

## STARTING POINT POLICIES

# What You Should Know About Us

Starting Point works to help parents locate, choose and evaluate child care options--providing parents with the information they need to make good choices. Here are some things you should know:

## Does Starting Point Recommend Child Care Centers?

Starting Point does not rate, recommend or regulate child care and out-of-school-time programs and resources provided through its referral services. We make every effort to supply current information on providers but cannot guarantee providers' capabilities. We encourage parents to use the information provided on choosing quality child care to assist them in evaluating and selecting child care providers. We urge families to interview several providers to determine the best option for their family's needs.

## Are There Fees for Starting Point Services?

As the community based child care resource and referral organization for Ashtabula, Cuyahoga, Geauga and Lake counties, we provide the following services **free of charge** to families: referrals on available child care/early education programs; print materials and other resources on choosing quality child care and other family issues and a parent newsletter.

## Is My Information Kept Confidential?

All individual client data is kept confidential. Starting Point does not share or sell mailing lists or client names. Clients may be contacted by Starting Point for voluntary satisfaction feedback.

## What if I Have a Complaint?

### If You Have a Complaint about Starting Point:

If a complaint arises regarding Starting Point professional services, every effort should be made to resolve the issue with the staff member or his/her immediate supervisor. If this fails, the person should submit a signed written document regarding the situation to the Executive Director. The staff member involved will do the same. The Executive Director will then take the necessary steps to resolve the situation to the satisfaction of the individuals involved.

### If You Have a Complaint about a Child Care Provider:

While Starting Point is not a regulatory agency, we will accept complaints in oral or written form from parents or other concerned individuals regarding licensed, certified or unregulated child care. Complaints will be handled in a confidential manner according to established procedures. We will:

- help the complainant clarify the nature of the problem and encourage discussion of the situation with the caregiver or child care center director; and
- report any potential licensing violation or suspected child abuse complaint to the appropriate authorities and encourage the complainant to do so. A list of investigative agencies is included on the reverse of this insert.

We reserve the right to suspend or remove providers from our registry for violations of Starting Point's Criteria for Listing standard for home day care, State of Ohio licensing standards, repeated complaints or complaints of child abuse or neglect. In such cases, childcare providers will be informed of the procedures and appeals process. A Complaint Committee has been established to review adherence to procedures and resolve conflicts.

For questions or clarifications, contact Starting Point at 216-575-0061 or 1-800-880-0971.

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## Phone Numbers to Call for Child Care Complaints

Agency	Phone	Counties Served	Types of Complaints
Ohio Department of Job and Family Services, Office for Children and Families Help Desk	877-302-2347, Option 4	Ashtabula, Cuyahoga, Geauga, Lake	Centers, Preschools, Head Starts, School-Age, Summer Day Camps, Type A Homes, Homes Caring for More Than 6 Children
Ohio Department of Education	877-644-6338	Ashtabula, Cuyahoga, Geauga, Lake	Public Preschools, School-based School-Age Programs, Charter School Early Childhood Programs
Ashtabula County Children's Services Board	888-998-1811	Ashtabula	Abuse, Neglect
Cuyahoga County Dept. of Children and Family Services	216-696-KIDS	Cuyahoga	Abuse, Neglect
Gauga County Dept. of Job and Family Services	888-285-5665	Gauga	Abuse, Neglect
Lake County Dept. of Job and Family Services	440-350-4000	Lake	Abuse, Neglect

## Other Phone Numbers You Should Know

### Community, Health and Human Services

**Call 211**

For help in finding community, health and human services in Ashtabula, Cuyahoga, Geauga and Lake counties

Or log onto one of these websites:

**ASHTABULA COUNTY** ACQUIRE, [www.accaa.org](http://www.accaa.org)

**CUYAHOGA COUNTY** United Way of Greater Cleveland First Call for Help, [www.211cleveland.org](http://www.211cleveland.org)

**GEAUGA COUNTY** United Way of Geauga County First Call for Help, [www.211geauga.org](http://www.211geauga.org)

**LAKE COUNTY** United Way of Lake County 2-1-1 Lake County, [www.uwlc.org](http://www.uwlc.org)