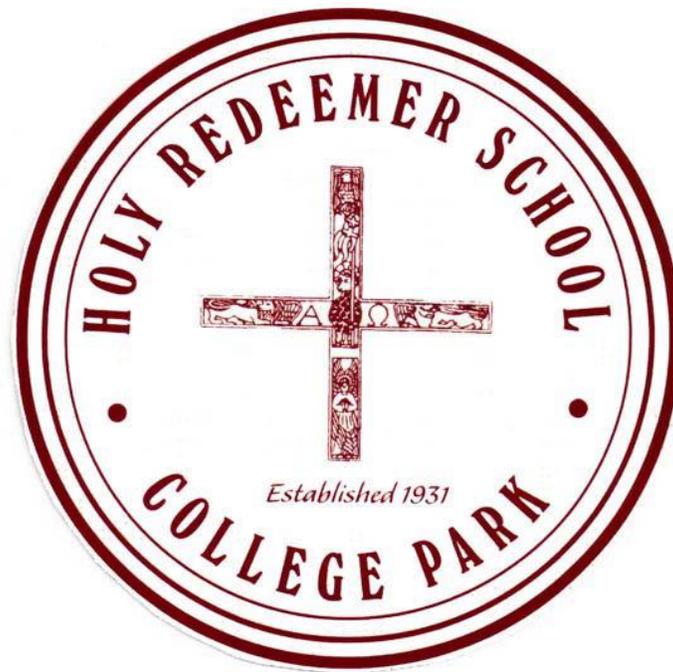


Holy Redeemer School

2018-2019

Extended Care Program Parent Handbook



*4902 Berwyn Road
College Park, MD 20740*

Phone: (301)-474-3993

Fax: (301) 441-8137

After Care phone: (301) 233-2812

Mission

Our goal in the Holy Redeemer Extended Care Program is to create a safe, healthy and fun environment for students. Our staff provides a nurturing environment that allows each child to grow spiritually, academically and physically in Christ's love. Our program is open to all current Holy Redeemer School students. Our program is an inclusive program, regardless of ability or health care needs.

Admission Policy

Prior to entry into the Extended Care program, parents must complete all medical forms, contracts and submit all fees. In addition, parents must read the Child Care Administration brochure "Parents Guide to Regulated Child Care" and complete the attached form. All required forms must be received by the directors prior to admittance to the program. Registrations will be accepted throughout the school year. However, it will be a ten business day period between the submission of all required registration materials until the time the student can begin attending Extended Care.

Before Care Hours of Operation

The program operates daily from 7:00 a.m. to 7:45 a.m.

After Care Hours of Operation

The program operates daily from dismissal to 6:00 p.m. Students must be in attendance during the school day in order to attend After Care. Students may not leave from After Care and then return in the same day.

Registration Fee

A \$70 non-refundable registration fee is paid by via TADS and the required paperwork must be submitted to the school office, to the attention of Michelle Sullivan, Extended Care Director. Students may not utilize Extended Care services without being registered in the Extended Care program. All children must be registered and have all required forms on file before the first day of attendance.

Tuition

Tuition is to be paid via TADS. The yearly amount will be divided into the tuition payments that you selected when signing your agreement. Tuition is to be paid through the TADS billing collection and paid according to the options set up upon the creation of the billing account. Refunds are not given for a child's absence because of a short term illness or other non-emergency circumstances. Scheduled days off are not deducted from your payment, because there is no additional fee on half days. There is no hourly rate. Payments are due the first of the month. A \$35 fee (paid via TADS) will be charged if the tuition payment is outstanding for more than fifteen days. Other fees may also be assessed by TADS.

Emergency School Closings

The Extended Care program follows Prince George's County Public School decisions for weather and emergency closing. Information regarding early dismiss or delayed openings due to inclement weather or an emergency will be announced over the local radio stations.

- If Prince George's County Public Schools are closed, the Extended Care programs will also be closed.
- If Prince George's County Public Schools are delayed, the Before Care program will also be delayed.

- There will be no Extended Care on days when there is an emergency closing.

Returned Payments

A \$35 fee will be charged for any returned payments. Other fees may also be assessed by TADS.

Late Pick Up

Picking up your child on time is very important. **The After Care program ends promptly at 6:00 p.m. A late fee of \$1 every minute. The same late fees apply to students scheduled for the 4:30 p.m. pick up. This payment is to be made out to Holy Redeemer School.** Payment is due within three business days or a \$5 billing charge will be assessed. If this fee is not paid at the end of seven business days, After Care services will be terminated. If you are late more than three times, there may be probable cause for dismissal from the program.

Termination of Services by the School

The Extended Care program has the right to dismiss any child from the program because of behavior or unmet financial obligations.

Termination of Services by the Family

The Extended Care program services will be terminated only when the Extended Care directors receive a letter. Fees will remain in effect until this letter is received.

Discipline

In the event that a student is not demonstrating positive behavior practices, our aides use redirection and alternative choices. The aides will redirect the student away from the negative behavior by clearly describing the rules and expectations of the student, with an alternative activity where the student has the choice of a new activity, game or toy, or with the student being assigned to a new room.

Students attending Extended Care will be expected to demonstrate Respect, Spirituality and Responsibility that are characteristics of the Holy Redeemer School policy and philosophy as discussed in the student handbook. In addition, whenever a student's behavior is such that it endangers the property, health, or safety of others, action may be taken depending on the severity of the behavior.

The Holy Redeemer Extended Care program follows the same disciplinary code as stated in the Holy Redeemer School handbook. Inappropriate behavior as defined in the handbook will result in students receiving a behavior report. Behavior reports accumulated during Extended Care will not be combined with those accumulated during the course of the school day.

Suspension from the Extended Care program may be in order if a student accumulates three behavior reports over the course of one quarter. This suspension will be determined by the school principal and the Extended Care Director, and parents will be notified.

Suspension from the Extended Care program requires the students as well as the parents to meet with the principal and the Extended Care Directors prior to returning to the program.

However, if the behaviors deviate too far from the acceptability as mentioned in the Holy Redeemer School handbook, discipline regarding those behaviors may include permanent removal from the Extended Care program as determined by the school principal and the Extended Care Directors.

Use of Cherry Park

A permission slip is sent to parents at the beginning of the school year for permission to go to Cherry Park. At times, the school uses Cherry Park for Physical Education classes, classroom parties and/or special activities. We will notify parents the day before we go to Cherry Park. If you pick up your child before 4:00 p.m., your child will have all their belongings with them.

Classrooms used for Before Care

The Before Care program takes place in the Foreign Language classroom.

Classrooms used for After Care

The After Care program uses the Foreign Language classroom, the third grade classroom, the Art classroom, the Pre-K room, the first grade classroom, the mezzanine and the Four Seasons Room.

All students should be signed out and picked up from the Foreign Language classroom.

Daily Procedures

Regular dismissal schedule

- 2:50-3:10 Students will line up in the hall at dismissal time and go to their assigned classroom. Attendance will be called and snacks will be available or students may bring a snack from home.
- 3:10-4:00 Students in grades 3-8 will have either homework time or quiet reading. Students in grades PreK-2 will return to their assigned classroom to participate in a craft or other activity. PreK-2 students may also have outdoor recess at this time.
- 4:00-5:15 All students will have outdoor recess (weather permitting.) When outdoor play is not an option, board games, cards and other activities will be provided.
- 5:15-6:00 All students will remain inside participating in games, crafts or group activities.

Half Day dismissal schedule

- 12:30-1:15 Students will line up in the hall at dismissal time and go to their assigned classrooms. Attendance will be called and all students will eat lunch.
- 1:15-2:00 Students in grades 3-8 will have either homework time or quiet reading. Students in grades PreK-2 will return to their assigned classroom to participate in a craft or other activities.
- 2:00-3:00 Students will have outdoor recess (weather permitting.)
- 3:00-3:20 Snack
- 3:20-4:00 Students will have outdoor recess (weather permitting.)
- 4:00-5:00 Students will return inside for group project or activity.
- 5:00-6:00 Students will remain inside to play board games or other assorted games.

*This schedule is flexible. Our program has a floater teacher who provides individual help to address the needs of students who have a need for extra attention, specialized care or accommodations based on an IEP or CAP.

While the schedule is structured, the children have some input into their day. They have the choice of different activities, events and toys. At the beginning of the After Care session, the students are informed of the different events and activities that are available to them for the day, and at a certain point in the day, they have the choice of activities in which to partake.

Homework

Homework time is not scheduled for PreK through grade 2. Homework for PreK through grade 2 should be done with a parent at home. Forty-five minutes to an hour will be designated for homework or quiet reading for students in grade 3-8. Please see the schedule in the “Daily Procedures” section for the approximate times. Staff will not be responsible for checking completed homework or for checking to see if the student has all required materials to complete their assignments.

Snacks

One snack will be offered to each child every day as part of the tuition fee. Your child may purchase one additional snack for \$0.50. Milk is also available to those children who have signed up and paid for milk for the After Care portion of the day. Children are permitted to bring their own snacks.

Clubs/Sports/Permission to Leave

If your child has your permission to participate in a school club or sport during After Care hours, please send a note addressed to the Director stating that they have your permission to do so and with whom they are supposed to go home with or whether they are to return to After Care. If they are required to change for a sport during After Care, please send a note stating what time they need to change.

If your child is going home with another parent/family directly after school, please a note in a day prior or first thing in the morning noting that they will they note be in After Care that day.

If your child is going home with another family during After Care and that person is not on your emergency contact list, please send a note first thing in the morning stating who is authorized to pick up your child that day.

All notes must be received before any child will be permitted to participate in an after school activity/club or be released to another parent.

Family Name (Please Print)

Holy Redeemer School
2018-2019 Extended Care Program
College Park, Maryland

Students are to read and discuss the handbook with parents and then sign the agreement below. For students in grades PreK-3, parents should go over the sections that pertain to that age level.

Students:

I have read the rules of the Holy Redeemer Extended Care Program and the expectation of me as a student.

I will strive to be honest, responsible, cooperative and prayerful. I will show concern for others and will respect the authority through my words and actions. I will do my best to help our school grow as a community.

I will strive to take full advantage of the education offered to me by my parents and school. I will study, share the talents God has given me and show a positive attitude toward my education.

I also know and will accept the consequences if I do not follow the rules.

By completing the information below, you agree to accept these rules and expectations and are willing to cooperate with them.

NAME _____	GRADE _____

Parents:

I have received a copy of the Extended Care Program Handbook explaining the policies and regulations of the Extended Care Program.

I agree with the expectations expressed in the Handbook. I agree to be governed by the policies in the Handbook.

Parent Signature _____ Date _____

When necessary, the Principal reserves the right to amend the Handbook. When the Handbook has been read and discussed, please sign where applicable and return to the school office by the end of the first full week of school.

Holy Redeemer School

4902 Berwyn Road, College Park, Maryland 20740

www.holy-redeemer.org
school@holy-redeemer.org

301-474-3993

EXTENDED CARE PROGRAM APPLICATION 2018-2019 SCHOOL YEAR

CHILD(REN)'S NAME: _____

GRADE 2018-2019 _____
GRADE 2018-2019 _____
GRADE 2018-2019 _____
GRADE 2018-2019 _____

CHECK ONE: BEFORE CARE: _____ AFTER CARE: _____ BOTH: _____

PARENT CONTACT INFORMATION:

FATHER

NAME _____
WORK PHONE _____
CELL PHONE _____
HOME PHONE _____
ADDRESS _____

MOTHER

NAME _____
WORK PHONE _____
CELL PHONE _____
HOME PHONE _____
ADDRESS _____



BEFORE CARE PROGRAM 2018-2019 FINANCIAL AGREEMENT

Please read the following agreement carefully. Please sign and return the agreement after you have reviewed the contents.

Period of Operation

The program operates daily when Holy Redeemer School is in session from 7:00-7:45 a.m. Before Care will begin on the first day of school and run through the last day of school. On delayed opening days, Before Care will begin one hour before the scheduled delayed opening. We will follow Prince George's County Schools for delays.

Registration Fee

The \$70 fee is a non-refundable registration/application fee. This registration fee covers both After Care and Before Care, and it will hold your place in the program.

No student may utilize the Before Care services who has not been previously registered. All children must be registered and have the required physical exam, emergency and immunization forms on file before the first day of attendance.

There will be a \$30 surcharge for changes made to the current contract. A re-registration fee of \$70 will be charged to families who withdraw and then return within the current school year.

Tuition Fee

Tuition is to be paid on a monthly basis only. Tuition is to be paid through the TADS billing collection and paid according to the options set up upon the creation of the billing account. Refunds are not given for a child's absence because of a short term illness or other non-emergency circumstances. Scheduled days off are not deducted from your payment, because there is no additional fee on half days. There is no hourly rate. A \$35 fee (paid via TADS) will be charged if the tuition payment is outstanding for more than fifteen days.

Returned Check Fee

A \$35 fee will be charged for any returned checks. Other fees may also be assessed by TADS. If a check is returned a second time, we will require all future payments to be made in cash or by money order. There will be no exceptions.

BEFORE CARE PROGRAM CONTRACT 2018-2019

Annual Fees

1 child	\$1080
2 children	\$2151
3 children	\$2853

Name of Student _____	Grade 2018-19 _____
Name of Student _____	Grade 2018-19 _____
Name of Student _____	Grade 2018-19 _____
Name of Student _____	Grade 2018-19 _____

2018 - 2019 FINANCIAL AGREEMENT **FOR HOLY REDEEMER EXTENDED CARE PROGRAM**

Please read the following agreement and contract prices carefully. Please sign and return the contract after you have reviewed the contents. Please retain this agreement for your records.

Period of Operation: The program operates daily from dismissal until 6:00 PM when Holy Redeemer School is in session.

Registration Fee: The \$70.00 fee is non-refundable paid through TADS. No student may utilize Before or After Care services that has NOT been previously registered. All children must be registered and have the required physical exam and immunization forms on file by September 1.

After Care Fees: Tuition is to be paid through the TADS billing collection and paid according to the options set up upon the creation of the billing account. The total rate is divided across the number of installments. Refunds are not given for a child's absence because of a short term illness or other non-emergency circumstances. Scheduled days off are not deducted from your payment, because there is no additional fee on half days. There is no hourly rate. A \$35 fee (paid via TADS) will be charged if the tuition payment is outstanding for more than fifteen days. Other fees may also be assessed by TADS.

Hourly Rates: We do not offer hourly rates.

Contract: Due to staffing requirements, your contract plan may be changed, but there will be a \$50 surcharge for changes made to the current contract.

Late Pick-up: Late pick-up begins at 4:30 or 6 P.M. depending on the family's contract. **We expect that children will be picked up on time. For all children, the late fee for pick-ups after 4:30 or 6:00 P.M. will be one dollar per minute. This payment must be made to Holy Redeemer School on that day or the next school day.** Picking up your child on TIME is VERY IMPORTANT. Chronic lateness will jeopardize placement or re-registration in Holy Redeemer School's After Care program. We will not extend the already extended day. Picking up late more than five times in one quarter is cause for dismissal from the After Care program.

****PLEASE NOTE**** Late fees will also be charged (within reason) for late pick-up when an emergency closing has been called for all After Care Programs by Prince Georges County Public Schools or Holy Redeemer School.

Termination of Services by School: The After Care Director has the right to dismiss any child from the program because of behavior or unmet financial obligations after conferring with the school principal.

Termination of Service by Family: Aftercare services will be terminated only when a letter is received by the After Care Director. After care fees will remain in effect until this letter is received.

Snacks for the Students: All students will be provided with a daily aftercare snack. Snacks served will not contain any form of peanut products. There is no charge for the snack.

***Special note regarding Extended Care fee:**

Extended Care fees, for children under the age of 13, typically qualifies for the Child and Dependent Care Credit on the federal tax return and with Flexible Spending Programs. Please consult the IRS or your tax professional for more information.

AFTER CARE- Rates listed are for the school year and will be divided across the number of installments you select in TADS.

CONTRACTED PLAN A

DAYS OF THE WEEK	5	4	3	2	1
2:50 – 6:00 p.m.					
ONE CHILD	\$ 2700	\$ 2358	\$ 1998	\$ 1647	\$ 1089
TWO CHILDREN	\$ 4455	\$ 3891	\$ 3297	\$ 2718	\$ 1899
THREE CHILDREN	\$ 5805	\$ 5070	\$ 4356	\$ 3627	\$ 2547

CONTRACTED PLAN B

DAYS OF THE WEEK	5	4	3	2	1
2:50 – 4:30 p.m.					
ONE CHILD	\$ 1710	\$ 1593	\$ 1431	\$ 1233	\$ 954
TWO CHILDREN	\$ 2822	\$ 2637	\$ 2394	\$ 2097	\$ 1665
THREE CHILDREN	\$ 3677	\$ 3510	\$ 3213	\$ 2817	\$ 2250

SERVICES REQUIRED

Plan A: Contracted 2:50 – 6:00 p.m.

Number of Days _____

Number of Children _____

Cost per month _____

Days of the Week: ___Monday ___Tuesday ___Wednesday ___Thursday ___Friday

Plan B: Contracted 2:50 – 4:30 p.m.

Number of Days _____

Number of Children _____

Cost per month _____

Days of the Week: ___Monday ___Tuesday ___Wednesday ___Thursday ___Friday

NAME OF STUDENT _____ GRADE 2018-19 _____

EMERGENCY FORM

INSTRUCTIONS TO PARENTS:

- (1) Complete all items on this side of the form. Sign and date where indicated.
- (2) If your child has a medical condition which might require emergency medical care, complete the back side of the form. If necessary, have your child's health practitioner review that information.

NOTE: THIS ENTIRE FORM MUST BE UPDATED ANNUALLY.

Child's Name _____ Birth Date _____
Last First

Enrollment Date _____ Hours & Days of Expected Attendance _____

Child's Home Address _____
Street/Apt. # City State Zip Code

Parent/Guardian Name(s)	Relationship	Phone Number(s)		
		Place of Employment: _____	C: _____	H: _____
		W: _____		
		Place of Employment: _____	C: _____	H: _____
		W: _____		

Name of Person Authorized to Pick up Child (*daily*) _____
Last First Relationship to Child

Address _____
Street/Apt. # City State Zip Code

Any Changes/Additional Information _____

ANNUAL UPDATES _____
(Initials/Date) (Initials/Date) (Initials/Date) (Initials/Date)

When parents/guardians cannot be reached, list at least one person who may be contacted to pick up the child in an emergency:

1. Name _____ Telephone (H) _____ (W) _____
Last First

Address _____
Street/Apt. # City State Zip Code

2. Name _____ Telephone (H) _____ (W) _____
Last First

Address _____
Street/Apt. # City State Zip Code

3. Name _____ Telephone (H) _____ (W) _____
Last First

Address _____
Street/Apt. # City State Zip Code

Child's Physician or Source of Health Care _____ Telephone _____

Address _____
Street/Apt. # City State Zip Code

In EMERGENCIES requiring immediate medical attention, your child will be taken to the NEAREST HOSPITAL EMERGENCY ROOM. Your signature authorizes the responsible person at the child care facility to have your child transported to that hospital.

Signature of Parent/Guardian _____ Date _____

INSTRUCTIONS TO PARENT/GUARDIAN:

- (1) Complete the following items, as appropriate, if your child has a condition(s) which might require emergency medical care.
- (2) If necessary, have your child's health practitioner review the information you provide below and sign and date where indicated.

Child's Name: _____ Date of Birth: _____

Medical Condition(s): _____

Medications currently being taken by your child: _____

Date of your child's last tetanus shot: _____

Allergies/Reactions: _____

EMERGENCY MEDICAL INSTRUCTIONS:

(1) Signs/symptoms to look for: _____

(2) If signs/symptoms appear, do this: _____

(3) To prevent incidents: _____

OTHER SPECIAL MEDICAL PROCEDURES THAT MAY BE NEEDED: _____

COMMENTS: _____

Note to Health Practitioner:

If you have reviewed the above information, please complete the following:

Name of Health Practitioner

Date

Signature of Health Practitioner

(_____)_____
Telephone Number

This Brochure Provides Information About:

- The requirements that State-regulated family child care homes and child care centers must meet;
- Your rights and responsibilities as the parent of a child in regulated care, and
- How and where to file a complaint if you believe your child care provider has violated State child care licensing regulations.

Who Regulates Child Care?

All child care in Maryland is regulated by the Maryland State Department of Education (MSDE), Division of Early Childhood Development. Within the Division, child care licensing is the specific responsibility of the Office of Child Care (OCC), Licensing Branch.

All child care facilities must meet minimum health, safety, and program standards set by Maryland law. To remain licensed, facilities must maintain compliance with those standards. Every licensed facility is inspected by OCC at least once each year to evaluate the facility's compliance with child care regulations.

OCC's thirteen Regional Offices are responsible for licensing activities, including:

- Issuing child care licenses;
- Inspecting child care facilities;
- Investigating complaints against licensed child care facilities;
- Investigating reports of unlicensed (illegal) child care; and
- Taking enforcement action when necessary to achieve compliance with regulations.

There are two types of regulated child care facilities: family child care homes and child care centers.

Family Child Care Homes and Child Care Centers Must Meet the Following Requirements:

- Have the approval of OCC, the fire department and other local agencies, as required (i.e., zoning, health, and environment).
- Provide care only in the areas of the facility that have been approved for use.
- Have the license issued by OCC posted where it is easily and clearly visible to parents. The license shows:
 - the maximum number of children who may be present at the same time;
 - the age groups which may be served; and
 - the facility's approved hours of operation.
- At all times, each child must be supervised in a manner appropriate to the child's age, activities, and individual needs.
- All areas of the facility used for child care must be clean, well lit, and properly ventilated. Room temperatures should be comfortable.
- If food service is provided, food must be stored, prepared, and served in a safe, sanitary and healthful manner.
- The facility must offer a daily program of indoor and outdoor activities that are appropriate to the age, needs and capabilities of each child.
- An up-to-date emergency information card must be on file and maintained for each child.
- The facility must post an approved emergency evacuation plan and conduct evacuation drills at least monthly.
- Child discipline procedures must be appropriate to a child's age and maturity level and may not include the deliberate infliction of physical or emotional pain. **Corporal punishment of any kind is strictly prohibited.**

ADDITIONAL INFORMATION

The Maryland Child Care Credential

Maryland has a voluntary child care credentialing program that recognizes child care providers' education, experience and professional activities at six levels. Credentialled providers are authorized and encouraged to display the seal issued by the MSDE Office of Child Care.



Program Accreditation

Child care programs have the option of becoming state or nationally accredited. Accreditation means that the facility and staff have met program standards of quality.

Child Care and the Americans with Disabilities Act

The federal Americans with Disabilities Act (ADA) requires all child care programs to make reasonable efforts to accommodate children with disabilities. For more information about the ADA, please contact the OCC Regional Office in your area or one of the following organizations:

LOCATE: Child Care

Maryland Committee for Children, Inc.
608 Water Street
Baltimore, MD 21202
Phone: (410) 752-7588
www.mdchildcare.org

Maryland Developmental Disabilities Council

217 East Redwood Street, Suite 1300
Baltimore, MD 21202
Phone: (410) 767-3670
(800) 305-6441 (within Maryland)
www.md-council.org



State of Maryland

Martin O'Malley, Governor

Maryland State Department of Education

Nancy S. Grasmick
State Superintendent of Schools

OCC 1524 (rev. 12/2007)

A PARENT'S GUIDE



TO

REGULATED

CHILD CARE

* * *

*Important Information for
Parents of Children in
Child Care Facilities*

A publication of the
Maryland State Department of Education
Division of Early Childhood Development
Office of Child Care

www.marylandpublicschools.org/MSDE/divisions/child_care/child_care.htm

There are certain requirements that apply only to homes or centers.

Family Child Care Homes

- Up to 8 children may be in care at the same time if the home meets certain physical requirements. No more than 2 children under the age of two, including the caregiver's own, may be in care at the same time unless the home has been approved to serve additional children in this age group and an additional adult is present. Under no circumstance may care be provided at the same time to more than 4 children under the age of two.
- Each applicant for a family child care license must:
 - Have a criminal background check and child abuse/neglect clearance;
 - Submit a recent medical evaluation; and
 - Complete pre-service training requirements, including certification in first aid and CPR.
- Each adult resident of the home must also have a criminal background check and child abuse/neglect clearance.
- After becoming licensed, the caregiver must periodically complete additional training. Also, current certification in first aid and CPR must be maintained at all times.
- Each caregiver must have at least one substitute who is available to care for the children in the event of the caregiver's temporary absence from the home. Each substitute is subject to approval by OCC and must have a child abuse/neglect clearance. If paid by the caregiver, a substitute must also have a criminal background check. Before allowing a substitute to provide care, the caregiver must tell the substitute how to reach parents in the event of an emergency and familiarize the substitute with the home's child health and safety procedures.

Child Care Centers

The center director and staff members who have group supervision responsibilities must meet minimum education, experience, and training qualifications. They must also meet continued training requirements each year.

The director and all paid center employees must complete a criminal background check and a child abuse/neglect clearance, and submit a medical evaluation.

- In each classroom, staff/child ratios and maximum group size requirements must be maintained at all times. The following table shows some basic age groupings and the applicable requirements:
- | Age Group | Ratio | Maximum Size |
|------------------|-------|--------------|
| 0 – 18 months | 1:3 | 6 |
| 18 – 24 months | 1:3 | 9 |
| 2 years | 1:6 | 12 |
| 3 – 4 years | 1:10 | 20 |
| 5 years or older | 1:15 | 30 |

- For every 20 children present, there must be at least one staff member who is currently certified in first aid and CPR.

Your Rights and Responsibilities as a Child Care Consumer

- You have the right to:
- Expect that your child's care meets the standards set by Maryland's child care licensing regulations (NOTE: the regulations are available online at: www.marylandpublicschools.org/MSDE/divisions/child_care/regulat/);
 - Visit the facility without prior notification any time your child is there;
 - See the rooms and outside play area where care is provided during program hours;
 - Be notified if someone in the family child care home smokes. In child care centers, smoking is prohibited;
 - Receive advance notice when a substitute will be caring for your child in a family child care home for more than two hours at a time;
 - Give written permission before a caregiver may take your child swimming, wading, or on field trips;
 - Give written authorization before any medication may be administered to your child;
 - Be notified immediately of any serious injury or accident. If your child has a non-serious injury or accident, you must be notified on the same day;
 - File a complaint with OCC if you believe that the caregiver has violated child care regulations.

- Any complaint you make to OCC about the care your child is receiving will be promptly investigated by OCC;
- Review the public portion of the licensing file for the facility where your child is or has been enrolled, or where you are considering enrolling your child.

How Do I File a Complaint?

If you wish to file a complaint, contact the OCC Regional Office in the area where the child care facility is located. Complaints may be filed anonymously. Listed below are Regional Offices and their main telephone numbers:

- Region**
- | | |
|--------------------------------------------------------------|--------------|
| 1 – Anne Arundel County | 410-514-7850 |
| 2 – Baltimore City | 410-554-8300 |
| 3 – Baltimore County | 410-583-6200 |
| 4 – Prince George's County | 301-333-6940 |
| 5 – Montgomery County | 240-314-1400 |
| 6 – Howard County | 410-750-8770 |
| 7 – Western Maryland | |
| Hagerstown – Main Office | 301-791-4585 |
| Allegany Co. Field Office | 301-777-2385 |
| Garrett Co. Field Office | 301-334-3426 |
| 8 – Upper Shore | 410-819-5801 |
| Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties | |
| 9 – Lower Shore | 410-713-3430 |
| Somerset, Wicomico, and Worcester Counties | |
| 10 – Southern Maryland | 301-475-3770 |
| Calvert, Charles and St. Mary's Counties | |
| 11 – North Central | 410-272-5358 |
| Cecil and Harford Counties | |
| 12 – Frederick County | 301-696-9766 |
| 13 – Carroll County | 410-751-5438 |

The OCC Regional Office will investigate your complaint to determine if child care licensing regulations have been violated.

If you need additional help, you may contact the main office of the OCC Licensing Branch:

Program Manager, Licensing Branch
 MSDE Office of Child Care
 200 West Baltimore Street, 10th Floor
 Baltimore, MD 21201
 410-767-7805

Dear Parent/Guardian:

Maryland child care regulations require your child care provider to verify that you received a copy of "A Parent's Guide to Regulated Child Care." On the lines below, please write the name of each child you have placed in the care of this provider. **Complete and sign the statement at the bottom, tear off and give this portion of the brochure to the child care provider for retention in the facility's files.**

Child: _____

Child: _____

Child: _____

Child: _____

I, _____, **have received a copy of the consumer education brochure entitled "Parent's Guide to Regulated Child Care."**

Date _____

Signature of Parent/Guardian _____