



CHILD CARE REFERRAL POLICY

Choices for Children is a non-profit child care Resource & Referral agency. Our goal is to promote quality child care for children in El Dorado and Alpine Counties. We offer a variety of free public services and technical assistance, regardless of income levels or other eligibility, in both English and Spanish. Choices for Children does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race ancestry, national origin, religion, color or mental or physical ability.

At Choices for Children, we refer parents to licensed family child care homes, centers and license-exempt providers that best meet parents' needs for child care. All requests for information, either from parents or providers, will be kept confidential. Choices for Children cannot guarantee the quality of providers in our files, nor can we recommend one provider over the other. We do recommend that parents visit each facility and carefully interview the provider and staff before placing a child in care.

The responsibility for selecting a child care provider rests with the parent.

Please call the River City Child Care Regional Office (Community Care Licensing) at 916-263-5744, to get a complete licensing history before selecting a licensed provider.

When selecting a license-exempt (unregulated) provider, Call 1-800-822-8490 to verify if the provider is registered on TrustLine.

If your provider is not TrustLine registered, call Choices for Children at (530) 694-2129 for additional information and/or a TrustLine application for criminal background clearance.

**Choices for Children
Uniform Complaint Procedures**

It is the intent of Choices for Children to fully comply with all applicable state and federal laws and regulations, including the Americans with Disabilities Act (ADA).

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Choices for Children's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135 and the Americans with Disabilities Act) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the State Department of Education.

**Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814**

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.