

# Understanding Your Referral

## What is the difference between Family, Family Group, and Center?

Family Childcare means a provider does childcare in her home. The adult/child ratios are 1 adult to 8 children with no more than 2 children under the age of 2, or 1 adult to 6 children with no more than 3 children under the age of 2.

Family Group Childcare means a provider does childcare in her home. The adult/ratios are 2 adults to 9-16 children with no more than 4 children under the age of 2.

Childcare Center means a facility is licensed to do childcare. The adult/ratios are: 1 adult to 4 children (0-24 months), 1 adult to 7 children (2 year old), 1 adult to 12 children (3 year old), 1 adult to 15 children (4 year old), 1 adult to 20 children (5 years and older).

## Who do I call to check a provider's licensing history or if I have a concern or complaint?

Call (toll-free): Bureau of Licensing-Salt Lake Region: 801-273-6617 or Toll Free: 1-888-287-3704

## What is Care About Childcare?

[careaboutchildcare.utah.gov](http://careaboutchildcare.utah.gov) is where you can search for additional providers in your area. You can see more information about any provider; licensing information, quality indicators, training information and more.



Care About Childcare .utah.gov<sup>®</sup>

*We would love to answer any questions you have about childcare or your referral list.*  
Please feel free to call (435) 797-1552 or 1-800-670-1552 or check out our web page at [www.usuchild.usu.edu](http://www.usuchild.usu.edu)

**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)

### **Childcare Referrals**

Care About Childcare @ USU offers free parent referrals to childcare 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 childcare 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 childcare provider. We have no control over, nor do we assume any responsibility for, the quality of service offered by any childcare provider.** Our function is solely to provide parents with a list of potential providers who operate a legal childcare 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 childcare providers.** Childcare 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 Childcare Providers**

Because our agency has no regulatory or legal authority over childcare providers, we do not investigate complaints against childcare 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 childcare 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 childcare 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 childcare 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 childcare provider address labels. Such organizations may include childcare 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 childcare providers.

### **Nondiscrimination**

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