Department of Job and Family Services.

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Child Care Connection is a free source of information about child care options ...

Child Care Connection maintains a database of full- and part-time child care programs, including:

- ✿ licensed child care centers
- ✿ family child care home providers
- ✿ preschools
- ✿ head start programs
- ✿ school age programs
- ✿ play groups
- ✿ summer camps
- ✿ resources for care in your home

Near where you live or where you work ...

Child Care Connection can help locate child care near work or home and help find care during business hours, evenings or weekends.

Child Care Connection's database of child care providers covers Mahoning, Medina, Portage, Summit, Stark, and Trumbull Counties.

But remember ...

DISCLAIMER: Child Care Connection does not endorse, rate, recommend or evaluate child care resources, programs, or providers and therefore, Child Care Connection does not assume, warrant, or guarantee quality care. Any information about a caregiver/provider has been provided solely by that caregiver/provider. Child Care Connection believes that consumers are in the best position to evaluate and choose resources appropriate to their child's needs. Individual client information is kept confidential. The information you provide to Child Care Connection will be used to report statistical information to our funders.

Agencies Responsible for Child Abuse or Neglect Complaints

- ✿ **Mahoning County:**
Children Services Board 330-941-8888
- ✿ **Medina County:**
Department of Job and Family Services .. 800-783-5070
- ✿ **Portage County:**
Department of Job and Family Services .. 330-296-2273
- ✿ **Stark County:**
Department of Job and Family Services .. 330-455-5437
- ✿ **Summit County:**
Children Services Board 330-434-5437
- ✿ **Trumbull County:**
Children Services Board 330-372-2010

Personal Complaints

- ✿ Personal complaints are those in which the parent and provider have differing views on child rearing philosophy, caregiving, or business disagreements.
- ✿ Typically, personal complaints are discussed between the provider and the complainant. However, if the complainant wishes, Child Care Connection will intervene, while guarding anonymity, and share the complaint with the provider. If requested, Child Care Connection will offer technical assistance to the provider.
- ✿ Child Care Connection will respond within 48 hours after receiving a complaint.
- ✿ Follow up calls to complainants will be made if permission is granted.

Licensing Violations

- ✿ The Ohio Department of Job and Family Services is responsible for all complaints related to the Child Care Licensing Regulations. This unit has jurisdiction over center based care, Type B certified family child care homes, and Type A group homes.
- ✿ You may reach the Ohio Department of Job and Family Services Child Care Licensing Unit at 1-866-635-3748.

Child Abuse, Neglect or Endangerment

- ✿ The caller is told to contact the proper agency responsible for the investigation of all complaints related to child abuse, neglect or endangerment to report the violation (see below).
- ✿ Child Care Connection will also notify the proper agency and file a report.
- ✿ Child Care Connection will not make referrals to the program/provider until the investigation is completed and the proper agency has been contacted concerning licensing status as a result of the investigation.

Child Care Connection provides free information about what to look for in quality child care ...

- ✿ Child Care Options
- ✿ Quality Indicator Checklist
- ✿ What to Look for When Choosing ...
 - An Infant Program
 - A Toddler Program
 - A Preschool Program
 - Before and After School Care
 - A Summer Camp Program

Brochures are available upon request, or from our website:

www.childcare-connection.org

Child Care Connection assists families, child care providers, and the community ...

For Families

- ✿ Information on licensing and certification requirements of child care options
- ✿ Child care referrals
- ✿ Consultations on choosing child care
- ✿ Consumer education materials to help families choose quality child care options

For Providers

- ✿ Professional development & training opportunities
- ✿ Technical assistance about best practices for the field of early care and education
- ✿ Access to our lending library of resource materials for program enhancement
- ✿ Sponsorship of the Child and Adult Care Food Program for family child care providers

For Communities

- ✿ Coordination of community and regional early care and education initiatives
- ✿ Statistical analysis for community child care development and planning
- ✿ Technical Assistance to start an early childhood program or family child care home.

Complaint Policy ...

- ✿ Child Care Connection values the input from its clients.
- ✿ Child Care Connection pledges to meet or exceed client expectations.
- ✿ Child Care Connection will accept comments about our service by contacting our main office at 800-407-5437 or 330-376-7706.
- ✿ Child Care Connection will respond to consumer complaints and adhere to the established procedures. This will be done in an effort to protect children and families from undue harm.

General Procedures

- ✿ Child Care Connection will strongly encourage the consumer to report the incident to the proper agency including Children Services Board, the Ohio Department of Job and Family Services, or local police departments.
- ✿ Child Care Connection will report all complaints to the proper agency including Children Services Board, the Ohio Department of Job and Family Services, or local police departments.
- ✿ All complaints will remain confidential.
- ✿ Child Care Connection will document each complaint received, including the nature of the complaint, frequency and resolution.
- ✿ Child Care Connection will terminate referral to a program until a determination has been made by the agency handling the complaint.
- ✿ Additional referrals will be given when a caller chooses to make a change in providers, for whatever reason.