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**Subject:** Here's a quick update from us

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**Spring 2017 Newsletter**

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Project Security Blanket staff provide training about how to complete an emergency plan for a child care center or a family child care home that meets Maryland's licensing regulations. The six hour training is provided on site across the state at child care resource centers and community colleges. The cost for this training remains \$15. Information about training dates and locations can be found at the Project Security Blanket website. [web site](#)



Chesapeake HELPS! is an information and referral line that provides information about local resources and services. This service is provided for Queen Anne's County by a counselor that can be reached by telephone at 1-866-722-4577 or by searching the Chesapeake HELPS web site. This is a FREE confidential service that is funded by the Governor's Office for Children through the Queen Anne's County Local Management Board. [Chesapeake HELPS web site](#)

## **Maryland Office of Child Care: Licensing and Programs that Recognize and Support Quality**

**LICENSING:** Required to operate a child care facility/program. [Licensing Information](#)  
**CREDENTIALING:** A voluntary program for individuals working directly with children in licensed or registered child care programs. [Credentialing Information](#)  
**ACCREDITATION:** A voluntary program for child care facilities, Head Start Programs, Nursery Schools and public PreK. [Accreditation Information](#)  
**Maryland EXCELS:** A voluntary quality rating and improvement program, unless a facility accepts Child Care Subsidy/reimbursements or receives grant funding for PreK. in which case a program is required to participate. [Maryland EXCELS information](#)

## **LOCATE: Child Care Complaint Policy**

Through the LOCATE service, parents share feedback with the LOCATE staff on the programs in the files: licensed child care centers, registered family child care providers and accredited preschools and camps. While this

feedback is at times positive, it sometimes concerns complaints parents have about child caregivers. Of course, LOCATE and the Maryland Child Care Resource Network want to use this information in a way that is fair to providers and parents, while protecting children as well.

Therefore the LOCATE Complaint Policy was developed and has been in effect since its approval by the Maryland Committee for Children Board in November, 1983. According to this policy, all complaints made to LOCATE about child care providers/facilities are recorded. The type of complaint is then determined:

- Less Serious Complaint - No Violation: complaints which do not involve violations of child care regulations; complaints about situations which do not pose a threat to the safety, health or welfare of a child.
- Less Serious Complaint Involving Violation: complaints of any violation of Office of Child Care (OCC), Maryland State Department of Education (MSDE) regulations, and/or the Health Department which do not pose a threat to the health, safety or welfare of a child.
- Serious Complaint: Any threat to the immediate health, safety, or welfare of a child.

When a parent calls LOCATE with a complaint, the referral specialist advises him/her to register the complaint directly with the appropriate regulatory agency and/or Protective Services. Names and telephone numbers of the person with whom the parent should speak are provided.

When a serious Complaint is received concerning one of the providers of facilities in the LOCATE system, no referrals are made by the referral specialists to that provider/facility. The LOCATE Director also communicates with the appropriate regulatory agency personnel about the complaint, and maintains the "hold" on the provider/facility until the agency's disposition of the complaint is known. Should the investigation result in no action, the "hold" status is removed from that provider's/facility's records. Should the license or registration be revoked, the record is removed from the LOCATE files. Providers are advised of LOCATE's actions in writing.

A provider may appeal the LOCATE Director's decision to cease referrals. Appeals are first addressed to the LOCATE Advisory Committee. Final appeals may be made to the board of the Maryland Family Network.

It is the position of LOCATE and MFN that the Complaint Policy is both fair and workable. Safeguards and due process are afforded to the care givers in the files, and parents' and children's rights to safety are addressed, as well. Any questions on this policy should be addressed to FloJean Speck, LOCATE: Child Care at Maryland Family Network, 410-659-77-1 X 259 or [fspeck@marylandfamilynetwork.org](mailto:fspeck@marylandfamilynetwork.org).

LOCATE Child Care Line (for parents) - 877-261-0060

LOCATE Child Care Line (for providers) - 866-752-1614

## Spring/Summer Training Schedule

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**A full description of the Spring and Summer Courses offered by CCCRC - Chesapeake College is listed on the CCCRC Web Site. [CCCRC Web Site](#)**

## NEW (3 hour) SATURDAY TRAINING SESSIONS

### Scientific Minds

CEU - 643 9A  
Saturday, March 25, 2017  
9AM - 12:15 PM  
Chesapeake College - AUD-01  
\$20 plus \$5 College Fee - Total \$25



### Counting On Math

CEU 644 9A  
Saturday, April 22, 2017  
9AM - 12:15 PM  
Chesapeake College EDC 27  
\$20 plus \$5 College Fee

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