



Thank you for contacting Child Care Resource and Referral for information in your community. Enclosed is a list of referrals from our database free of charge; we do not charge fees for our service. We provide only referrals, not recommendations. We do not screen, investigate, or represent the facilities on your referral list. Although all of the child care providers in our database are licensed by the Department of Early Learning, we cannot ensure the quality of care.

Enclosed you will find our “child care checklist” consisting of 40 research-based indicators of high-quality child care. This tool is designed to help you make your best, informed decision. We recommend that you contact the Washington State Licensing Department at 1-800-735-7040 (local) or 1-866-482-4325 (state) for more information about child care regulations. We also recommend contacting the “Child Care Check” to inquire about any compliance concerns filed against specific child care providers, as documented by the Department of Early Learning. You can access “Child Care Check” via telephone at 1-866-482-4325 or online at www.del.wa.gov/check. As a parent or guardian, it is your responsibility to determine whether or not a licensed child care facility is safe and appropriate for your child.

If you need to file a complaint against a child care facility, please use one of the following numbers for Children’s Administration Intake (also known as, CPS): If you reside in Whatcom or San Juan Counties, call 1-800-794-9402. If you reside in Island County, call 1-800-228-3501. Alternatively, you may contact us for assistance with filing a complaint against a child care provider. In order to file a complaint against a Child Care Resource and Referral staff member, feel free to either complete and submit the enclosed feedback form or contact Wilanne Ollila-Perry, Program Manager, directly at 360-734-5121 or 800-649-5121 extension 223.

All of the information collected from you is confidential. Child Care Resource and Referral staff may only discuss material of a sensitive nature with colleagues and supervisors who have a legitimate work-related need to know. Information about the affairs of any client or member of their family may not be discussed outside the office, unless the client has given written consent to release his/her information. Financial, statistical, personal, and/or other sensitive information belonging to either referral recipients or licensed child care providers may also be shared as per Child Care Resource and Referral’s contract. For more information about our confidentiality policy, please contact us.

For more information on child care, early learning, or after school care, such as subsidy options and information on all six (6) child care quality indicators (group size, ratio, family involvement, caregiver education, health / safety indicators, and accreditation), please access our website at www.oppeco.org/ccrr. We also have a list of helpful links that can connect you with local, state, and national resources and programs. You can access Opportunity Council’s Community Resources Directory, an online database listing community agencies and services, at www.oppeco.org. Another resource is the National Association of Child Care Resource and Referral (NACCRRA). This organization publishes *The Daily Parent*, the parent newsletter included in your referral packet, and lists additional resources and information pertaining to child care. You can access NACCRRA’s website at www.naccrra.org.

Do not hesitate to contact us at Child Care Resource and Referral should you have further questions or concerns, or if you would like to update your record in our database. We are available to assist you by phone at 360-734-5121 or 800-649-5121 extension 227 or by email at childcare@oppeco.org. We wish you the best in your search for child care, and firmly believe that a strong foundation in early learning leads to school success.