

# For questions, concerns or to file a complaint contact your regional office

Anne Arundel	410-573-9522
Baltimore City	410-554-8315
Baltimore County	410-583-6200
Prince George's	301-333-6940
Montgomery	240-314-1400
Howard	410-750-8771
Western Maryland, Allegany, Garrett & Washington	301-791-4585
Upper Shore, Kent, Dorchester, Talbot, Queen Anne's & Caroline	410-819-5801
Lower Shore, Wicomico, Somerset & Worcester	410-713-3430
Southern Maryland, Calvert, Charles & St. Mary's	301-475-3770
Harford & Cecil	410-569-2879
Frederick	301-696-9766
Carroll	410-549-6489

The OCC Regional Office will investigate your complaint to determine if child care licensing regulations have been violated. All confirmed complaints against child care providers may be viewed at [CheckCCMD.org](http://CheckCCMD.org).  
For additional help, you may contact the Program Manager of the Licensing Branch at 410-569-8071.

## Resources

*Date Received:*

[Child Care Subsidy](#) - Assists parents with cost of childcare

**1-866-243-8796**

[Consumer Product Safety Commission \(CPSC\)](#) - regulates certain products used in childcare

[cpsc.org](http://cpsc.org)

[Maryland EXCELS](#) - Maryland's Quality Rating System for Childcare Facilities

[marylandexcels.org](http://marylandexcels.org)

[Maryland Developmental Disabilities Council](#) - May assist with ADA issues

[md-council.org](http://md-council.org)

[Maryland Family Network](#) - Assists parents in locating childcare

[Marylandfamilynetwork.org](http://Marylandfamilynetwork.org)

[PARTNERS Newsletter](#) - What's happening in the Division of Early Childhood Development

[Earlychildhood.Marylandpublicschools.org](http://Earlychildhood.Marylandpublicschools.org)

To this site to check provider inspection violations

[checkccmd.org](http://checkccmd.org)



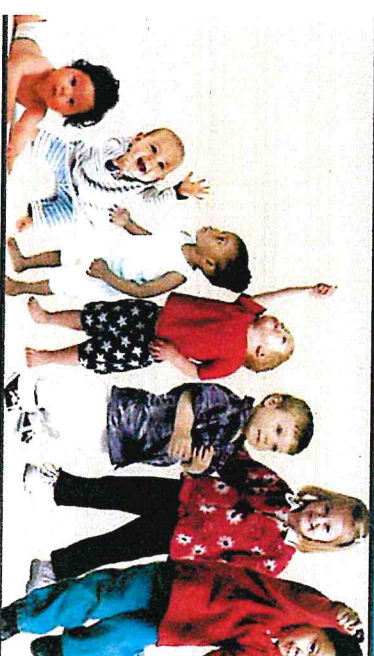
Larry Hogan, Governor

Mohammed Choudhury

State Superintendent of Schools

OCC 1524 (10/2018)

# Guide to Regulated Child Care



**Important**

**Information**

**About Child**

**Care Facilities**

## Who Regulates Child Care?

Child care in Maryland is regulated by the Maryland State Department of Education, Office of Child Care's (CC), Licensing Branch.

The Licensing Branch's thirteen Regional Offices are responsible for all regulatory activities, including:

Issuing child care licenses and registrations to child care facilities that meet state standards;

Inspecting child care facilities annually;

Providing technical assistance to child care providers;

Investigating complaints against regulated child care facilities;

Investigating reports of unlicensed (illegal) child care; and

Taking enforcement action when necessary.

**MAR Regulations and other information about the Office of Child Care may be found at:**

[tychildhood.marylandpublicschools.org/child-care-providers/office-child-care](http://tychildhood.marylandpublicschools.org/child-care-providers/office-child-care)



## What are the types of Child Care Facilities?

**Family Child Care** – care in a provider's home for up to eight (8) children

**Large Family Child Care**—care in a provider's home for 9-12 children

**Child Care Center** – non-residential care

**Letter of Compliance (LOC)** – care in a child care center operated by a religious organization for children who attend their school

**All facilities must meet the following requirements:**

- Must obtain the approval of OCC, fire department and local agencies;
- Must have qualified staff who have received criminal background checks, child abuse and neglect clearances, and are not on the sex offender registry;
- Family child care providers must maintain certification in First Aid and CPR;
- Child Care Centers must maintain a ratio of one staff certified in first aid and CPR per every twenty (20) children at all times;
- Must offer a daily program of indoor and outdoor activities;
- Must maintain a file with all required documentation for each enrolled child;
- Must post approved evacuation plans, conduct fire drills and emergency preparedness drills; and
- Must report suspected abuse and neglect, and may not subject children to abuse, neglect, mental injury or injurious treatment.

## Did You Know?

Regulations that govern child care facilities may be found at:

[earlychildhood.marylandpublicschools.org/regulations](http://earlychildhood.marylandpublicschools.org/regulations)

- The provider's license or registration must be posted in a conspicuous place in the facility;
- A child care provider must enter into a written agreement, with a parent, that specifies fees, discipline policy, presence of animals, the use of volunteers, and sleeping arrangements for overnight care;
- Parents/guardians may visit the facility without prior notification any time their children are present;
- Written permission from parents/guardians is required for children to participate in any and all off property activities;
- All child care facilities must make reasonable accommodations for children with special needs;
- A "Teacher" qualified person must be assigned to each group of children in a child care center;
- Staff:child ratios must be maintained at all times in child care centers;
- Parents/guardian must be immediately notified if children are injured or have an accident in care;
- Child care facilities may have policies beyond regulatory requirements;
- OCC should be notified if a provider has violated child care regulations;
- Parents/guardians may review the public portion of licensing file; and
- The provider's compliance history may be reviewed on [CheckCCMD.org](http://CheckCCMD.org).

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*Your copy*  
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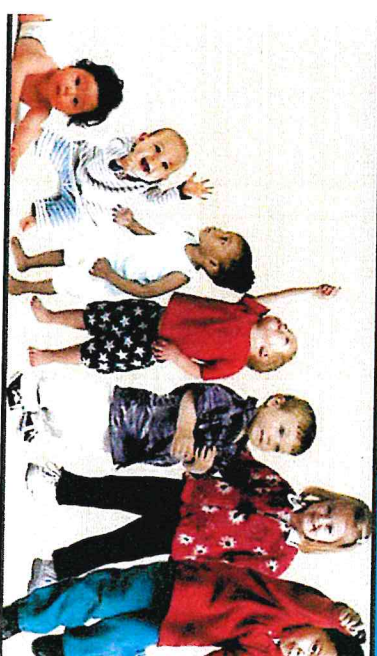
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