



JANE BROWN
Executive Director

Concerns

Warning Signs of Poor Care

If you have a problem or concern with your child care, make time to speak with the director or provider as soon as possible. If you have serious concerns about your child's health or well-being in the program, take immediate steps to protect your child. Most programs will have an open-door policy, where parents can visit the program at any time. As a parent, you should have access to your child at any time of the day.

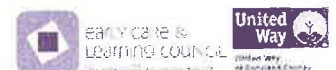
Any patterns of disturbing events or reports from your child should never be ignored. If you have concerns after speaking with your provider, you may choose to remove your child from your child care arrangement and look for another program or provider.

If you suspect any type of emotional, physical or sexual abuse, remove your child from the program immediately until the situation is investigated or resolved to your complete satisfaction. Remember to trust your instincts and ask questions if you have strong concerns. In addition, be sure you have found an alternative arrangement.

Here are some of the warning signs of poor care:

- Children left unattended
- Staff or providers are angry, rough or moody with children or parents
- Too many children crowded into a small space
- Too few staff for the number of children present
- Infants restricted to cribs, playpens, walkers, or high chairs
- Noticeably dirty environment
- Poor sanitation practices, especially related to diapering and feeding
- Broken toys or unsafe equipment
- High staff turnover
- Your child cries repeatedly and resists staying at child care after adjustment period is over
- Your child shows signs of emotional or physical stress
- Your child talks about anger, violence, fears or secrets that are not age-appropriate
- Your child appears to be unusually afraid of one teacher or provider
- Your child shows a sudden intense preoccupation with sexual matters, and may act out with dolls or other children
- Your child appears to be very hungry or thirsty without cause
- Reliance on television or videos to entertain children
- Unfenced outdoor area

235 N. Main St., Suite 11
Spring Valley, NY 10977
Phone: 877-425-0009 | 845-425-0009
Fax: 845-425-5312
www.childcarerockland.org
info@rocklandchildcare.org
Office Hours: M-F 8:30-4:30



Child Care Aware® of America Member

How to Register Complaints

Find out about the program's procedures for handling parent complaints. There should be a clear set of guidelines that explain complaint procedures and advise parents that unresolved complaints be sent to the appropriate child care licensing agency. If you have concerns about abuse or neglect, or your child care program's state licensing compliance, contact your state licensing office and/or Department of Social Services. They will listen to your concerns and investigate the situation. Contact us for help with this process. We want to know if there are serious problems with any provider in our referral database.