

Dear Parents of Onondaga & Cayuga County,

Welcome to the Child Care Solution's "Parent Guide to Choosing High Quality Child Care." Whether you are a parent of an infant, toddler or school age child; choosing child care is one of the most important and often difficult decisions you will make. This guide is designed to provide you with unbiased information to help you evaluate your options and assist you in choosing the child care setting that best meets the needs of you and your child.

Inside this guide you will find descriptions of the type of care available, tips for evaluating the quality of care, figures on the average cost of care in your county, and information about financial aid and other community resources available to assist your family and support your child's healthy development.

In addition to this guide, our Parent Services Specialists are here to assist you by providing information regarding child care programs, community resources and parenting via consultation and referrals. They are available in-person, over the phone, or on-line to provide personalized referrals to New York State regulated child care providers and programs in Onondaga and Cayuga Counties that may meet your family's needs. Unlike other referral services that are advertised on-line or on TV; our Parent Services Specialists are experts in child care, they are members of and knowledgeable about the communities that they serve, and their services are always free.

Please feel free to call us, stop into our offices, or visit us on the web. We're here to answer your questions, and we'd love to hear your feedback to help us improve our services.

Thank you for choosing Child Care Solutions.



Lori Schakow
Executive Director

Call: 315 • 446 • 1220 ext. 303
Toll Free: 888 • 729 • 7290 ext. 303

Web: www.childcaresolutionscny.org
Email: parenthelp@childcaresolutionscny.org

6724 Thompson Rd • Syracuse, NY • M-F • 8:30-4:30
63 Genesee St • Auburn, NY • 13021 • T-F • 8:30-4:00



Visit Child Care Solutions on Facebook, Pinterest, and Twitter!

**It is important to know that this team does not monitor or inspect programs or providers. The information they provide is for referral purposes only and is not a recommendation. Their services can not replace your responsibility as a parent to inspect, evaluate and monitor the quality of the care you choose.*

Table of Contents

Page(s)	Topic
3	Policies
3	Community Resources
4-5	Types Of Child Care
6	Affording Child Care
7	Average Cost of Child Care
8	Help is Available
9	Plan For Finding High Quality Child Care
10-11	High Quality Indicators

Our Mission

Building excellence in early care and learning systems while advancing equal access for all children in our community.

We accomplish this through education, advocacy, and support for families and early childhood professionals.

Our Vision

Every child is cared for in a high quality, safe and nurturing environment that cultivates healthy development, early learning and joy.

When children feel safe and secure and get lots of individual attention, that is the mark of high quality child care. A safe, loving, stimulating environment is important. But children also need a place that supports their learning and development so they can reach their full potential and be ready for success.

The first 5 years of a child's life are critical to their development. High quality child care will help ensure that children are ready for school & ready to learn.



Child Care Solutions Resource & Referral Policies

Referral Fee Policy

Child Care Solutions' Parent Referral Specialists can help you find and choose child care that best meets your needs and the needs of your child. There are no fees associated with this referral process.

Confidentiality Policy

All information given to Child Care Solutions is confidential and is only used to help locate potential providers that fit a families' needs, identify other resources that may be helpful and in blind statistical reporting for our agency and some of our funding sources.

Disclaimer Policy

Any provider names that are given to callers are **referrals** only. They are not recommendations. The average weekly cost of full time care varies depending on the type of setting and the age of your child.

Complaint Policy

Child Care Solutions believes that good child care is a community resource that supports families, contributes to economic productivity, and nurtures children's growth. If you have a comment or complaint against a Child Care Solutions staff member, please contact our Asst. Director, Shannon Gillen at (315)446-1220 ext.307 or the Executive Director, Lori Schakow at (315)446-1220 ext. 310. Call toll free at 888-729-7290.

Commitment to Diversity

We believe that we have a responsibility to the community to provide services that are accessible, effective and of high quality. We appreciate the diversity of our community's families and providers and respect their knowledge, experiences and choices regardless of age, race, gender, color, religion, ancestry or disability.

If You Would Like To Check Compliance History Or Have A Comment Or Complaint About A Child Care Program, Please Contact:

Child Care Solutions: (315) 446-1220, Monday-Friday 8:30AM - 4:30PM
(For Registered Family Child Care Providers and School-Age Programs located in Onondaga County)
or
NYS Office of Children and Family Services: 1-800-732-5207 or 315-423-1202, Monday-Friday 9:00 AM-5:00 PM

Community Resources

If you need information on other resources in our community you can call 211 and speak with an information and referral specialist 24/7 or visit www.211cny.com.

For information on the following community resources dial 211 from your cell phone or landline. If you have trouble connecting you can dial an alternate toll-free number: 1-844-445-1922.

- Housing Resources
- Utility Resources
- Family Resources
- Food Resources
- Mental Health Resources
- Substance Abuse Resources
- Health Resources
- Transportation Resources
- Finances
- Financial Resources
- Household Items
- Disaster Resources
- Legal Resources
- Employment & Education Resources
- Volunteer Resources
- Government Resources
- Military Resources

Please visit:

www.ongov.net for a complete list of agencies in Onondaga County or
www.co.cayuga.ny.us for a complete list of agencies in Cayuga County

For more information on other resources for parents you can visit our website at www.childcaresolutionscny.org or go to:

New York's Early Care & Learning Council
www.earlycareandlearning.org
Child Care Aware of America
www.childcareaware.org

