

Bulletin



CURRENT NEWS AND TRAINING CALENDAR FROM BCCRC

A BIG Thanks to You!

The BCCRC Wellness Retreat was a HUGE success!!

A big hug and many thanks to everyone who joined us for the BCCRC Wellness event on Saturday, August 20th. The Wellness Retreat was well received and provided a much-needed opportunity to connect and participate in self-care activities. We are truly grateful for the hard work and commitment the child care community provided during the pandemic which gave children a safe place and made it possible for families to go to work. We salute you all!!! Here's some feedback from our participants:

"It was a joy to attend the retreat last Saturday morning. I have been a childcare provider 15+ years and I really missed the retreats.. now it's back and I am glad. The speaker was timely with the 4Rs.. I am "reclaiming" things for my life and daycare."

— Cyndy Singletary

"I really enjoyed the day sharing information with the providers, I enjoyed the speaker. The whole day was really relaxing, fun, and enjoyable. I wouldn't change a thing. Thanks to everyone for the acknowledgement for what we do. I truly appreciate it. Look forward to the next event."

— Dolly Bailey

"Good afternoon the most important part is that y'all really love and care about us as providers and I'm thankful for that. The conference was well put together. Thank y'all."

— Jacqueline Allister

"What I enjoyed the most from the wellness retreat was chair yoga, meditation exercise and the keynote speaker. The bonus was the goody bag with actual products for wellness. Thank you! I would not change anything. I appreciate being acknowledged as a childcare provider. Thanks again."

— Ms Abraham

Missed the Event? There's Some Good News

Stay tuned...BCCRC is offering two more events focusing on child care providers this spring.



**The Family Tree
Baltimore City
Child Care
Resource Center**

Raising families up.

24-hour Parenting Helpline: 1.800.243.7337

2108 North Charles Street
Baltimore, MD 21218
410-889-2300
familytreemd.org

Earning Your CDA is FREE* and Puts Money in Your Pocket!!

With the support of Sue, Chaquana and Brandi you can earn your CDA in record time! As a BONUS, the Maryland State Department of Education, Division of Early Childhood will provide funding to support child care providers with obtaining their Child Development Associate® (CDA) Credential™ from the Council for Professional Recognition.

*A \$425.00 value!!

**Earning your CDA can help you achieve a level 4 in the MD Credential and earn college credit at participating community colleges!!

For more information, contact the BCCRC team!

Brandi Walker — Family Child Care Providers
410-831-1190
bwalker@familytreemd.org

Chaquana Truitt — Preschool Teachers
667-379-6048
ctrutt@familytreemd.org

Sue Penix — Infant, Toddler & Twos Teachers
410-831-1166
Spenix@familytreemd.org

Meet Brandi Walker and Courtney Horton, Your Family Child Care Support Team!



Brandi supports family child care providers across the city in the areas of start-up, accreditation, EXCELS and credentialing.

She can be reached at:
bwalker@familytreemd.org
Call or text: 410-831-1190



Courtney supports those interested in becoming family child care providers in east, south and southwest Baltimore City.

If you or someone you know is interested in opening a family child care business in one of these neighborhoods contact Courtney to find out more. She can be reached at chhorton@familytreemd.org
Call or text: 667-355-8820

Growing Opportunities in Family Child Care (GOFCC)

Are you interested in caring for and educating Maryland's children? Have you ever wanted to be your own boss and business owner? Then consider a career in early care and education as a family child care provider.

Growing Opportunities for Family Child Care (GOFCC) is a unique program started in Montgomery County, Maryland which provides targeted training, coaching, and resources to support interested individuals in opening a family child care business. GOFCC guides you through the licensing process while supporting you in building a strong business foundation and high quality child care program. Participation is free and includes all of the required training, access to knowledgeable coaches,

and a variety of resources which will support you in opening and operating your child care business.

GOFCC is available in Baltimore City thanks to an investment by the State of Maryland legislature as the MSDE Office of Child Care.

If you are interested in participating, please fill out the application form at <https://forms.office.com/r/Jdp7DBA7S5>.



GOFCC
Growing Opportunities for
Family Child Care





3 Easy steps to get extra cash in your pocket! By becoming credentialed!

With the help of BCCRC

1. Complete the MD Child Care Credential application
2. Gather Training Certificates
3. Connect with BCCRC for Professional Activity Units (PAU's)

GET PAID

A bonus check for MD credential levels 2 and up!!
Contact the BCCRC Team

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Sue Penix — Infant, Toddler & Twos Teachers
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спенix@familytreemd.org

Looking for Training? Need Assistance?



Just open the camera on your phone, focus it on the QR code above and you will automatically be connected with BCCRC's website (<https://familytreemd.org/bccrc/>)
If you would like a free magnet with the QR on it please contact Jennifer Lentz at jlentz@familytreemd.org.

45 Hour Critical Competencies For Infant-Toddler Educators for \$50.00!

The 45-hour Critical Competencies Course can be taken to meet the requirement for the 45-hour Infant Toddler curriculum course. BCCRC is offering this training on Tuesdays and Thursdays, 6:30 pm-9:30 pm from September 27 to November 15th. For more information or to register please contact Sue Penix at 410-831-1166 or спенix@familytreemd.org

Infant/Toddler and Preschool Pyramid Model Training is Coming in November for \$10!!

We now know that teaching social and emotional skills in young children is essential for a child's success in school and later in life. Child care professionals play an important role in the development of social emotional skills in the children they work with. In this training you will learn practical ideas and strategies for increasing the social and emotional skills in the children that you work with.

Successful completion of all three (3) modules in either the infant/toddler OR the preschool training will provide learners with a certificate of completion for the entire Pyramid Model Training for Preschool Classrooms with 18 hours in Child Development. The trainings will be offered on Zoom. The training dates for both infant/toddler and preschool modules are held on Tuesdays and Thursdays, 6:30 pm-9:30 pm on November 29, December, 1st, 6th, 8th, 13th and 15th.
Cost: \$10.00 for 18 hours of training!!

Registration is limited!

To register for the infant and toddler session click here: <https://training.bccrc.org/cvsflistview.aspx?course=1592>
To register for the preschool session click here: <https://training.bccrc.org/cvsflistview.aspx?course=1633>

Fall Family Child Care Pre-Service Training Dates

Have you just completed the Family Child Care Orientation with OCC? Then you are ready to begin taking classes to open up your family childcare home. The 24 Hour Preservice Dates are:

- Oct 8th FCCP Mod 1
- Sat. Oct 22nd FCCP Mod 2
- Sat. Nov 5th FCCP Mod 3
- Sat. Nov 19th FCCP Mod 4
- Sat. Dec 3rd FCCP Mod 5
- Wed. Dec 14th FCCP Mod 6 part 1
- Thur. Dec 15th FCCP Mod 6 part 2

For more information contact Brandi Walker
bwalker@familytreemd.org
Text or Call: 410-831-1190

A New Group Just for Directors

Please join us for the kick-off meeting of the Baltimore City Director's Round Table. If you are a director or an assistant director we want to hear from you! Together we are creating a space for discussion, support and strategizing ways to tackle the many complexities of being a director and running a childcare program. Earn PAU hours for attending.

For more information, contact:

Chaquana Truitt — Early Childhood Coach

Email: ctrutt@familytreemd.org

Call/text: 667-379-6048

Sue Penix — Infant & Toddler Specialist

Spenix@familytreemd.org

Call/Text: 410-831-1166

Earn Hours Towards Your PAU's at BCCRC

Earn PAU hours by joining any of the sessions below.

Infant & Toddler Community of Practice

Join a community of practice for infant, toddler and two year old childcare providers. It is a time of networking, developing strategies and supporting each other.

For more information contact Sue Penix at

spenix@familytreemd.org call/text 410-831-1166

STEAM in a Backpack

Join a community of learners in a discussion group where all things science, technology, engineering, art and math are shared with an emphasis on incorporating the natural sciences into your program.

For more information contact Sue Penix at spenix@familytreemd.org.

org call/text 410-831-1166

Director's Round Table

A space for directors and assistant directors to come together for discussion, support and strategizing ways to tackle the many complexities of being a director and running a childcare program.

For more information contact Chaquana Truitt at

ctrutt@familytreemd.org call/text 667-379-6048 or

spenix@familytreemd.org call/text 410-831-1166

Child Care Provide Support Group

A space for providers to share questions, thoughts and successes, as well as, make connections and learn about helpful resources within the childcare community.

For more information contact Tova at hoicowitz@familytreemd.org

or Suzanne Funk sfunk@familytreemdmd.org

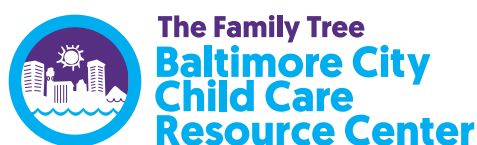


October 2022

WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4 Conflict Resolution Strategies	5	6	7	8 Medication Administration
9	10	11	12 Sensory Play for Infants and Toddlers	13 Reducing Stress and Burnout for Those Caring for Kids	14	15 How to Expertly Navigate Conflict in the Workplace
16	17	18 Building Your Resilience	19 Evening at the MD Book Bank SIDS Exploring the Great Outdoors in Autumn	20	21	22 Infants and Toddlers Developing a Sense of Self
23	24	25	26 Active Bodies, Active Minds	27	28	29 Exploring Math Concepts with Children's Books
30	31					

To register online, go to <https://familytreemd.org/bccrc/>



ALL CLASSES WILL BE HELD VIRTUALLY UNLESS MARKED IN RED. SEE COURSE DESCRIPTIONS FOR DETAILS.

Raising families up.

24-hour Parenting Helpline: 1.800.243.7337

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Training Descriptions October 2022

To register, click on the course title in blue.

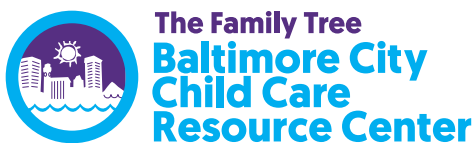
Course and Date:	Course Description:	Topic and Cost:
<p>Conflict Resolution Strategies Tuesday, October 4 6:00 p.m. — 9:00 p.m.</p>	<p>Executive functioning and self-regulation help children be successful within their environments. Participants will learn about why these skills are important, what deficits in these areas look like, and strategies to help build them.</p>	<p>3 hours Professionalism \$10.00; Must pre-register</p>
<p>Medication Administration (In person) Saturday, October 8 9:00 a.m. — 3:30 p.m.</p>	<p>Note: This class will be held at the Julie Center-100 S Washington St, Baltimore, MD 21231. This class fulfills the MSDE/OCC requirement for all childcare professionals.</p>	<p>6 hours Health, Safety and Nutrition \$60.00; Must pre-register</p>
<p>Sensory Play for Infants and Toddlers Wednesday, October 12 6:00 p.m. — 8:00 p.m.</p>	<p>Sensory play enables infants and toddlers to scaffold learning, building on prior experiences. Providers will learn how to use non-traditional everyday sensory items to create discovery baskets to scaffold memory and enhance brain development in Infants and Toddlers.</p>	<p>2 hours Curriculum \$10.00; Must pre-register</p>
<p>Reducing Stress and Burnout for Those Caring for Kids Thursday, October 13 6:00 p.m. — 9:00 p.m.</p>	<p>Through hands-on activities and experiences, as well as self-reflections, providers will explore and increase their familiarity and knowledge with best practices in self-care and ways reduce stress and prevent burnout.</p>	<p>3 hours Health, Safety and Nutrition \$10.00; Must pre-register</p>
<p>How to Expertly Navigate Conflict in the Workplace Saturday, October 15 9:00 a.m. — 12:00 p.m.</p>	<p>This class teaches educators the common sources of conflicts in the work place, how to get to the root of the conflict, and how to handle it in a professional manner so that the work place can remain harmonious and productive.</p>	<p>3 hours Professionalism \$10.00; Must pre-register</p>
<p>Building Your Resilience Tuesday, October 18 6:00 p.m. — 9:00 p.m.</p>	<p>By improving resilience factors, they will be able to better cope with or recover from change, loss, adversity, and mistakes, as well as have the skills to bounce back from adverse situations.</p>	<p>3 hours Professionalism \$10.00; Must pre-register</p>
<p>Evening at The Maryland Book Bank Wednesday, October 19 5:00 p.m. — 7:00 p.m.</p>	<p>Please join BCCCRC and the Maryland Book Bank for a special evening just for early care and education professionals to visit Maryland BookBank. Get FREE great quality children's books and useful items for your program. 1794 Union Avenue Baltimore, MD 21211</p>	<p>FREE</p>
<p>SIDS, SUID and Other Sleep-Related Infant Deaths Wednesday, October 19 6:00 p.m. — 8:00 p.m.</p>	<p>This class fulfills the MSDE requirement for SIDS training.</p>	<p>2 hours Health, Safety and Nutrition \$10.00; Must pre-register</p>
<p>Exploring the Great Outdoors in Autumn Wednesday, October 19 6:00 p.m. — 9:00 p.m.</p>	<p>The connections we make as children to the nature of the world around us impacts our ability to become attentive, self-confident, respectful, responsible people. Come explore how to incorporate the great outdoors into your program in a meaningful and fun way!</p>	<p>3 hours Curriculum \$10.00; Must pre-register</p>
<p>Infants and Toddlers Developing a Sense of Self Saturday, October 22 9:00 a.m. — 12:00 p.m.</p>	<p>This interactive training will explore how children develop a sense of self through interaction with and how caregivers can support these interactions with specific "Caregiving Gifts" that help support a healthy social identity and sense of belonging.</p>	<p>1 hour Child Development, 1 hour Community, 1 hour Professionalism \$10.00; Must pre-register</p>
<p>Active Bodies, Active Minds Wednesday, October 26 6:00 p.m. — 9:00 p.m.</p>	<p>Learning styles are identified and participants will be able to identify the characteristics of a child with an active learning style, and learn strategies for incorporating teaching strategies for active learners in the daily routine and lesson plan.</p>	<p>2 hours Child Development, 1 hour Curriculum \$10.00; Must pre-register</p>
<p>Exploring Math Concepts with Children's Books Saturday, October 29 9:00 a.m. — 12:00 p.m.</p>	<p>This workshop explores the many ways of creating a classroom environment that stimulates mathematical thinking, and preparing fun math activities based on children's literature.</p>	<p>3 hours Curriculum \$10.00; Must pre-register</p>

November 2022

WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2 Respecting All Family Structures NEW	3 Emotions Matter	4	5 Understanding Temperament: Implications for Working with Young Children
6	7	8	9 Healthy Bodies Inside and Out Learning the Basics Cerebral Palsy NEW	10	11	12 Medication Administration Circle Time: You Can Make it Developmentally Appropriate
13	14	15	16 Including all Children and the Americans with Disabilities Act	17 Supporting Children with Disabilities, Delays, and Special Health Care Needs	18	19 A Sense of Place: Human Geography in the Early Childhood Classroom
20	21	22	23	24	25	26
27	28	29 Working with Mixed Age Groups	30 Toilet Training: Catching the Cues of the Potty Dance			

To register online, go to <https://familytreemd.org/bccrc/>



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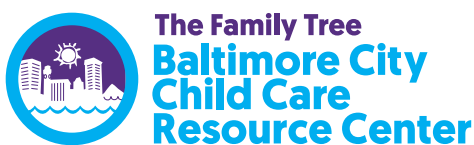
Course and Date:	Course Description:	Topic and Cost:
Respecting All Family Structures NEW Wednesday, November 2 6:00 p.m. — 8:00 p.m.	Family structures have moves away from the traditional nuclear family. Identify different family structures that you may encounter in your program. Explore ways to make all children and their families welcome in your program.	2 hours Community \$10.00; Must pre-register
Emotions Matter Thursday, November 3 6:00 p.m. — 9:00 p.m.	Children experience many emotions throughout the day. Learn why these emotions, positive and negative, have an impact on their development and learn why it is important to teach children how to handle those emotions.	3 hours Child Development \$10.00; Must pre-register
Understanding Temperament: Implications for Working with Young Children Saturday, November 5 9:00 a.m. — 12:00 p.m.	Participants will actively investigate the best ways to create an environment that will allow for differences in temperament. Temperament as it relates to children with special needs will be explored along with strategies to encourage peer-modeling and the building of social skills.	2 hours Child Development, 1 hour Curriculum \$10.00; Must pre-register
Healthy Bodies Inside and Out NEW Wednesday, November 9 6:00 p.m. — 8:00 p.m.	As young children become aware of their body they can begin to appreciate and accept responsibility for their bodies and their health. In this training participants will learn activities to use in their program to promote healthy practices.	2 hours Health, Safety, and Nutrition \$10.00; Must pre-register
Learning the Basics: Cerebral Palsy NEW Wednesday, November 9 6:30 p.m. — 8:30 p.m.	This training will provide participants with a foundational understanding of cerebral palsy. Through engaging activities and discussions, participants will learn strength based approaches to working with children with cerebral palsy.	2 hours Special Needs \$10.00; Must pre-register
Medication Administration (In person) Saturday, November 12 9:00 a.m. — 3:30 p.m.	Note: This class will be held at the Julie Center-100 S Washington St, Baltimore, MD 21231. This class fulfills the MSDE/OCC requirement for all childcare professionals.	6 hours Health, Safety and Nutrition \$60.00; Must pre-register
Circle Time: You Can Make it Developmentally Appropriate Saturday, November 12 9:00 a.m. — 12:00 p.m.	In this interactive session, you will walk away with 3 concrete success strategies to ensure your circle time is more than just a routine experience but an engaging and learning opportunity! You'll learn how to support all domains while involving children in a way that promotes their individual developmental needs.	3 hours Curriculum \$10.00; Must pre-register
Including All Children and the Americans with Disabilities Act Wednesday, November 16 6:00 p.m. — 9:00 p.m.	This class fulfills the MSDE requirement for all childcare professionals.	3 hours Special Needs \$10.00; Must pre-register
Supporting Children with Disabilities, Delays, and Special Health Care Needs Thursday, November 17 6:00 p.m. — 9:00 p.m.	Providers will identify programs, terms and resources to support children with special needs; identify their role in the IEP/IFSP process and how to support families and children; identify strategies for ensuring access for all children regardless of ability; identify how to select materials, make modifications and adaptations, to enhance learning and motivation for all children.	3 hours Special Needs \$10.00; Must pre-register
A Sense of Place: Human Geography in the Early Childhood Classroom Saturday, November 19 9:00 a.m. — 11:00 a.m.	Developing a sense of place through geographic experiences helps build the social and emotional foundation children need and will one day use as adults.	2 hours Curriculum \$10.00; Must pre-register
Working with Mixed Age Groups Tuesday, November 29 6:00 p.m. — 9:00 p.m.	Working with a group of children who are different ages presents child care providers with unique challenges and opportunities. Learn strategies to overcome challenges, create daily schedules and meet the needs of each child.	2 hours Child Development, 1 hour Curriculum
Toilet Training: Catching the Cues of the Potty Dance Wednesday, November 30 6:00 p.m. — 8:00 p.m.	We will discuss developmental readiness of the child vs. the readiness of the adult, learn sure fire toilet training techniques including celebrating and the power of peer pressure, and begin to develop a program letter for your toilet training policies and practices.	2 hours Child Development \$10.00; Must pre-register

December 2022

WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 Express Yourself! Discovering How to Extend Children's Natural Forms of Self Expression to Promote Early Literacy Skills	2	3 So What Are PAUs and How Do I Get Them? Encouraging Imaginative Play
4	5	6	7 Take a Look in a Book: Infant and Toddler Emergent Literacy Basic Health and Safety	8 You Can Do This! Accommodating All Children in Your Program	9	10 Medication Administration Discoveries of Infancy the What and How of Learning NEW
11	12	13 Simple Strategies for Staying Healthy During Trying Times	14	15	16	17 Safety Practices for Young Children NEW
18	19	20	21	22	23	24
25	26	27	28	29	30	

To register online, go to <https://familytreemd.org/bccrc/>



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Training Descriptions December 2022

To register, click on the course title in blue.

Course and Date:	Course Description:	Topic and Cost:
<p>Express Yourself! Discovering How to Extend Children’s Natural Forms of Self Expression to Promote Early Literacy Skills Thursday, December 1 6:00 p.m. — 8:00 p.m.</p>	<p>Participants will create a plan to incorporate engaging art, music & movement, and storytelling activities that will strengthen pre-literacy skills and provide all children with the opportunity to express themselves in a meaningful manner.</p>	<p>2 hours Curriculum \$10.00; Must pre-register</p>
<p>So What Are PAUs and How Do I Get Them? Saturday, December 3 9:00 a.m. — 11:00 a.m.</p>	<p>Participation in activities that contribute to the professional growth and career development are important to maintain a high level of professionalism. In this workshop we will take a look at professional activities and how they can be applied to the MD Child Care Credentialing program.</p>	<p>2 hours Community \$10.00; Must pre-register</p>
<p>Encouraging Imaginative Play Saturday, December 3 9:00 a.m. — 12:00 p.m.</p>	<p>Through small and large group activities and discussions participants will identify relevant, responsive, and reflective strategies to spark creativity in the young child’s environment.</p>	<p>3 hours Curriculum \$10.00; Must pre-register</p>
<p>Take a Look in a Book: Infant and Toddler Emergent Literacy Wednesday, December 7 6:00 p.m. — 8:00 p.m.</p>	<p>In this training you will learn how language-rich interactions and environments helps children develop communication skills, patience, empathy, and literacy—all of which are critical to success in school and beyond.</p>	<p>2 hours Curriculum \$10.00; Must pre-register</p>
<p>Basic Health and Safety Wednesday, December 7 6:00 p.m. — 9:00 p.m.</p>	<p><i>This class fulfills the MSDE requirement for basic health and safety training.</i></p>	<p>3 hours Health, Safety and Nutrition \$10.00; Must pre-register</p>
<p>You Can Do This! Accommodating All Children in Your Program Thursday, December 8 6:00 p.m. — 9:00 p.m.</p>	<p>Participants will discuss and develop ideas for identifying program modifications and accommodations for children who have special needs or disabilities. This workshop does not satisfy any training required by OCC regulations.</p>	<p>3 hours Special Needs \$10.00; Must pre-register</p>
<p>Discoveries of Infancy the What and How of Learning NEW Saturday, December 10 9:00 a.m. — 11:00 a.m.</p>	<p>Studies consistently show that babies learn the most and will likely remember what they learn when they can control what’s happening. This workshop explores the discovery of understanding that occurs in six main areas called the “Discovery of Infancy” theory.</p>	<p>1.5 hours Professionalism .5 hours Community \$10.00; Must pre-register</p>
<p>Medication Administration (In person) Saturday, December 10 9:00 a.m. — 3:30 p.m.</p>	<p><i>Note: This class will be held at the Julie Center-100 S Washington St, Baltimore, MD 21231.</i> <i>This class fulfills the MSDE/OCC requirement for all childcare professionals.</i></p>	<p>6 hours Health, Safety and Nutrition \$60.00; Must pre-register</p>
<p>Simple Strategies for Staying Healthy During Trying Times Tuesday, December 13 6:00 p.m. — 8:00 p.m.</p>	<p>During these trying times deep, thoughtful, intentional self-care is critical for every professional in the early care and education field. In this workshop you will learn strategies to help you take care of yourself so you can take care of others.</p>	<p>2 hours Professionalism \$10.00; Must pre-register</p>
<p>Safety Practices for Young Children NEW Saturday, December 17 9:00 a.m. — 11:00 a.m.</p>	<p>Safety education helps young children develop skills for safe actions and understand possible consequences of unsafe behavior. In this workshop you will learn ideas and activities to use when teaching children safety in your program.</p>	<p>2 hours Health, Safety, and Nutrition \$10.00; Must pre-register</p>

Important Policies

MARYLAND CHILD CARE RESOURCE NETWORK COMPLAINT POLICY

Every member agency of the Maryland Child Care Resource Network strives to provide high quality service to the child care programs and families in their jurisdiction and throughout Maryland. It is our mission to ensure that every interaction with staff at the Child Care Resource Centers is positive and professional.

If you have concerns about an incident or some aspect of service at a Child Care Resource Center, please contact the director/manager directly. Contact information for these individuals can be found here [<https://marylandfamilynetwork.org/for-providers/find-your-child-care-resource-center>].

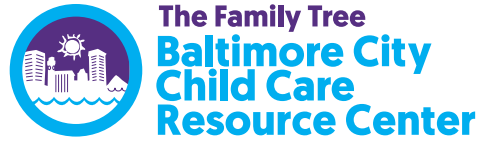
If you are not satisfied with the way your concern is handled by the director/manager at the Child Care Resource Center, please contact Maryland Family Network at 410-659-7701 or at MCCRNinfo@marylandfamilynetwork.org. As the Statewide Coordinating Entity of the Maryland Child Care Resource Network, MFN will investigate the complaint or concern regarding services and take appropriate action.



LOCATE 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, Director, LOCATE: Child Care at 410-659-7701.





Important Registration Policies

When registering for training classes at BCCRC please remember the following:

- **Pre-registration is required. Registration and payment must be received three days in advance of the training.**
- **Registration fees are non-refundable. With 24-hour prior notice you may transfer to another class or receive a credit for a future training class, except for Medication Administration.**
- Registration is on a first come, first served basis. If your registration is received after a workshop has reached capacity you will be notified immediately and your payment will be returned.
- A confirmation letter will be sent for all classes — please read your letter carefully. You will not receive reminder cards for each class.
- Payment can be made by check, money order or credit card. **No cash please.**
- Presence at the entire workshop constitutes attendance. Out of respect for our trainers and all of those in attendance, no one will be admitted to a training session that has been in progress for fifteen minutes or more.
- Workshops are for adults only. Please make child care arrangements in advance — children will not be admitted to a training class.
- Reasonable accommodations are offered, if needed. Please call the Resource Center one week in advance to request accommodations.

TO REGISTER FOR CLASSES:

- Register with credit card on-line at www.bccrc.org. To receive a registration form via email contact Jennell Bailey at jbailey@familytreemd.org.
- Remember — registrations must be received at BCCRC three days prior to the scheduled training.

Important Telephone Numbers and Contacts

Baltimore City Child Care Resource Center

Main Number.....410-889-2300
 LOCATE:ChildCare(tollfree).....1-877-261-0060
 FAX.....410-685-2100

Other Agencies

Office of Child Care – Region II.....410-554-8300
 MDStateDepartmentofEducation.....410-767-0100
 OfficeofChildCare:CredentialBranch.....1-866-243-8796
 CCSProvider Helpline (toll free).....1-866-243-8796
 Protective Services.....410-361-2235
 Medical Assistance/WIC.....410-396-9427
 ChildCareFoodProgram.....410-767-0214
 MarylandFamilyNetwork.....410-659-7701
 Maryland State Child Care Association (MSCCA)
 Christina Peusch, Executive Director.....410-820-9196
 MSCCA, Baltimore City Chapter
 Jennifer Dorsey, President.....443-835-0738
 Baltimore Child Care Coalition
 Email.....baltimorechildcarecoalition@gmail.com
 TheFamilyTree.....410-889-2300
 24-hourParentingHelpline:.....1-800-243-7337



Bulletin

For more information about any of the articles in this newsletter, call BCCRC at 410-889-2300, mention the article and we will direct your call to the BCCRC staff member who can help you.

E-mail us at:

childcare@bccrc.org

Our mailing address is:

The Family Tree —
 BCCRC
 2108 N. Charles Street
 Baltimore, MD 21218

Our fax number is:

410-685-2100



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