

<p style="text-align: center;">Child and Family Resources, Inc. Child Care Resource and Referral Policies for Website</p>

Referral Policy:

Child & Family Resources, Inc. will provide child care referrals and subsidy information to all parents requesting referrals for Ontario, Seneca and Yates Counties. Referrals will be conducted via phone, walk-in, email, fax, online and will be outsourced as needed. There is no fee attached for this service. All customers will be entered into the NACCRRAware Referral database for searching and tracking functions. All customers will receive a Referral Information Packet, including agency disclaimer statement.

Referral Fee Policy:

Child and Family Resources does not charge a fee for child care referrals, information on how to find quality care and/or informational referrals to other agencies.

Disclaimer Statement:

“The names listed are intended as referrals only. Child & Family Resources, Inc. does not recommend or endorse any program or caregiver. Programs listed were selected using the criteria supplied by you. The responsibility for making child care arrangements for your child must be yours. Our agency conducts vacancy checks on a quarterly basis, however, due to the changing nature we do not guarantee that these programs have vacancies at the time of your call.”

Confidentiality Statement:

All client data is safeguarded at all times. The information that was gathered from is confidential and used for referral and statistical purposes only.

CCRR Service Staff Complaints:

For complaints regarding our Child Care Resource and Referral services provided please call our Executive Director, at (315) 536 -1134 ext. 2304.

Commitment to Diversity:

All customers will have the same opportunities to access available services we offer. This includes the right to non-discrimination and non-harassment based on race, religion, national origin, handicap, age, sexual orientation or any other protective class. We will strive to provide high quality, culturally sensitive services to our customers.