



Child Care Resource & Referral Disclaimers

GENERAL POLICY AND DISCLAIMERS

The Children's Council of San Francisco (CCSF) affirms parental choice in child care decisions. The Funding received from the California Department of Education make possible to offer our services at no cost to our clients. We are committed to providing information and referrals to empower parents to make informed choices regarding childcare appropriate to the needs of their families. Via phone, walk in or on-line(web site) our Family Service Specialists provide a wealth of information on a variety of parent issues including: childcare options, community resources, child care financial assistance, Earn Income Tax Credit, child care quality indicators average cost and parenting classes.

We do not discriminate against individuals or groups, whether parents or providers, on the basis of sex, race, religion, color, national origin or ancestry, age, disability or sexual orientation. We reserve the right to remove any facility or caregiver documented by our agency as discriminating on these bases.

We make referrals, not recommendations. We provide referrals to parents appropriate to the needs of the family in terms of fees, hours of operations, convenience of location, available openings and any other factors the parent deems necessary. It is our policy to make every attempt to match the parent's requests as closely as possible with the most current information we possess.

The information given about each facility or caregiver is self-reported and we can neither warrant nor guarantee any of the information or quality of care provided. We do not screen or interview any of the facilities or caregivers; it is the responsibility of the parents to do so. Those parents seeking complaint information can contact Community Care Licensing. Before placing your child in care, we strongly encourage you to contact Community Care Licensing to review your potential provider's licensing history, which should also be available at the facility. (As required by Oliver's Law) Licensing can provide you with detailed information on any complaints or licensing violations. The number for licensing is (650) 266-8843"

CCSF acknowledges the confidential nature of the information we receive from parents and providers. All materials and information received that is of a confidential nature will be treated as such and measures will be taken to ensure the security of such information.