

Types of Child Care

Family Child Care

- Child care provided in a provider's home on a regular basis for more than three hours per day per child
- Ages: Six weeks to 12 years
- Group size: Up to eight children, if two are school-aged (if not, only up to six)
- No more than two children under two years including the provider's children
- No more than six children if no infants are present.
- One staff member for every six children, unless infants are present

Group Family Child Care

- Child care provided in a provider's home on a regular basis for more than three hours per day per child
- Ages: Six weeks to 12 years
- Group size: Up to 16 children, if four are school-aged
- No more than 12 children if no infants are present.
- One staff member for every 6 children, unless infants are present.
- Must be operated by a provider with at least one assistant present during the hours that care is provided

Child Care Center

- Child care provided in a program or facility, not a provider's home, to an enrolled group
- Ages: Six weeks to school-aged
- Group size: In this setting there cannot be more than: eight children under one year; 10 children from one to two years; 15 three year old children; 20 four year old children; and 25 five year old children

School-Age (also called after-school) Program

- Child care provided to children enrolled in school
- Ages: Kindergarten age to 12 years
- Group size: Seven or more children
- There must be one staff member for every 10 children younger than 10 years and 15 children ages ten to 12 years
- Programs must operate consistent with the local school calendar

* Please note that ages, group sizes, and staffing requirements are subject to change. For the most current information, please visit the New York City Department of Health & Mental www.nyc.gov/DOH.

FREE Child Care Referral Service

Our trained staff can guide you through the process of finding child care. We can help you find the following types of care and so much more!

- Infant and Toddler Programs
- Pre-school Programs
- Universal Pre-Kindergarten
- Head Start and Early Head Start
- Nursery Schools
- Programs for Children with Special Needs
- Non-traditional Hours Care (*weekends, evenings, early drop off, and overnight*)
- Summer Camps (*day, sleep away, and special needs*)
- Play-groups
- Nanny Agencies

Other Services for Families

The NYC CCR&R Consortium helps parents make informed child care decisions. We offer parents:

- Referrals to registered or licensed caregivers and other child care services.
- Answers to a wide range of child care questions.
- Information on types of child care available near the parent's home, school or work.
- Help with applying for child care subsidies.
- Access to parent education opportunities such as workshops and printed information.
- Resource libraries with a selection of materials on a variety of child development issues.

For more information about any of our services, please call our toll free number (888) 469-5999.

Additional Child Care Resources

- For more information about child care, call 311 and ask about child care in your borough.
- To find out if you qualify for subsidized child care, please call 311 or visit www.nyc.gov/acs.
- For more information about State-regulated day-care programs, please visit www.ocfs.state.ny.us/main/beccs
- Tax Credit Information www.nyc.gov/ofe
- Office of Children and Family Services www.ocfs.state.ny.us or (800) 345-KIDS
- Access NYC www.nyc.gov/accessnyc
- Child Abuse & Neglect Hotline (800) 342-3720

How to Reach Us

You can contact the New York City Child Care Resource & Referral Consortium by calling our toll free number, 888-469-5999. When you call this number you will reach someone who can help you in Cantonese, English, Mandarin, Haitian Creole or Spanish.

Please use the information below to contact one of the Consortium members directly.

Center for Children's Initiatives
322 Eighth Avenue, 4th Floor
New York, NY 10001
212-929-7604
www.centerforchildrensinitiatives.org

Child Development Support Corporation
352-358 Classon Avenue, 2nd Floor
Brooklyn, NY 11238
718-398-6738
www.cdscnyc.org

Chinese-American Planning Council
165 Eldridge Street
New York, NY 10002
212-941-0030
www.childcarecpc.org

The Committee for Hispanic Children and Families, Inc.
110 William Street, Suite 1802
New York, NY 10038
212-206-1090
www.chcfinc.org

Day Care Council of New York, Inc.
2082 Lexington Avenue, 2nd Floor
New York, NY 10035
212-206-7818
www.dccnyinc.org

To keep serving you better we need your help. Please take a moment to let us know your thoughts. Call us at (888) 469-5999 or visit us at www.nycchildcareconsortium.org.



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A Guide
to Finding
Child Care

We work to meet your
child care needs.

Toll Free: 888-469-5999
www.nycchildcareconsortium.org



Child Care Resource and Referral (CCR&R) agencies are available to help!

A Child Care Resource and Referral (CCR&R) agency is an organization that provides many child care services that are helpful to parents, child care providers, employers, and the community-at-large.

The New York City Child Care Resource and Referral (NYC CCR&R) Consortium is five agencies working together to improve the quality of child care services available. The NYC CCR&R maintains a computerized database with up-to-date information on a variety of child care and early education programs, both private and subsidized.

Try Our Free Referral Service

Choosing child care that is right for your child(ren) is an important decision, but the NYC CCR&R Consortium is here to help. The first step is to call our toll free number, (888) 469-5999.

- When you call, a trained counselor will be available to speak with you about your child care needs and options. You will be asked to provide the zip code(s) where you would like to find care.
- Once the counselor gathers information about your needs, he/she will send you a packet of information that includes a listing of child care programs or providers that match your child care needs in the zip code you requested. These programs and providers are licensed or registered. The CCR&Rs do not recommend or endorse any service or program. The listings provided are solely for referral use and information only.
- Carefully review the information in the packet, including the list of available child care options in the area you requested.
- If you are not satisfied with the options you received, feel free to request a new list by calling us back.

CCR&R agencies make referrals only. We do not make recommendations. The final responsibility of evaluating, selecting, and monitoring the performance of a child care program is yours as a parent.

Review & Contact

Review your options and call as many programs or providers as you would like. Here are a few important questions to ask and consider when you first contact a program or provider.

- Is the program licensed or registered? Please note that the NYC CCR&R Consortium only provides information for licensed programs and registered providers. Once you have made contact and visited a specific child care provider, we recommend that you check the licensing history and complaint file of the program. To find out about the licensing history or to report a complaint about a child care program, please contact:

Department of Health & Mental Hygiene

www.nyc.gov/DOH

(212) 676-2444, (212) 676-2449 or (212) 676-2450
- What are the fees? Lower income families may be eligible for free or low-cost child care or an income tax credit. Call 311 or go on-line to AccessNY (<https://a858-ihss.nyc.gov>) to find out if you qualify.
- Are meals provided? Are there charges for meals?
- Does the program offer pick-up and drop-off service?
- Is the provider/program authorized to administer medication?

Visit Each Child Care Program Before Making a Decision

Schedule a visit to the child care programs before you make a decision. When you visit each program, you should be prepared to ask questions about the care offered and to observe the environment where your child(ren) will spend time.

Ask & Observe

- Does the program or provider follow all licensing requirements (described on next page)?
- Are children treated as individuals and do they seem interested and happy to be there?
- Does the caregiver enjoy being around children? Is the staff or provider friendly and cooperative?
- Does the program look clean and safe for each age group present? Are electrical outlets covered? Are upper level windows appropriately secured?
- Are there enough age-appropriate books, blocks, toys, puzzles, games, etc.? Can the children get things for themselves?
- Is the setting bright, cheerful and comfortable?
- Are the group size and age grouping appropriate for your child? Are there enough adults to supervise and interact with the children?
- Is there enough space inside and outside so all children have room to play?
- Are meals and snacks appropriate and nutritious?
- What discipline or behavior management methods are used with children? Are they acceptable to you?
- Do the children and adults wash their hands frequently?
- Has the staff or provider had training or courses in early childhood? Do they have any degrees or certificates (like a CDA) in early childhood care and education?
- Has the program or provider received any accreditation from a national organization?
- What are the basic emergency procedures? Are fire drills conducted regularly?
- Are emergency phone numbers posted near the telephone?
- Can parents/guardians make unannounced visits? **The answer should be yes; it's the law.**
- Are there times set aside for parents to meet and talk with the staff or provider?
- Are there opportunities for parents to volunteer in activities with the children?
- How long has the program or provider been in business?
- Does the caregiver provide references?
- Is the program or provider connected with a group of other early childhood professionals for training and support?

Decide

Making a decision about child care is very important and requires time and effort. Most families are looking for the same thing—an environment that is safe, nurturing, and affordable. Before making a decision, ask yourself the following questions:

- Do I have all of the information I need to make an informed choice?
- Which child care option is best for my child and me?
- Do I feel comfortable leaving my child(ren) here?
- Will my child(ren) learn and be happy here?
- Are families encouraged to visit and get involved?
- Are the hours suitable for your work or school schedule and convenient for transportation?

For more information, please contact the NYC CCR&R Consortium at **(888) 469-5999** or visit our website at **www.nycchildcareconsortium.org**.

Required by Law

- The site must be properly licensed and inspected.
- **The New York City Department of Health and Mental Hygiene (DOHMH)** and the **New York State Office of Children and Family Services (OCFS)** license and regulate most child care settings.
- The DOHMH inspects and issues permits, licenses, and registration for these sites in New York City.
- The provider must post a current license on the wall where you can see it.
- Everyone who works or lives at the sites over age 18 must be fingerprinted and cleared of any criminal and child abuse/maltreatment charges to be with children.
- The facility must have more than one exit door and an emergency evacuation plan.
- You have the right to review the last site inspection. Reports are available at nyc.gov/health or by calling 311.
- The provider must have an approved health care plan to protect and promote the health of children.
- The provider must provide adequate supervision for the number of children present.
- The provider must prohibit staff from smoking cigarettes or consuming alcohol or drugs during child care hours.
- The provider must provide parents unlimited access to their children.
- Children must be served nutritious meals and snacks on a regular schedule.

If you have complaints about a child care program or if you think a person or program is operating without the proper license or registration certificate, call the New York City Department of Health & Mental Hygiene at (212) 676-2444.