

**CARE About Childcare @USU**  
6510 OLD MAIN HILL, LOGAN UT 84322-6510  
(435) 797-1552 OR 1(800) 670-1552

## **REFERRAL POLICIES**

(Revised 9-07)

### **Child Care Referrals**

Care About Childcare @USU offers free parent referrals to child care providers. We maintain a database of licensed and residentially certified providers, and legally exempt out-of-school programs operated in public schools. We also can provide a list of licensed-exempt child care preschool programs. When parents call for a referral, the database randomly pulls providers who meet the specifications requested by the parents.

**Our agency is no way recommends or endorses any child care provider. We have no control over, nor do we assume any responsibility for, the quality of service offered by any child care provider.** Our function is solely to provide parents with a list of potential providers who operate a legal child care program and who meet the criteria specified by the parent in their referral request. Only parents can evaluate and choose the quality of care and the specific provider they feel is best for their child. We strongly encourage parents to visit potential providers before making a decision. We also provide parents with free information about what to look for when choosing care. The referral database puts providers in random order and no preference is ever shared with parents by CAC.

**Care About Childcare @USU has no legal or regulatory authority over child care providers.** Child care providers are regulated by the Bureau of Licensing in the Department of Health. We strongly urge parents to contact the Bureau of Licensing to check the licensing record of all providers they are considering.

### **Complaints Regarding Child Care Providers**

Because our agency has no regulatory or legal authority over child care providers, we do not investigate complaints against child care providers. Our agency refers anyone with a complaint about a provider to the Bureau of Licensing, which has regulatory authority over providers.

### **Removal and Reinstatement of a Provider from the Referral Database**

Our agency gives referrals to any child care program operating with a license or residential certificate, and to out-of-school time programs operating legally in public schools. We also give referrals for license exempt preschools. Providers are removed from our referral database only when they are no longer legally operating or if the Bureau of Licensing notifies our agency that a provider's license has been placed on conditional status. In this case, the provider will be returned to the referral database when the Bureau notifies us that their conditional license has been returned to regular status.

### **Confidentiality**

Care About Childcare maintains the confidentiality of all information provided by parents seeking child care referrals. Demographic information collected is used for statistical purposes only. No information about any individual parent or family requesting referral services is shared with any party outside of our agency.

We dispose of any written information on parents or providers by shredding documents. Parent and Provider information is stored in a password protected database.

Information about providers' services is shared with parents requesting referrals. Our policy is to not give out child care rates. For providers' protection, their exact street addresses are not given out to parents. Parents need to contact the provider in order to get their exact street address.

Our agency may periodically respond to requests from other agencies or organizations for child care provider address labels. Such organizations may include child care Provider Associations, Head Start Programs, the Child Nutrition Program, and other similar groups. Our agency does not give provider address labels to any outside party for the purpose of selling or marketing products to child care providers.

### **Nondiscrimination**

In accordance with federal law, Care About Childcare does not discriminate against clients or providers based on religion, race, color, national origin, sex, age, or disability.