

Bulletin



CURRENT NEWS AND TRAINING CALENDAR FROM BCCRC

“Back to School” for All of Us

A perfect time to get your CDA

What is a CDA (Child Development Associate) Certificate? Whether you are brand new to the world of early childhood education or have been working with children for years, obtaining your CDA could be the next step for you. It is important to understand – what is a CDA certificate? According to the Council for Professional Recognition, the Child Development Associate Credential is among the most widely known and accepted credentials in early childhood education. The nationally transferable CDA certificate is based on a set of core concepts and competencies that aim to help children successfully move from one developmental stage to the next.

The CDA Credential provides an opportunity for educators working with children from birth to age 5 to demonstrate and strengthen their knowledge, understanding, and practices when teaching in early education. Not only is the CDA Credential important for advancing in your career, but it is also a major professional development learning experience and essential resource moving into the field, making it a great option for both experienced and new educators.

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Lakesha Solomon, Family Child Care Professional, received her CDA with help from Brandi Walker, Early Childhood Coach.



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Top 5 Reasons to Pursue Your CDA Certification

1. Professional Growth

Anytime you are learning and growing in your career knowledge, you are investing in your future and professional development. Getting your CDA certification will ensure that you are up to date on the latest childhood development research and teaching methods.

2. Increase Your Credential Level

Obtaining your CDA and completing all other requirements will help you achieve a level 4 in the Maryland Child Care Credential and earn college credit at participating community colleges!!

3. Better Job Opportunities

Having your CDA Credential also makes you a better candidate for potential job opportunities. Employers in the early childhood education field will recognize and appreciate the CDA Credential. It shows that you are invested in being the best educator possible by furthering your own education and knowledge.

4. Meet the NAEYC (National Association for the Education of Young Children) Standards

NAEYC is an organization that promotes high-quality, research-based learning in education centers across the country. NAEYC lists 10 program standards on their website for families to consider when selecting an early childhood program. One of these standards involves staff competencies and lists CDA Credentials as a requirement for qualifying educators. NAEYC promotes state and national professional development systems that help individuals in the early childhood field make connections between their training and the classroom.

5. Gain Parents' Confidence

Parents and families are more likely to place their trust in educators that have a higher level of training. Your CDA Credential gives parents of the children you work with peace of mind that they have left their little ones in good hands. Having a CDA certificate also demonstrates your dedication to the field and communicates that you care enough to continue your own learning. Parents see that you have invested time and money into becoming a better educator for their children and it improves the parent-teacher relationship.

These are only a few of the many benefits that come from pursuing your CDA certification. Grow your knowledge, boost your pay, and job prospects, and gain the confidence of the parents at your program when you obtain your CDA Credential. Start bettering yourself today and read more about how to get your CDA certification.

With the support of Chaquana, Brandi, and Sue you can earn your CDA in record time! As a BONUS, the Council for Professional Recognition, Maryland State Department of Education, and Maryland Family Network have partnered to offer funding to help you earn or renew your Child Development Associate (CDA) credential. Fully Funded CDA training is available for Maryland Early Childhood Educators! Contact one of BCCCRC's Early Childhood Coaches and do not miss this exciting opportunity.

Earning your CDA is FREE* and will help you earn more money!! For more information, contact the BCCCRC (Baltimore City Child Care Resource Center) 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



Growing Opportunities in Family Child Care (GOFCC)

GOFCC has wrapped up their first year and is excited to start the second cohort with a new group of Future Family Child Care Professionals. In the first year, GOFCC was able to provide FREE training, technical assistance, hands on support, guidance, business coaching and resources to 45 Baltimore City Residents helping them on their journey to owning and operating their very own Family Child Care Business.

Have you ever wanted to be your own boss and business owner? The Growing Opportunities for Family Child Care (GOFCC) is the program for you! GOFCC guides you through the licensing process while supporting you in building a strong business foundation and high-quality family 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 family 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 interest form by clicking this link <https://forms.office.com/r/iUmaNxvT30>

The Baltimore City Child Care Resource Center (BCCRC) has an amazing team ready to support you with all of your child care needs.

Our Family Child Care Support Team provides Coaching and Technical Assistance to the Family Child Care Professionals in Baltimore City.



Courtney Ross and Dazhane Clark work together helping Future Family Child Care Professionals start their own Family Child Care Business through the GOFCC project.

Brandi Walker helps all Family Child Care Professionals with the Accreditation Process through NAFCC (National Association for Family Child Care), obtaining their CDA, increasing their levels in the Maryland Credentialing Program, helping FCCP increase the quality rating level of the Child Care Program through Maryland Excels as well as help Child Care Professionals with their classroom environment.



Chaquana Truitt and Sue Penix are our Child Care Centers Support Team. The two of them help Child Care Center Director's and Staff throughout Baltimore City with the Accreditation Process, obtaining their CDA, increasing their levels in the Maryland Credentialing Program, helping FCCP increase the quality rating level of their Child Care Program through Maryland Excels. Chaquana and Sue also help Child Care Professionals with their



Classroom Environment, share Training Opportunities they feel the program can benefit from and hold monthly work groups to allow a space for members of the child care community to come together to share with one another about topics related to child care.

Do you have any questions for our Early Childhood Coaches, or do you need Technical Assistance regarding Maryland's Quality Initiatives? Our Coaches can help you work towards getting your program Accredited, helping you and/or your staff become Maryland Child Care Credentialed or move up levels in the Credentialing Program, help you through the process of getting your CDA as well as helping your program achieve a higher quality rating in Maryland Excels. Join us via ZOOM on Fridays between 1pm and 2pm and get the help and answers you need on topics related to child care in Baltimore City.

Join us every Friday between 1:00pm and 2:00pm by clicking the link below or scanning the QR code.

<https://us02web.zoom.us/j/83386566830?pwd=ekNtZXF3Wjc2eXZPa3Q3aXI3bzVOUT09>



A Big Thanks to You!



A special note to the Child Care Community from Jennifer Lentz. It is with mixed feelings that I announce that I am leaving BCCRC after 18 wonderful years. As Winnie the Pooh said, "How lucky I am to have something that makes saying goodbye so hard." While I am thrilled for my next phase in life, I will

deeply miss working with the early childhood community in Baltimore City. I am pleased to announce that Michelle Givoe has been promoted to Program Manager. Please join me in welcoming her to her new position.

Thoughtful Conversations on Equity and Justice

Join Baltimore City Child Care Resource Center on Saturday, October 14th for a Virtual Professional Development Institute, Thoughtful Conversations about Equity and Justice with Anni Reinking and Laycee Thigpen. Have you ever heard of the ideas known as "Equity" and "Justice" as it relates to Education? Join us for reflective dialogue to critically analyze and plan effective implementation of inclusiveness in childcare settings for staff, children, and families. October 14th, 9:00 a.m. to 12:00 p.m., 3 COK (Core of Knowledge) hours in Community, \$5.00! Click the link below to register for the training.

<https://training.bccrc.org/CVSFlstview.aspx?Course=1669>





Infant and Early Childhood Mental Health Team!

Our IECMH (Infant and Early Childhood Mental Health) Team is here to support both Family Child Care Programs and Child Care Centers within Baltimore City. When you contact our IECMH team, they will come out to your program to work with you, your teachers, families, and children, and provide materials to support the learning environment. click on the link to have a consultant connect with you.

<https://forms.gle/KDr6zevr4h6dNNi89>



Family Resources Specialist, Nea Williams, and LaTonya Anderson! When we said we are here to help you with all of your child care needs, Nea and LaTonya spend most of their days supporting families to find quality child care using Child Locate. They also help families apply for the Maryland Child Care Scholarship Program and they attend

many outreach events within Baltimore City supporting families and children and providing free resources to families within Baltimore City.

Strengthening Business Practices

Announcing.... A training just for Center Directors!

Strengthening Business Practices for Child Care Programs is a 4-module series. This training series is designed to support child care center owners and directors hone their administrative skills and offer strategies to encourage business growth. The training will cover topics such as sound fiscal management, marketing, recruiting staff and staff retention. The cost is only \$20.00 for all 4 modules!! The series will be held from 6:30 p.m. — 9:30 p.m. on the following dates: Wednesday, October 25th; Wednesday, November 1st, Wednesday, November 8th and Wednesday, November 15th. [COK: 12 hours Professionalism]. For more information or to register please go to

<https://training.bccrc.org/CVSFListView.aspx?course=1640>

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/>).

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 is available for MD credential levels 2 and up!!) Contact the BCCRC Team today to get started with the credential application:

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Chaquana Truitt — Preschool Teachers

667-379-6048 • ctrutt@familytreemd.org

Sue Penix — Infant, Toddler & Twos Teachers

410-831-1166 • spenix@familytreemd.org

Introducing Our New Business Coach



We would like to introduce Ms. Jenae Bell as BCCRC's new Early Childhood Specialist/Business Coach. Jenae is a graduate of Notre Dame of Maryland University in Liberal Arts. She has worked in early childhood education since 2010, most recently as a lead teacher at a local Head Start. Jenae will be working with our Maryland Child Care Boost 3.0 participants

as well as helping the child care community with any business questions they have related to their child care programs.



October 2023

WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4 Exploring Math Concepts with Children's Books	5	6	7 Medication Administration Discipline Is Teaching
8	9	10	11 Basic Health and Safety	12	13	14 PDI — Thoughtful Conversations on Equity and Justice
15	16	17	18 Sensory Play for Infants and Toddlers All Children Are Gifted	19	20	21 Exploring the Great Outdoors in Autumn Infants and Toddlers Developing a Sense of Self
22	23	24	25 Recognizing and Responding to Challenging Behavior	26	27	28 IDS, SUID and Other Sleep Related Infant Deaths
29	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 October 2023

To register, click on the course title in pink.

Course and Date:	Course Description:	Topic and Cost:
Exploring Math Concepts with Children's Books Wednesday, October 4 6:00 p.m. — 9:00 p.m.	Literature is an ideal vehicle to help young children see the importance of numbers and math concepts in their daily lives. 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.	3 hours Curriculum \$10.00; Must pre-register
Medication Administration (In-person) Saturday, October 7 9:00 a.m. — 3:30 p.m.	Note: This class will be held at the Julie Center — 100 S Washington Street, Baltimore MD 21231. This class fulfills the MSDE/OCC requirements for all Childcare professionals.	6 hours Health, Safety and Nutrition \$60.00; Must pre-register
Discipline is Teaching Saturday, October 7 9:00 a.m. — 12:00 p.m.	Prevention is the best form of intervention! Challenging Behavior is to be expected when working with children but not everyone is equipped with strategies on how to prevent and manage challenging behavior. Participants will learn strategies to both prevent and to handle challenging behavior. Participants will leave with a "toolkit" of approaches surrounding behavior to use in their early childhood programs.	1.5 hours Child Development 1.5 hours Curriculum \$10.00; Must pre-register
Basic Health and Safety and Breastfeeding Wednesday, October 11 6:00 p.m. — 9:00 p.m.	This workshop provides basic information about critical health and safety topics for all childcare providers to meet the requirement of the proposed licensing regulation regarding training in basic health and safety areas.	3 hours Health, Safety and Nutrition \$10.00; Must pre-register
Sensory Play for Infants and Toddlers Wednesday, October 18 6:30 p.m. — 8:30 p.m.	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.	2 hours Curriculum \$10.00; Must pre-register
All Children are Gifted Wednesday, October 18 6:30 p.m. — 8:30 p.m.	Understanding the special needs of children prepares child development professionals to create environments and programs for the children in their care.	2 hours Special Needs \$10.00; Must pre-register
Exploring the Great Outdoors in Autumn Saturday, October 21 9:00 a.m. — 12:00 p.m.	The connections we make as children to the nature of the world around us impact 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!	3 hours Curriculum \$10.00; Must pre-register
Infants and Toddlers Developing a Sense of Self Saturday, October 21 9:00 a.m. — 12:00 p.m.	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.	1 hour Child Development, 1 hour Professionalism, 1 hour Community \$10.00; Must pre-register
Recognizing and Responding to Challenging Behavior Wednesday, October 25 6:30 p.m. — 8:30 p.m.	This workshop reviews the importance of recognizing challenging behaviors. Participants will learn what challenging behaviors look like, how to identify them, and what they can do to help. Participants will also learn how to create written observations of behaviors to identify patterns and implement strategies to prevent challenging behaviors from occurring.	2 hours Child Development \$10.00; Must pre-register
SIDS, SUID and Other Sleep Related Infant Deaths Saturday, October 28 9:00 a.m. — 11:00 a.m.	As infant and toddler caregivers, it is important to understand SIDS and sleep-related deaths, including the many strategies which can be implemented to reduce the risk of sleep-related death. Participants will review what is SIDS and sleep-related death, review recent research and statistics, gain greater understanding of the role childcare plays in keeping infants safe, and the recommendations and strategies for keeping children safe. This class fulfills the MSDE requirement for SIDS training.	2 hours Health, Safety and Nutrition \$10.00; Must Pre-register

November 2023

WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Creating a Language Rich Classroom	2	3	4 Conflict Resolution Strategies
5	6	7	8 Active Bodies, Active Minds	9 Now Doesn't That Make Sense	10	11 Medication Administration Understanding ADHD
12	13	14	15 Working with Mixed Age Groups	16 Including All Children and the Americans with Disability Act (ADA)	17	18 Understanding Temperment: Implications of working with Young Children
19	20	21	22	23	24	25
26	27	28	29 Toilet Training: Catching the Cues of the Potty Dance	30		

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 November 2023

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Course and Date:	Course Description:	Topic and Cost:
Creating a Language Rich Environment Wednesday, November 1 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 and executing story time.	3 hours Curriculum \$10.00; Must pre-register
Conflict Resolution Strategies Saturday, November 4 9:00 a.m. — 12:00 p.m.	When conflicts arise in childcare, it is important to know how to address the situation professionally and appropriately. Come examine what causes conflict, how to prevent conflict, strategies for handling a conflict, and ways to build and maintain positive relationships with coworkers, families, and friends.	3 hours Professionalism \$10.00; Must pre-register
Active Bodies Equals Active Minds Wednesday, November 8 6:30 p.m. — 8:30 p.m.	Early childhood professionals have a unique opportunity to identify and support children with active learning styles early in their education career. 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.	2 hours Child Development, 1 hour curriculum \$10.00; Must pre-register
Now, Doesn't That Make Sense (Abilities) Thursday, November 9 6:30 p.m. — 8:30 p.m.	This training introduces the participant to sensory processing dysfunction and sensory integration disorder and provides many easy-to-use strategies to implement in your classroom setting to address various sensory needs for all children.	2 hours Special Need \$10.00; Must pre-register
Understanding ADHD Saturday, November 11 9:00 a.m. — 12:00 p.m.	Participants will understand ADHD/ADD behaviors, diagnosis procedures and strategies for overcoming challenging behaviors from children with ADHD/ADD.	3 hours Special Needs \$10.00; Must pre-register
Medication Administration (In-person) Saturday, November 11 9:00 a.m. — 3:30 p.m.	Note: This class will be held at the Julie Center — 100 S Washington Street, Baltimore MD 21231. This class fulfills the MSDE/OCC requirements for all Childcare professionals.	6 hours Health, Safety and Nutrition \$60.00; Must pre-register
Working with Mixed Age Groups Wednesday, November 15 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
Including All Children and the Americans with Disability Act (ADA) Thursday, November 16 6:00 p.m. — 9:00 p.m.	This workshop will provide participants with an understanding of the requirements for ADA and inclusionary practices. Participants will leave with a better understanding of best practices and available resources. This training will meet the 3-hour training requirement for MSDE.	3 hours Special Needs \$10.00; Must pre-register
Understanding Temperament: Implications for Working with Young Children Saturday, November 18 9:00 a.m. — 12:00 p.m.	In this training, participants will learn the definition of temperament and its nine traits, the three main types of temperament and the term, 'goodness of fit.' Through partner discussions, chart activities and case scenarios, 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
Toilet Training: Catching the Cues of the Potty Dance Wednesday, November 29 6:30 p.m. — 8:30 p.m.	This workshop is designed to address challenges of toilet training in a childcare program. 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 2023

WORKSHOP TRAINING SESSIONS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2 Using Art to Heal
3	4	5	6 Basic Health & Safety	7 A Sense of Play: Human Geography in the Early Childhood Classroom	8	9 Take a Look in a Book: Infant & Toddler Emergent Curriculum Medication Administration
10	11	12	13 Emotions Matter	14 Early Childhood & Social Emotional Health	15	16 Circle Time: You can make it Developmentally Appropriate
17	18	19	20 Developmental Delay	21 Discovery of Infancy: The What and How of Learning	22	23
24	25	26	27	28	29	30
31						

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



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Training Descriptions December 2023

To register, click on the course title in pink.

Course and Date:	Course Description:	Topic and Cost:
<p>Using Art to Heal Trauma Saturday, December 2 9:00 a.m. — 12:00 p.m.</p>	<p>Giving children opportunities to express themselves through creative art activities enables them to process experiences that trouble them. Explore the impact of trauma on the developing brain and explore the benefits to children of open art centers and free expressive art.</p>	<p>3 hours Special Needs \$10.00; Must pre-register</p>
<p>Basic Health and Safety and Breastfeeding Wednesday, December 6 6:00 p.m. — 9:00 p.m.</p>	<p>This workshop provides basic information about critical health and safety topics for all childcare providers to meet the requirement of the proposed licensing regulation regarding training in basic health and safety areas.</p>	<p>3 hours Health, Safety and Nutrition \$10.00; Must pre-register</p>
<p>A Sense of Place: Human Geography in the Early Childhood Classroom Thursday, December 7 6:30 p.m. — 8:30 p.m.</p>	<p>Developing a sense of place through geographic experiences helps build the social and emotional foundation children need and will one day use as adults.</p>	<p>2 hours Curriculum \$10.00; Must pre-register</p>
<p>Take a Look in a Book: Infant and Toddler Emergent Literacy Saturday, December 9 9:00 a.m. — 11:00 a.m.</p>	<p>In this training you will learn how language-rich interactions and environments help 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>Medication Administration (In-person) Saturday, December 9 9:00 a.m. — 3:30 p.m.</p>	<p>Note: This class will be held at the Julie Center — 100 S Washington Street, Baltimore MD 21231. This class fulfills the MSDE/OCC requirements for all Childcare professionals.</p>	<p>6 hours Health, Safety and Nutrition \$60.00; Must pre-register</p>
<p>Emotions Matter Wednesday, December 13 6:00 p.m. — 9:00 p.m.</p>	<p>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.</p>	<p>3 hours Child Development \$10.00; Must pre-register</p>
<p>Early Childhood and Social Emotional Health Thursday, December 14 6:00 p.m. — 9:00 p.m.</p>	<p>This training will outline the importance and identify social emotional skills in the context of positive relationships. Participants will learn concrete strategies to build positive relationships with children and families. Participants will learn how to communicate effectively with small children in a positive and developmentally appropriate manner.</p>	<p>3 hours Child Development \$10.00; Must pre-register</p>
<p>Circle Time: You Can Make It Developmentally Appropriate Saturday, December 16 9:00 a.m. — 12:00 p.m.</p>	<p>Are you tired of the same boring circle time routines, calendar, weather, etc.? In this interactive session, you will walk away with three concrete success strategies to ensure your circle time is more than just a routine experience but an engaging and learning opportunity! You will learn how to support all domains while involving children in a way that promotes their individual developmental needs.</p>	<p>3 hours Curriculum \$10.00; Must pre-register</p>
<p>Child Development and Developmental Delays Wednesday, December 20 6:30 p.m. — 8:30 p.m.</p>	<p>Participants will be presented with information on how to distinguish the difference between typical and atypical child development. They will leave with information on how to implement accommodations and modifications to better work with children with developmental delays and resources to utilize when development is atypical. Also, participants will learn strategies for working with children exhibiting typical development to strengthen their development.</p>	<p>1 hour Child Development, 1-hour Special Needs \$10.00; Must pre-register</p>
<p>Discoveries of Infancy: The What and How of Learning Thursday, December 21 6:30 p.m. — 8:30 p.m.</p>	<p>Studies consistently show that babies learn the most and will likely remember what they learn when they can control what is happening. It is all about the experiences they choose (not necessarily those chosen for them) that help them learn fastest and most completely. This workshop explores the discovery of understanding that occurs in six main areas called the “Discovery of Infancy” theory.</p>	<p>2 hours Professionalism \$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 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. 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
 CCSProviderHelpline(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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