

IMPORTANT PHONE NUMBERS

I The **New York State Office of Children and Family Services (OCFS)** through its Division Of Child Care Services (formerly BECS) monitors the following licensed/registered programs:

1. Family Child Care
2. Group Family Child Care
3. Child Care Centers
4. School Age Care

If an individual suspects a program or provider might not be operating within the OCFS regulations, a call should be placed to the Division of Child Care Services at 1-800-732-5207.

Once a report is taken, OCFS/their Agents, will be responsible for the investigation.

A compliance history of a program or provider may be obtained by going to: www.ocfs.state.us/ccfs_facilitysearch/

A parent or individual may request information about a provider/program investigation through the **Freedom of Information Act**.

Please keep in mind: the following programs (legally exempt) are not required to be licensed/registered:

1. A nursery school program which children attend for less than three hours per day.
2. A home-based provider who cares for no more than two non-related children in addition to his/her own children.

II **The New York State Education Department** oversees:

1. Universal Pre-Kindergarten;
2. Targeted Pre-Kindergarten; and
3. Nursery Schools that have voluntarily registered with the New York State Education Department.

III When **Child and Adult Care Food Program (CACFP), Legally Exempt provider or UPK** issues are involved, CCR in its aforementioned capacity is required to be involved in the investigation. Please call (845) 425-0009.

Agencies to Notify with a Concern

All concerns regarding alleged imminent danger, abuse or neglect

Child Protective Services

Non-mandated (i.e. parents, general public)

(800) 342-3720

Mandated (i.e. Doctor, provider, teachers)

(800) 635-1522

Concerns about licensed/registered child care programs

New York State Office of Children and Family Services

Yonkers Regional Office

525 Nepperhan Avenue Room 205

Yonkers, NY 10703

Child Care General Complaint Line

(800) 732-5207

Concerns about the Child and Adult Care Food Program (CACFP)

Child Care Resources of Rockland

(845) 425-0009 x423

235 North Main Street, Suite 11

Spring Valley, NY 10977

Concerns about legally exempt child care programs

Child Care Resources of Rockland, Inc.

235 North Main Street, Suite 11

Spring Valley, NY 10977

(845) 425-0009 x411

Concerns about Universal Pre-K programs

Child Care Resources of Rockland, Inc.

235 North Main Street, Suite 11

Spring Valley, NY 10977

(845) 425-0009 x424

Concerns about Nursery Schools

New York State Education Department

(518) 474-5922

Curriculum and Instruction #681

Education Building Annex

Albany, NY 12234

New York State Office of Children and Family Services

Yonkers Regional Office

525 Nepperhan Avenue Room 205

Yonkers, NY 10703

Child Care General Complaint Line

(800) 732-5207

Concerns about therapeutic Pre-School Programs:

Rockland County Health Department

(845) 364-2626

Dr. Robert L. Yeager Health Center

Building D

Sanatorium Road

Pomona, NY 10970

Concerns about Camps

Rockland County Health Department (845) 364-2603
Dr. Robert L. Yeager Health Center
Building D
Sanatorium Road
Pomona, NY 10970

American Camp Association (800) 777-CAMP
12 West 31st Street 12th Floor
New York, NY 10001

National Camp Association (845) 354-5504
P.O. Box 764
Pomona, NY 10970

Better Business Bureau (914) 428-1230
30 Glen Street
White Plains, NY 10603

Better Business Bureau serving Metro NY (212) 533-7500
257 Park Avenue South
New York, NY 10010

Concerns about In-Home Placement agencies

New York State Department of Labor (212) 352-6079
Division of Labor Standards
345 Hudson Street
P.O. Box 675
New York, NY 10014

Better Business Bureau (914) 428-1230
30 Glen Street
White Plains, NY 10603

Better Business Bureau serving Metro NY (212) 533-7500
257 Park Avenue South
New York, NY 10010

Concerns about Au Pair Programs

Office of the Exchange Visitors Program (202) 401-9810
301 Fourth Street
South West Room 734
Washington, D.C. 20547

*Concerns about programs for children with special needs or
alleged violation of the Americans with Disabilities Act*

Department of Justice (800) 514-0301

Concerns about accredited programs

National Association for the Education of Young Children (202) 232-8777
1509 16th Street NW (800) 424-2460

Washington, D.C. 20036
www.naeyc.org/accreditation

National Afterschool Association (617) 298-5012

1137 Washington Street
Dorchester, MA 02124
www.naaweb.org/accreditation

National Association for Family Child Care (801) 269-9338
5202 Pinemont Drive (800) 359-3817

Salt Lake City, UT 84123
www.nafcc.org/accred/accred.html