

**There are certain requirements that apply only to homes or centers.**

**Family Child Care Homes**

- Up to 8 children may be in care at the same time if the home meets certain physical requirements. No more than 2 children under the age of two, including the caregiver's own, may be in care at the same time unless the home has been approved to serve additional children in this age group and an additional adult is present. Under no circumstance may care be provided at the same time to more than 4 children under the age of two.
- Each applicant for a family child care license must:
  - Have a criminal background check and child abuse/neglect clearance;
  - Submit a recent medical evaluation; and
  - Complete pre-service training requirements, including certification in first aid and CPR.
- Each adult resident of the home must also have a criminal background check and child abuse/neglect clearance.

- After becoming licensed, the caregiver must periodically complete additional training. Also, current certification in first aid and CPR must be maintained at all times.
- Each caregiver must have at least one substitute who is available to care for the children in the event of the caregiver's temporary absence from the home. Each substitute is subject to approval by OCC and must have a child abuse/neglect clearance. If paid by the caregiver, a substitute must also have a criminal background check. Before allowing a substitute to provide care, the caregiver must tell the substitute how to reach parents in the event of an emergency and familiarize the substitute with the home's child health and safety procedures.

**Child Care Centers**

The center director and staff members who have group supervision responsibilities must meet minimum education, experience, and training qualifications. They must also meet continued training requirements each year.

The director and all paid center employees must complete a criminal background check and a child abuse/neglect clearance, and submit a medical evaluation.

- In each classroom, staff/child ratios and maximum group size requirements must be maintained at all times. The following table shows some basic age groupings and the applicable requirements:

Age Group	Ratio	Maximum Size
0-18 months	1:3	6
18-24 months	1:3	9
2 years	1:6	12
3-4 years	1:10	20
5 years or older	1:15	30

- For every 20 children present, there must be at least one staff member who is currently certified in first aid and CPR.

**Your Rights and Responsibilities as a Child Care Consumer**

- You have the right to:
  - Expect that your child's care meets the standards set by Maryland's child care licensing regulations (NOTE: the regulations are available online at: [www.marylandpublicschools.org/MSDE/divisions/child\\_care/regulat](http://www.marylandpublicschools.org/MSDE/divisions/child_care/regulat));
  - Visit the facility without prior notification any time your child is there;
  - See the rooms and outside play area where care is provided during program hours;
  - Be notified if someone in the family child care home smokes. In child care centers, smoking is prohibited;
  - Receive advance notice when a substitute will be caring for your child in a family child care home for more than two hours at a time;
  - Give written permission before a caregiver may take your child swimming, wading, or on field trips;
  - Give written authorization before any medication may be administered to your child;
  - Be notified immediately of any serious injury or accident. If your child has a non-serious injury or accident, you must be notified on the same day;
  - File a complaint with OCC if you believe that the caregiver has violated child care regulations.

Any complaint you make to OCC about the care your child is receiving will be promptly investigated by OCC; Review the public portion of the licensing file for the facility where your child is or has been enrolled, or where you are considering enrolling your child.

**How Do I File a Complaint?**

If you wish to file a complaint, contact the OCC Regional Office in the area where the child care facility is located. Complaints may be filed anonymously. Listed below are Regional Offices and their main telephone numbers:

- |  |              |
|--|--------------|
| Region   | 410-514-7850 |
| 1 - Anne Arundel County                                      | 410-554-8300 |
| 2 - Baltimore City   | 410-583-6200 |
| 3 - Baltimore County   | 301-333-6940 |
| 4 - Prince George's County                                   | 240-314-1400 |
| 5 - Montgomery County  | 410-750-8770 |
| 6 - Howard County  |              |
| 7 - Western Maryland   |              |
| Hagerstown - Main Office                                     | 301-791-4585 |
| Allegany Co. Field Office                                    | 301-777-2385 |
| Garrett Co. Field Office                                     | 301-334-3426 |
| Upper Shore  | 410-819-5801 |
| Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties |              |
| 9 - Lower Shore  | 410-713-3430 |
| Somerset, Wicomico, and Worcester Counties                   | 301-475-3770 |
| 10 - Southern Maryland                                       |              |
| Calvert, Charles and St. Mary's Counties                     | 410-272-5358 |
| 11 - North Central   |              |
| Cecil and Harford Counties                                   | 301-696-9766 |
| 12 - Frederick County  | 410-751-5438 |
| 13 - Carroll County  |              |

The OCC Regional Office will investigate your complaint to determine if child care licensing regulations have been violated.

If you need additional help, you may contact the main office of the OCC Licensing Branch:

Program Manager, Licensing Branch  
MSDE Office of Child Care  
200 West Baltimore Street, 10th Floor  
Baltimore, MD 21201  
410-767-7805

**Dear Parent/Guardian:**

Maryland child care regulations require your child care provider to verify that you received a copy of "A Parent's Guide to Regulated Child Care." On the lines below, please write the name of each child you have placed in the care of this provider. Complete and sign the statement at the bottom, tear off and give this portion of the brochure to the child care provider for retention in the facility's files.

- Child: \_\_\_\_\_
- Child: \_\_\_\_\_
- Child: \_\_\_\_\_
- Child: \_\_\_\_\_

I, \_\_\_\_\_, have received a copy of the consumer education brochure entitled "Parent's Guide to Regulated Child Care."

Date \_\_\_\_\_

Signature of Parent/Guardian \_\_\_\_\_