Confidentiality Policy

YWCA Child Care Resource & Referral parent and provider files are confidential. Only YWCA Child Care Resource & Referral staff have access to parent or provider files. An exception to this is appropriate child enforcement or other regulatory authorities. Only staff involved in the search and referral process has access to information provided by the parent or provider. Staff is sensitive to maintaining private and confidential conversations. Staff demonstrates non-judgmental, respectful service delivery to all consumers.

All staff is required to sign a statement of compliance with confidentiality.

Fee Policy

This is a Free Service.

Diversity of Referrals Policy

YWCA Child Care Resource & Referral is accepting of families' diversity, and is committed to being responsive to families' requests, and circumstances. Staff provides as many options as possible from which the family can choose child care that meets their unique needs. YWCA Child Care Resource & Referral staff brings to the service a variety of personal experiences and education to complement the range of families' requests.

Complaint Policy

YWCA Child Care Resource & Referral does not rate or recommended programs and is not a regulatory agency. The service believes it is important to support the quality of child care in the community by maintaining an effective system for documenting and responding to a variety of complaints. YWCA Child Care Resource & Referral accepts complaints in oral or written form, by telephone at 1-800-632-3052; by fax at 419-255-3349; or on the web site at www.ywcatoledo.org Complaints are recorded and handled in a confidential manner according to established procedures. YWCA Child Care Resource & Referral staff will help the caller clarify the type of problem, encourage discussion of the situation with the parent & provider and notify licensing and/or child abuse and neglect authorities when appropriate. YWCA Child Care Resource & Referral encourages the caller to report to the proper authorities, when the complaint dictates a need for this action.

The types of complaints may include:

**Child Abuse/Neglect Complaint:** If a child abuse/neglect complaint is taken, the parent will be encouraged to call the county children's services agency. YWCA Child Care Resource & Referral will also report the incident to the same agency. Referrals to the provider will cease until the investigation is complete. A final decision on the status of the provider will be made based on the findings of the investigation by the county children's service agency.

**Noncompliance with registration requirements/statement of agreement:**

Information regarding the complaint will be forwarded to staff, when appropriate will be forwarded to the regulatory agency (e.g. Ohio Department of Job & Family Services - Child Regulatory Unit, Children's Services, Health Department, etc).

**Personal Disputes:** This type of complaint may concern fee payment, program style and/or issues that are not violations of the YWCA Child Care Resource & Referral written agreement. For these complaints, YWCA Child Care Resource & Referral provide assistance of helping parents and providers clarify and resolve such matters themselves.

To report to State Authorities contact:

For reports on Child Care programs and Head Start programs:

Ohio Department of Job & Family Services - Child Day Care Licensing
1-877-302-2347 option 4 (Help Desk)
http://jfs.ohio.gov/cdc/

For reports on School-age care & public preschool

Ohio Department of Education - Division of Early Childhood
1-877-644-6338 or 1-614-431-0351
Email: contact.center.ode.state.OH.us

The goal of YWCA Child Care Resource & Referral is to encourage the parent and provider to reach a mutually satisfying solution to their problems. We realize this may not always be possible and parents may need to locate other potential child care providers that more closely meet their family needs and preferences.

Repeated complaints or complaints determined to be of a serious nature regarding a provider may result in a temporary suspension or permanent removal of the provider from the YWCA Child Care Resource & Referral registry. In such instances, the provider will be informed of the appeals process.

What to do if you have a complaint against the YWCA Child Care Resource & Referral or one of its staff members:

Contact the YWCA Child Care Resource & Referral by phone (419) 255-5519 or (800) 632-3052, or by fax (419)255-3349 or by mail at 1018 Jefferson Ave. Toledo, Ohio 43604 or E-mail at ccc@ywcatoledo.org.

The YWCA Child Care Resource & Referral will fully investigate the complaint in a timely manner.