

## **IMPORTANT CCR&R POLICIES YOU NEED TO KNOW**

### **CCR&R's Referral Policy**

Child Care Resource and Referral's database includes information on licensed and legally exempt child care providers in the southern 15 counties. Information in our database is obtained from the providers through written documents and through telephone or personal conversations.

All information provided to CCR&R is confidential and used exclusively for the purpose of referrals, trainings and assistance to parents, child care providers, and employers in the southern fifteen counties.

Referrals, not recommendations are made to these programs without bias or preference. A disclaimer as such is to provide the parent verbally and in writing. Referrals will be made based on factors such as type of child care, cost, and specific program desires requested by the parent. A listing with CCR&R does not guarantee quality. Decisions about child care arrangements are made by the parent. CCR&R staff assists parents in making those decisions by offering non-biased counseling and consumer education material on specific guidelines for selecting a good child care arrangement.

### **CCR&R's Complaint Policy**

CCR&R has a policy to allow for the suspension or removal of providers from the referral database. In instances where serious questions arise concerning the quality of care and safety provided for children or situations or where providers might be practicing unlawful discrimination, CCR&R reserves the right to temporarily suspend referrals to/or remove providers from its database. Our policies and procedures are designed to protect the health and safety of children. Decisions are based on objective criteria. CCR&R will act as promptly as possible to protect children. A provider will remain temporarily off the CCR&R database until the provider can provide documentation by DCFS that children in their care are not in harm's way.

When CCR&R receives a potential abuse/neglect complaint from a parent, the parent will be instructed on how to make the same report to the Illinois Department of Children and Family Service's child abuse hotline 1-800-25 ABUSE. CCR&R staff will also contact the hotline and file a second hand report.

If a complaint involves a potential licensing violation, the complaint is instructed on proper procedures to file such as complaint with the Illinois Department of Children and Family Services-Licensing at 618-993-7100. CCR&R staff will also follow up with Licensing informing them a complaint was received. Unless a child is at immediate risk of harm, report of a potential licensing violation does not normally result in suspension or deletion from the referral database unless requested by DCFS. *All Complaint information is considered to be confidential and will only be shared with the proper investigative authority.*

- More complicated data requests will be assessed at \$50.00 per hour. An estimate for approximate staff time will be given at the time of the request.

Organizations who wish to receive equivalent data updates on a monthly, quarterly, or yearly basis will be assessed on a case-by-case basis.

## **On Site Provider Visits**

CCR&R staff may find themselves providing technical assistance or educational sessions in a child care program facility. To minimize the CCR&R liability, any visits to a provider, licensed or license-exempt provider, must deal with objective matters and/or offer TA and consultation, not monitoring.

However, in the event a CCR&R staff member witnesses a situation in which a child is in immediate or eminent danger a report will be made to the DCFS child abuse hotline.

## **A Note about Professionalism and Our Commitment to Customer Service**

The staff of John A Logan College's CCR&R strives to provide services to its customers (parents, providers, and the community) in a professional manner, respecting the clientele we serve. We also ask that our customers treat CCR&R staff respectfully in return. If you feel that a CCR&R staff person has treated you inappropriately or have a particular problem with one of CCR&R's services, we encourage you to share your concerns with the CCR&R supervisor, either in writing or by phone. The supervisor will review the information, and if necessary, talk to the staff person about their behavior. All information received on a staff person is confidential and is only shared with the appropriate supervisory staff.

We also welcome any ideas or suggestions you may have that will help us to improve our services.

The CCR&R Supervisor's name is Lori Longueville and can be reached at 1-800-548-5563.