

Thank you for contacting Child Care Resource and Referral for information about licensed child care in your community, a service that is offered free of charge to parents and families. Enclosed is a list of referrals from our database, based on the information you supplied. All of the information gathered from you is confidential. Child Care Resource and Referral staff may only discuss material of a sensitive nature with colleagues and supervisors who have a legitimate work-related need to know. Information about the affairs of any client or member of their family may not be discussed outside the office, unless the client has given written consent to release his/her information. Financial, statistical, personal, and/or other sensitive information belonging to either referral recipients or licensed child care providers may also be shared as per Child Care Resource and Referral's contract. For more information about our confidentiality policy, please contact us.

We provide referrals only, not recommendations. We do not screen, investigate, or represent the facilities on your referral list. Although all of the child care providers in our database are licensed by the Department of Early Learning, we cannot ensure the quality of care.

If you need to file a complaint against a child care facility, please contact Children's Administration Intake (also known as, CPS) at 1-866-829-2153. Alternatively, you may contact us for assistance with filing a complaint against a child care provider. In order to file a complaint against a Child Care Resource and Referral staff member, feel free to either complete and submit the enclosed feedback form or contact Wilanne Ollila-Perry, Program Manager, directly at 360-734-8396 or 888-444-1862 (toll free), extension 223.

Enclosed is a consumer education packet for you, with many helpful tools, such as our "child care checklist," consisting of 40 research-based indicators of high-quality child care. This tool is designed to help you make your best, informed decision. We recommend that you review the entire packet of consumer education, and contact the Washington State Licensing Department at 1-360-714-4118 (local) or 1-866-482-4325 (state), before selecting a child care program or provider. We also recommend contacting the Department of Early Learning's "Child Care Check" to inquire about any compliance concerns filed against specific child care providers. You can access "Child Care Check" via telephone at 1-866-482-4325 or online at [www.del.wa.gov/check](http://www.del.wa.gov/check). As a parent or guardian, it is your responsibility to determine whether or not a licensed child care facility is safe and appropriate for your child, before you select care and routinely while your child is in care.

For more information on child care, early learning, or after school care, such as subsidy options and information on all six (6) child care quality indicators (group size, ratio, family involvement, caregiver education, health / safety indicators, and accreditation), please access our website at [www.opppo.org/ccrr](http://www.opppo.org/ccrr). We also have a list of helpful links that can connect you with local, state, and national resources and programs. You can also access Opportunity Council's Community Resources Directory, an online database listing community agencies and services, at [www.opppo.org](http://www.opppo.org). Another resource is the National Association of Child Care Resource and Referral (NACCRRRA). This organization publishes *The Daily Parent*, the parent newsletter included in your referral packet, and lists additional resources and information pertaining to child care. You can access NACCRRRA's website at [www.naccrra.org](http://www.naccrra.org).

Do not hesitate to contact us at Child Care Resource and Referral if the referrals provided do not meet your needs, including if care is not available, or would like to update your record in our database. We are available to assist you by phone at 360-734-8396 or 888-444-1862 (toll free) extension 227 or by email at [childcare@opppo.org](mailto:childcare@opppo.org). Thank you for choosing Opportunity Council's Child Care Resource and Referral program to assist you in your search for child care. We wish you the best in your search, and firmly believe that a strong foundation in early learning leads to school success. *—Staff at Child Care Resource & Referral*

*Revised 06/24/2011*