

# Bulletin

SUMMER 2023



CURRENT NEWS AND TRAINING CALENDAR FROM BCCRC

## Helping Children Feel Safe and Secure

All humans have the basic need—and right—to feel safe. And, of course, we all want safety for the children in our care and children everywhere. But many children and families living in communities with a high violence rate do not feel safe. Such violence, particularly gun violence, can be concentrated in specific urban neighborhoods, with lower socio-economic status disproportionately affected. When the threat of danger is constant, or when children have experienced the trauma of losing a loved one to gun violence or have witnessed violence directly, their trust in the world crumbles. They lose faith that the adults around them can keep them safe, and their trust in the fabric of their communities is eroded.

This sustained trauma often becomes toxic stress, which impacts children's long-term health and social-emotional development. Children might struggle with learning and managing their behavior, affecting school performance. In addition, living in a neighborhood with a high rate of gun violence limits children's opportunities to play safely and be physically active.

All children, regardless of where they live, need to know that they are precious and valued, that they matter, and that they play an important role in their communities. They also need to know that they are an important part of building a kinder, more peaceful world. As a caring adult, you can help children build a stronger sense of belonging and safety even in an environment that actually is unsafe.

Because we are social creatures, our caring connections with others are the context of all healing and rebuilding of trust. When children feel a sense of belonging within their community, and *(continued on page 2)*



**The Family Tree**  
**Baltimore City**  
**Child Care**  
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Baltimore, MD 21218  
410-889-2300  
[familytreemd.org](http://familytreemd.org)

## Helping Children Feel Safe and Secure

*(continued from page 1)*

when they feel empowered to effect change even in small ways, they have a firmer foundation for resilience in the face of challenges that are largely beyond their control.

We can inspire hope for a safer, more peaceful future and inspire children to make small changes that will ultimately create a more peaceful culture within their communities, and within their own hearts. You can make a difference in the lives of children exposed to violence. You can help children build healthy relationships and a sense of empowerment. You have the power to create an atmosphere of hope!

**For more information visit the Sesame Street Community at: <https://sesameworkshop.org/topics/violence/>**

## Staying Safer in Unsafe Environments

As a childcare professional, you are an invaluable teacher in helping children know and identify gun-related dangers—and stay as safe as possible.

To prepare children for a situation in which they're at home and they hear gunshots outside, talk about which rooms are the safest (rooms with no windows, or, if violence is related to someone in the home, rooms that have possible exits). Tell them to get low on the ground and stay there. If a safe person is around, children should tell them. They should also know who to call for help.

Children have natural curiosity and a drive to discover, so guns must be kept locked at all times, because children "try out" and explore new ideas through play and imitation—and 4.6 million children live in homes with access to a loaded, unlocked, or unsupervised gun; over 70% of them know where that gun is stored.

Tell children what to do if they find a gun anywhere, keeping the language simple and repeating it often:

If you see a gun, don't touch it. Tell a safe grown-up right away. You won't get in trouble if you tell me you've seen a gun. For more information visit the Sesame Street Community at: <https://sesameworkshop.org/topics/violence/>

## Family Childcare Accreditation



We would like to congratulate Family Child Care Professional, Erica Quarles on achieving accreditation through the National Association for Family Child Care (NAFCC). She was assisted by our Early Childhood Coach, Brandi Walker. If you are a Family Child Care Professional and would like to be accredited, reach out to Brandi Walker at [bwalker@familytreemd.org](mailto:bwalker@familytreemd.org).

## 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 childcare 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 childcare business. GOFCC guides you through the licensing process while supporting you in building a strong business foundation and high quality childcare 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 childcare 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 interest form by pointing your camera at the QR code or clicking this link <https://forms.office.com/r/iUmaNxvT30>



# Thank You for Helping Make Our Spring Event Such a SUCCESS!



We would like to extend a huge THANK YOU to everyone who participated in our Spring Event on May 13. The weather may have been less than perfect but seeing the smiles on everyone's faces made the day bright and sunny! This event was to recognize "Provider Appreciation Day" and to commemorate the

hard work of Early Childhood Professionals throughout Baltimore City. Early Childhood Professionals play a crucial role in helping to develop children birth-five development and early learning. Early Childhood Professionals had an opportunity to network, enjoy activities, and collect valuable resources.

One Early Childhood professional stated when asked how the day made you feel valued, "Hello with positive energies. I was greeted with courteous, inviting, professional, fun people with smiles. I felt valued by the positive energies, invites to participate in activities, resources and gifts from the time I signed in until I got in the car! Thank you for appreciating me (and all participating providers)!"



# Colors of Nature Scavenger Hunt

Summer is the time of the year when it's good for little ones to go outside and enjoy nature. There is something about scavenger hunts that makes kids get excited! One idea is to create a color wheel like the one pictured below. When the children are outside on the playground or on a walk, encourage them to find things from nature that match the color on the wheel.

For more ideas on how to incorporate nature into your program BCCRC offers two groups which focus on fun science & math activities for your children.

STEAM in a Backpack focuses on learning new science activities for those working with children ages 3+. The group meets monthly on Zoom to share ideas and network with others. Several times through the year there are opportunities for childcare professionals to explore Baltimore City's green spaces and learn how these spaces can be used to enrich science learning.

Little Explorers Baby STEM focuses on learning fun science activities and networking for those caring for infants, toddlers, and twos. This group meets monthly on Zoom and BCCRC's Infant & Toddler Specialist, Sue Penix, is available to visit your program and share STEM activities with your infants, toddlers, and twos.

For more information on STEAM in a Backpack or Little Explorers Baby STEM contact Sue Penix at [spenix@familytreemd.org](mailto:spenix@familytreemd.org) or call 410-831-1166.



## Welcome Dazhane Clark



Please join us in welcoming Dazhane Clark to the BCCRC team! Dazhane is joining Courtney Ross as a Technical Assistance Specialist/ Early Childhood Coach with GOFCC. We are thrilled to have her join the BCCRC team!

## Congratulations to Sue Penix!



Sue has completed a 24 week of intensive training with the Program for Infant and Toddler Care (PITC). The PITC Trainer Institutes provide participants with learning opportunities to enhance the professional development of infant and toddler care teachers, family childcare providers, and programs.

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

### With the help of BCCRC

- Complete the MD Child Care Credential application
- Gather Training Certificates
- Connect with BCCRC for Professional Activity Units (PAU's)
- GET PAID (A bonus check is available for MD credential levels 2 and up!!)

### Contact the BCCRC Team today to get started with the credential application:

Brandi Walker-Family Child Care Providers  
410-831-1190  
[bwalker@familytreemd.org](mailto:bwalker@familytreemd.org)

Chaquana Truitt-Preschool Teachers  
667-379-6048  
[ctrutt@familytreemd.org](mailto:ctrutt@familytreemd.org)

Sue Penix-Infant, Toddler & Twos Teachers  
410-831-1166  
[spenix@familytreemd.org](mailto:spenix@familytreemd.org)



# July 2023

## WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8  Medication Administration
9	10	11  Recognizing and Responding to Challenging Behavior	12  But It's Mine! Redirecting Toddlers	13	14	15  Roots of Inclusion: Establishing a Solid Foundation for Inclusive Practice
16	17	18  Policies That Protect	19  SIDS, SUID and Other Sleep-Related Infant Deaths	20  Recognizing and Reporting Child Abuse and Neglect  Switch On - Switch Off: Babies and Technology	21	22  What Happened to the World? Helping Children Cope
23	24	25	26  Healthy Bodies Inside and Out NAPTIME	27  The Importance of Executive Function and Self-Regulation in Early Childhood Education and Care	28	29  Raindrops on Noses and Toes in the Dirt: Infants and Toddlers in the Outdoor Classroom
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.**

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# Training Descriptions July 2023

To register, click on the course title in blue.

Course and Date:	Course Description:	Topic and Cost:
<b>Medication Administration</b> (In-person) <b>Saturday, July 8</b> 9:00 a.m. — 3:30 p.m.	<p><b>Note: This class will be held at the Julie Center — 100 S Washington St, Baltimore, MD 21231.</b></p> <p><b>This class fulfills the MSDE/OCC requirement for all childcare professionals.</b></p>	6 hours Health, Safety and Nutrition \$60.00; Must pre-register
<b>Recognizing and Responding to Challenging Behavior</b> <b>Tuesday, July 11</b> 6:00 p.m. — 8:00 p.m.	Participants will learn what challenging behaviors look like, how to identify them, and what they can do to help. Participants will learn how written observations of behaviors help identify patterns and implement strategies to prevent challenging behaviors from occurring.	2 hours Child Development \$10.00; Must pre-register
<b>But It's Mine! Redirecting Toddlers</b> <b>Wednesday, July 12</b> 6:00 p.m. — 9:00 p.m.	Caregivers intentionally teaching social emotional skills throughout daily routines, produces many positive outcomes for children. This workshop will present a definition of social emotional skills and presents benefits of promoting social emotional skills.	1.5 hours Child Development, 1.5 hours Curriculum \$10.00; Must pre-register
<b>Roots of Inclusion: Establishing a Solid Foundation for Inclusive Practice</b> <b>Saturday, July 15</b> 9:00 a.m. — 12:00 p.m.	This module will focus on establishing the critical foundation needed for developing an inclusive childcare program. We will also explore comprehensive and effective inclusion policies to include in your program handbook.	1 hour Professionalism, 2 hours Special Needs \$10.00; Must pre-register
<b>Policies That Protect</b> <b>Tuesday, July 18</b> 6:00 p.m. — 9:00 p.m.	Minimize the risk of your program becoming the focus of a CPS investigation by developing and following policies and procedures which offer protection against allegations of child maltreatment.	3 hours Professionalism \$10.00; Must pre-register
<b>SIDS, SUID and Other Sleep-Related Infant Deaths</b> <b>Wednesday, July 19</b> 6:00 p.m. — 8:00 p.m.	This class fulfills the MSDE requirement for SIDS training.	2 hours Health, Safety and Nutrition \$10.00; Must pre-register
<b>Recognizing and Reporting Child Abuse and Neglect</b> <b>Thursday, July 20</b> 6:00 p.m. — 8:00 p.m.	Did you know that childcare professionals are mandated by law to report child maltreatment? In this training you will develop a policy for preventing and reporting child abuse as well as the signs and symptoms of bullying behaviors and victims' behaviors.	2 hours Health, Safety and Nutrition \$10.00; Must pre-register
<b>Switch On - Switch Off: Babies and Technology</b> <b>Thursday, July 20</b> 6:00 p.m. — 8:00 p.m.	This workshop explores some of the negative impacts and alternative strategies to screen time for our youngest learners to support healthy child development.	1 hour Child Development, 1 hour Curriculum \$10.00; Must pre-register
<b>What Happened to the World? Helping Children Cope</b> <b>Saturday, July 22</b> 9:00 a.m. — 11:00 a.m.	Adults largely set the emotional landscape for children. Children depend on us to be strong, to know what is happening and to guide them through turbulent times. Learn ideas and language for responding to children's questions and reactions during these times.	2 hours Community \$10.00; Must pre-register
<b>Healthy Bodies Inside and Out NAPTIME</b> <b>Wednesday, July 26</b> 12:30 p.m. — 2:30 p.m.	As young children become aware of their body parts and start to understand how the parts work individually and together, 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
<b>The Importance of Executive Function and Self-Regulation in Early Childhood Education and Care</b> <b>Thursday, July 27</b> 6:00 p.m. — 9:00 p.m.	Executive functioning and self-regulation help children be successful within their environments. Children are born with the capacity to learn and utilize these skills. Participants will learn about why these skills are important, what deficits in these areas look like, and strategies to help build them.	3 hours Child Development \$10.00; Must pre-register
<b>Raindrops on Noses and Toes in the Dirt: Infants and Toddlers in the Outdoor Classroom</b> <b>Saturday, July 29</b> 9:00 a.m. — 12:00 p.m.	In this workshop, you will learn how to create an outdoor classroom that enables infants and toddlers to explore and experience the outdoors through a variety of sensory experiences.	3 hours Curriculum \$10.00; Must pre-register

# August 2023

## WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2 Growing Vegetable Soup: Connecting Children to Healthy Foods	3 Universal Design for Learning for Infants and Toddlers	4	5 Building Classroom Communities
6	7	8	9 Working with Mixed Age Groups	10 Helping Boys Blossom: Strength-Based Approaches for Teaching Boys	11	12 Medication Administration
13	14	15 Fit from the Start	16 So What Are PAU's and How Do I Get Them? NAPTIME	17	18	19 Educational Equity: Promoting Practices to Create Equitable Classrooms NEW
20	21	22	23 SIDS, SUID and Other Sleep-Related Infant Deaths	24	25	26 Storytime for Infants and Toddlers
27	28	29	30	31		

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



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# Training Descriptions August 2023

To register, click on the course title in blue.

Course and Date:	Course Description:	Topic and Cost:
<a href="#">Growing Vegetable Soup: Connecting Children to Healthy Foods</a> <b>Wednesday, August 2</b> 6:00 p.m. — 8:00 p.m.	This workshop explores ways to connect children to healthy foods, discovering where their food comes from and ways in which they can interact with food in the classroom.	2 hours Health, Safety, Nutrition \$10.00; Must pre-register
<a href="#">Universal Design for Learning for Infants and Toddlers</a> <b>Thursday, August 3</b> 6:00 p.m. — 9:00 p.m.	This workshop will discuss how to individualize individualization to meet the needs of all our littlest learners. Universal Design for Learning and how this supports the needs of all children while continuing to ensure that every child is fully included.	1.5 hours Curriculum, 1.5 hours Special Needs \$10.00; Must pre-register
<a href="#">Building Classroom Communities</a> <b>Saturday, August 5</b> 9:00 a.m. — 12:00 p.m.	This training addresses the various components involved in creating a supportive classroom community. In such a classroom environment, teachers and children come to know and care about each other and develop mutual regard and concern for each other, so that everyone can learn and grow.	1.5 hours Community, 1.5 hours Curriculum \$10.00; Must pre-register
<a href="#">Working with Mixed Age Groups</a> <b>Wednesday, August 9</b> 6:00 p.m. — 9:00 p.m.	Working with a group of children who are different ages presents childcare 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 \$10.00; Must pre-register
<a href="#">Helping Boys Blossom: Strength-Based Approaches for Teaching Boys</a> <b>Thursday, August 10</b> 6:00 p.m. — 9:00 p.m.	In this training, participants will clarify their role in supporting boys' growth, barriers that are created, and strength-based approaches to help boys blossom.	1 hour Child Development, 1 hour Curriculum, 1 hour Special Needs \$10.00; Must pre-register
<a href="#">Medication Administration (In-person)</a> <b>Saturday, August 12</b> 9:00 a.m. — 3:30 p.m.	<b>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.</b>	6 hours Health, Safety and Nutrition \$60.00; Must pre-register
<a href="#">Fit from the Start</a> <b>Tuesday, August 15</b> 6:00 p.m. — 9:00 p.m.	Participants will discover strategies to utilize in their childcare setting and curriculum to encourage healthy eating habits and movement activities for all young children.	1.5 hours Curriculum, 1.5 hours Healthy, Safety and Nutrition \$10.00; Must pre-register
<a href="#">So What Are PAU's and How Do I Get Them? NAPTIME</a> <b>Wednesday, August 16</b> 12:30 p.m. — 2:30 p.m.	Participation in activities that contribute to 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.	2 hours Community \$10.00; Must pre-register
<a href="#">Educational Equity: Promoting Practices to Create Equitable Classrooms</a> NEW <b>Saturday, August 19</b> 9:00 a.m. — 12:00 p.m.	In this training, participants will define equity, equality, and the differences between the two. Participants will be able to implement practices into their classroom to support educational equity.	1 hour Child Development, 2 hours Professionalism \$10.00; Must pre-register
<a href="#">SIDS, SUID and Other Sleep-Related Infant Deaths</a> <b>Wednesday, August 23</b> 6:00 p.m. — 8:00 p.m.	This class fulfills the MSDE requirement for SIDS training.	2 hours Health, Safety and Nutrition \$10.00; Must pre-register
<a href="#">Storytime for Infants and Toddlers</a> <b>Saturday, August 26</b> 9:00 a.m. — 12:00 p.m.	Infants and toddlers love being read to! We will explore how to choose appropriate books and identify strategies for planning and executing story time.	1 hour Child Development, 2 hours Curriculum \$10.00; Must pre-register

# September 2023 WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9 Medication Administration Discoveries of Infancy: The What and How of Learning
10	11	12	13 Reality Bites: Understanding and Addressing Biting	14 Big Anxiety, Small Child	15	16 Improving Transitions in Your Program
17	18	19 Introduction to the Maryland Credential NAPTIME Basic Health and Safety	20 Teaching Parents About School Readiness	21	22	23 Including All Children and the Americans with Disabilities Act [ADA]
24	25	26	27 Creating a Language Rich Environment	28	29	30 Managing Stress at Any Age

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



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

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Course and Date:	Course Description:	Topic and Cost:
<a href="#">Medication Administration (In-person)</a> <b>Saturday, September 9</b> 9:00 a.m. — 3:30 p.m.	<p><b>Note: This class will be held at the Julie Center- 100 S Washington St, Baltimore, MD 21231.</b></p> <p><b>This class fulfills the MSDE/OCC requirement for all childcare professionals.</b></p>	6 hours Health, Safety and Nutrition \$60.00; Must pre-register
<a href="#">Discoveries of Infancy: The What and How of Learning</a> <b>Saturday, September 9</b> 9:00 a.m. — 11:00 a.m.	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.	2 hours Professionalism \$10.00; Must pre-register
<a href="#">Reality Bites: Understanding and Addressing Biting</a> <b>Wednesday, September 13</b> 6:00 p.m. — 8:00 p.m.	In this training, participants will learn why a child's development can be a key factor in understanding why children bite. Included are strategies on how to handle several types of biting situations as well as how to discuss a biting incident with parents.	2 hours Child Development \$10.00; Must pre-register
<a href="#">Big Anxiety, Small Child</a> <b>Thursday, September 14</b> 6:00 p.m. — 9:00 p.m.	This training will introduce participants to anxiety and how this disorder impacts young children. Participants will learn what normal behavior is and what warrants a referral. Classroom strategies and resources will be shared.	3 hours Special Needs \$10.00; Must pre-register
<a href="#">Improving Transitions in Your Program</a> <b>Saturday, September 16</b> 9:00 a.m. — 12:00 p.m.	Moving from place to place, activity to activity, is often filled with tears, screaming, and tantrums. Learn how you can smooth transitions to make them productive, fun times for children and stress free for adults.	3 hours Curriculum \$10.00; Must pre-register
<a href="#">Introduction to the Maryland Credential NAPTIME</a> <b>Tuesday, September 19</b> 12:30 p.m. — 2:30 p.m.	The Maryland Child Care Credential Program recognizes individual childcare providers who increase their qualifications beyond the requirements of state licensing and registration regulations.. If you would like more information on how to participate in the Maryland Child Care Credential this workshop is for you!	2 hours Professionalism \$10.00; Must pre-register
<a href="#">Basic Health and Safety and Breastfeeding</a> <b>Tuesday, September 19</b> 6:00 p.m. — 9:00 p.m.	This class fulfills the MSDE requirement for basic health and safety and breastfeeding training.	3 hours Health, Safety and Nutrition \$10.00; Must pre-register
<a href="#">Teaching Parents About School Readiness</a> <b>Wednesday, September 20</b> 6:00 p.m. — 8:00 p.m.	This training will teach techniques to actively create meaningful family engagement in the school readiness process. The information will allow early care professionals to help families be more familiar with all areas of school readiness.	2 hours Community \$10.00; Must pre-register
<a href="#">Including All Children and the Americans with Disabilities Act</a> <b>Saturday, September 23</b> 9:00 a.m. — 12:00 p.m.	This class fulfills the MSDE requirement for all childcare professionals.	3 hours Special Needs \$10.00; Must pre-register
<a href="#">Creating a Language Rich Environment</a> <b>Wednesday, September 27</b> 6:00 p.m. — 9:00 p.m.	Language plays a key role in our ability to function within our environments. Participants will learn ways to foster language skills in the children they work with and how to identify when there is a possible delay.	3 hours Curriculum \$10.00; Must pre-register
<a href="#">Managing Stress at Any Age</a> <b>Saturday, September 30</b> 9:00 a.m. — 12:00 p.m.	This training is designed to increase participants' knowledge of stress and how to manage its symptoms. The participants will also be able to examine the similarities and differences of stress in different age groups.	2 hours Health, Safety and Nutrition 1 hour Professionalism \$10.00; Must pre-register

# 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](mailto: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 reminders 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](http://www.bccrc.org). To receive a registration form via email contact Jennell Bailey at [jbailey@familytreemd.org](mailto: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](mailto:childcare@bccrc.org)

### Our mailing address is:

The Family Tree —  
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### Our fax number is:

410-685-2100



The Baltimore City Child Care Resource Center is a member of the Maryland Child Care Resource Network with funding provided from the Maryland State Department of Education, through Maryland Family Network and The Family Tree.