



SISTER BETSY VAN DEUSEN, CSJ
CHIEF EXECUTIVE OFFICER

CHRISTY R. HOUCK
EXECUTIVE DIRECTOR

CHILD CARE SUPPORT SERVICES POLICIES

REFERRAL FEE POLICY

Child Care Support Services does not charge a fee for its referral service. This free service is open to all families who are in need of child care in Otsego County.

DISCLAIMER POLICY

Referrals provided by Child Care Support Services are not a recommendation or a placement. As the parent or guardian, you have the responsibility of choosing a child care provider or program for your child(ren). We encourage you to call child care providers and make appointments to visit each during child care hours. In this way you may evaluate which provider best meets your needs.

PROVIDER COMPLAINT POLICY

If you have a concern about a child day care provider or program, and you would like to register a complaint, we encourage you to call:

Child Care Support Services - (607) 432-0061 / (866) 814-1117 **or**
New York State Office of Children and Family Services - (800) 732-5207

CONFIDENTIALITY

The staff of Child Care Support Services will adhere to confidentiality. All information provided, including name, address, phone number, email address, etc. will be kept private at all times. Information collected when accessing our services is only used for that service, for follow-up contact with you regarding that service, and for statistical data for our funders. Child Care Support Services will not share your information with third party entities. We reserve the right to disclose information if required by law or by regulatory authority.

CHILD CARE SUPPORT SERVICES COMPLAINTS

Child Care Support Services staff strives to provide services in a professional manner. If you feel you have been treated inappropriately by a Child Care Support Services staff member, you may share your concern with the Director, either by phone or in writing. Contact Rebecca Matthews, Program Director, (607) 432-0061 or rmatthews@charitiesccdo.org, or at Child Care Support Services, 176 Main Street, Oneonta NY 13820.

COMMITMENT TO DIVERSITY

All customers shall have the same opportunities to apply for or access available services. This includes the right to non-discrimination, and the right to non-harassment based on race, religion, national origin, handicap, age, sexual orientation or any other protective class. Further, every effort will be made to provide high quality, culturally sensitive services to all customers.

Any questions regarding the understanding or interpretation of these policies, please contact the Director (information provided above).