



Delaware Opportunities Inc
Child Care Resource and Referral
35430 State Highway 10
Hamden, NY 13782
"Building Excellence in Child Care"

Phone: 607-746-1620 or Toll Free 1-877-746-2279
Fax: 607-746-1648
Email: daycare@delawareopportunities.org
Website: www.delawareopportunities.org

Child Care 101: *Common Questions & Answers*

There is no absolute guarantee of quality in child care programs. However, several factors help to assure high quality care in regulated programs:

Can I just drop in?

Parent Involvement: As a parent, you are a key to quality child care. You have the right to drop in during program hours to observe the program or to see your child. You will probably see the provider often and have a good idea of how things are going in the program.

How many children can a provider care for?

Adult-Child Ratios: Regulated programs must limit the number of children each adult cares for based on regulations. These standards help to make sure that children are properly supervised and get all the attention they need. Each program must post their license or registration. The number of children that can be cared for in the program can be found on the posted license/registration.

Are child care providers required to have a background check?

Background check requirements in New York State for regulated or licensed child care providers, substitutes and assistants:

State Fingerprints	Federal Fingerprints	Criminal Records Check	Child Abuse Registry	Sex Offender Registry
Yes	No	Yes	Yes	No

Does a child care provider need training?

Training and Experience: Regulated child care providers must have experience caring for children. Regulated providers must also receive 30 hours of training in areas such as First Aid/CPR, safety, nutrition, and child abuse prevention every two years.

Who needs to be registered or licensed?

Regulation and Oversight: Programs that care for more than two children three hours or more per day must have a license or registration. The registration or license comes from New York State Office of Children and Family Services.

How often is a child care program inspected?

Inspections: Licensed child care programs are inspected at least once before each license renewal. At least 50% of all registered providers are inspected yearly.

Who do I call if I want to make a complaint about a child care program?

Complaints:

- NYS Office of Children and Family Services toll free Child Care Complaint line at 1-800-732-5207 or
- Delaware Opportunities Inc. Child Care Resource & Referral at 1-877-746-2279

What does Accreditation mean?

Accreditation is another way to judge the quality of a child care program. Family child care homes and child care centers can choose to get accredited by a child care accrediting organization. But, they have to meet higher standards than licensing rules. The program must offer the kind of care, attention, and educational activities parents look for in high-quality child care programs. It must offer activities and experiences that will aid in a child's growth and development and that will help them prepare for school.

Is there a program that will help with the cost of child care?

The child care subsidy program may help eligible families with the cost of child care. In general, families must:

- meet the state's low-income guidelines
- need child care to work

For more information on help with the cost of child care contact:

Delaware Opportunities Inc. Child Care Subsidy Program

35430 State Hwy. 10

Hamden, NY 13782

607-746-1620

877-746-2279

daycare@delawareopportunities.org

Where can I find the regulations?

NYS Child Day Care Regulations can be found at www.ocfs.ny.gov. You can also contact a daycare specialist at 607-746-1620 or by email at daycare@delawareopportunities.org

For more information on how to evaluate a child care program contact:

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