

VERMONT ASSOCIATION OF CHILD CARE RESOURCE AND REFERRAL AGENCIES

Policies and Procedures of Member Agencies

1. A member organization must be able to provide child care resource and referral services to cover a defined geographic area. Potential duplication of service with other organizations should be addressed. The organization should strive to be free of conflicts of interest (such as those created if it is a provider of child care services).
2. A member organization shall identify the full range of existing child care services through information provided by all relevant public and private organizations in the areas of services, and shall develop a resource file of these services which is updated at least annually.
3. A member organization shall deliver a referral service which responds to parental needs for information, refers impartially to all forms of legally operating child care in the area, promotes maximum parental choices, documents and tabulates parent requests, and respects the confidentiality of parents and providers. The referral process shall include the establishment of referral policies and procedures and complaint policies which limit liability risks. The member organization will convey clearly to parents that referrals do not imply recommendations or guarantees regarding any child care situation.
4. A member organization shall provide technical assistance, education and supportive services to existing and prospective providers including family child care homes and center-based services to improve the variety, quantity and quality of child care in the local community.
5. A member organization shall educate the public about the availability, affordability and quality of child care services in the resource and referral organization's local service area.
6. A member organization shall serve families of all income levels, based on funding capacity.
7. A member organization must have staff who have experience in child care/early childhood education, and who have good working relationships with providers and parents.
8. A member organization shall not discriminate against providers or referral clients because of race, color, creed, religion, sex, age, sexual orientation, national origin, or disability.
9. A member organization must be legally eligible to receive funds from a variety of sources including corporations, foundations and public funds and be exempt from taxation under section 501(c)(3) of the IRS codes.
10. Delivery of services and reporting of services will be in accordance with contractual provisions.