

## Parental Rights and Complaint Procedure

Choosing child care is an important decision for you and your child. We suggest that you interview potential choices over the phone, then schedule visits and compare at least three programs. Ask for references and contact them. Only you can determine which child care option is best for your child.

It is important to note that licensed child care facilities provide Community Resources for Children with information about their establishments. We do not inspect programs to verify information accuracy and cannot be responsible for changes in this information. We update information on child care facility openings every three months and request updates on other service information annually.

The California Department of Social Services, Community Care Licensing Division is the regulatory body that licenses, inspects and regulates child care in California. As a parent, you have the right to review any child care facility's inspection records, violations and complaints.

You may access this information by contacting Community Care Licensing:

- 1-844-538-8766 or
- online at <https://secure.dss.ca.gov/CareFacilitySearch/home/selecttype/>
- You may also ask the child care provider directly. Every provider is required by law to have this information available to the public.

Our referral process is based on respecting parental choices. There is a variety of child care to choose from. We neither evaluate nor recommend specific programs. For this reason, we encourage you to call the Department of Social Services, Community Care Licensing Division (CCL) in Rohnert Park at 1-844-538-8766. You may discuss the complaint history of licensed family child care homes or centers. Please have the license number ready.

Complaints or concerns about a child care provider should be referred to CCL:

Phone: 1-844-538-8766

Email: [LetUsNo@dss.ca.gov](mailto:LetUsNo@dss.ca.gov)

Mail: California Department of Social Services  
Community Care Licensing Division  
Centralized Complaint and Information Bureau  
744 P Street  
Sacramento, CA 95814

WE DO NOT WARRANT THE CONDITION AND/OR SAFETY OF ANY CHILD CARE FACILITY OR PROVIDER WHETHER LICENSED OR LICENSED EXEMPT.

## TrustLine/Guardian

TrustLine is the California registry of in-home child care providers who have passed a background screening. All caregivers listed with TrustLine/Guardian database have been cleared through a fingerprint check of records at the California Department of Justice. This means they have no disqualifying criminal convictions or substantiated child abuse reports in California. It's invaluable information.

Call Trustline to be sure the provider you are considering is registered.

1-800-822-8490 | [www.trustline.org](http://www.trustline.org)

## Community Resources for Children

### Resource and Referral Child Care Guide



Thank you for using Community Resources for Children's child care referral service. We know choosing child care is one of the most important decisions a parent can face. Whether your preference is for a licensed family child care home, a child care center, or a nanny, we have prepared this guide to give you information about your options in order to find child care that best meets your needs.

If you have any questions or want more information contact:

Maribel Miranda at  
707-253-0376 x137 | [Maribelm@crnapa.org](mailto:Maribelm@crnapa.org)  
3299 Claremont Way Suite 1  
Napa, CA 94558  
[www.crcnapa.org](http://www.crcnapa.org)

*Resource and Referral Program funding is provided by California Department of Education*

## Choosing Quality Child care Checklist

### STARTING YOUR SEARCH...

#### What kind of program best meets the needs of your family?

- Small or large licensed Family Child Care Home.
- Preschool/Child Care Center.
- Nanny: Care in your own home (live-in or live-out).
- Care in a relative, friend or neighbor's home.
- Care shared with another family in both homes.

*\*See "What Type of Care is Best for Your Family" handout*

### CHOOSING YOUR PROVIDER...

#### Telephone the child care facility and briefly discuss:

- The age of your child and those in care.
- Days and hours care is needed.
- Any special needs your child may have.
- The experience and/or education of the caregiver.
- Whether or not the provider is on a Child Care Food Program funded by the USDA, which helps providers serve nutritious meals to the children.

#### Make appointments to visit as many facilities as possible with your child.

### THE ENVIRONMENT...

- Is it clean, safe, and comfortable? Cheerful but not over stimulating?
- Does it have separate space for quiet play, active play, and outdoor play?
- Does it have age appropriate toys, books, paints, blocks, props for dramatic play, musical instruments, games, puzzles etc.?
- Does it reflect the diversity of the children in care?
- Is it safe & free of hazards, with a first aid kit, fire extinguisher, and smoke alarm? Are all wall sockets covered? Are poisons and medicines locked away?

### THE PROGRAM...

- Are the minimum group size and adult-child ratios required by licensing maintained?
- Does it offer a balanced daily schedule?

- Does it offer age appropriate activities?
- Do adults encourage children to use their words to express themselves and problem solve?
- Is there a system in place for communicating with families daily?
- Are infants given equal time and attention as the older children?
- What are the types of disciplinary techniques used with children?

### TERMS OF YOUR ARRANGEMENT...

- How much do you pay and when is it due?
- Do you pay for holidays, provider's vacation, your vacation, other absences?
- Do you pay extra for picking your child up late?
- What if the provider is sick or has a personal emergency?
- What is the policy when your child is sick?
- What do you need to bring for your child?
- What are the grounds, notice and payment requirements for ending your child care arrangement?

### PREPARING YOURSELF and YOUR CHILD...

Develop a good relationship with the person caring for your child. You will need to be prepared to make a few changes and accept some differences.

REMEMBER...no one will take care of your child exactly the same way you would. It is important for your child to develop a close relationship to the person who takes care of him or her so he or she will feel secure enough to learn and thrive.

Take the time to talk regularly with your provider and your child about activities, needs, and preferences.

*I want the person who cares  
for my child to believe she is  
capable of everything.*

*Anonymous*

## Income Eligibility Programs

In California, a family of 4 earning up to \$7,941 per month or \$95,289 annually is eligible to receive free or low-cost preschool at the following sites:

#### Full Day Preschool/Child Care:

- CANV Kids Development & Family Program  
Old Sonoma Road – 18 months - Pre-K 707-253-6122
- CANV Kids Development & Family Program  
Myrtle Avenue – 18 months - Pre-K 707-253-6122
- Napa Valley Collage Child and Family-  
Infant/Preschool by NCOE  
2 months – 5 years 7 months 707-256-7041
- NCOE - St. Helena Child Development Center\*

#### Part Day Preschools:

- NCOE - Bel Aire Park Preschool\*
- NCOE - Dos Mundos\* (McPherson Elementary)
- NCOE - Napa Junction Preschool\*
- NCOE - Napa Preschool Program\*
- NCOE - Phillips Charter State Preschool\*
- NCOE - Sattui Preschool \*
- NCOE - Shearer Preschool\*

*\*State Preschool serves children who turn 3 or 4 years old on or before September 1st.*

To apply go to: [www.crcnapa.org](http://www.crcnapa.org) or call 707-253-6817 or 707-253-6915

In the USA, a family of 4 earning \$27,750 or less is eligible to receive free preschool at the following:

#### Head Start sites:

- Child Start Inc./Vineyard Crossing Head Start
- Head Start - Fuller Park Center
- Head Start - Mayacamas
- Head Start - Menlo- EHS/HS-Full Day 18mo-5yr
- Head Start - Westwood Center
- Napa County Therapeutic Child Care Center\*
- \*EHS/HS - serves infant-5yrs with special needs referral.

To apply contact: Child Start Inc. 439 Devlin Road, Napa, CA 94558 | 1-866-573-4274 | 707-252-8931 | [www.childstartinc.org](http://www.childstartinc.org)