

## FREQUENTLY ASKED QUESTIONS...

### ***Where can I mail documents for my Family Child Care application?***

#### **Group Family Day Care & Day Care Centers**

*Regional Manager  
NYS OCFS – Division of Child Care Services  
259 Monroe Avenue – 3rd FL. RM. 301  
Rochester, NY 14607*

#### **Ontario, Seneca and Yates Counties – Family Day Care & School Age Child Care**

*Registration Coordinator  
Child & Family Resources, Inc.  
115 Fall Street  
Seneca Falls, NY 13148*



### ***Who regulates and enforces child care programs?***

The NYS Office of Children & Family Services –  
Division of Child Care Services  
<https://ocfs.ny.gov/main/>

### ***Who do I call if I need help completing my application?***

All Group Family Day Care and Day Care Center applicants may contact the Rochester Regional Office – Division of Child Care Services at **585-238-8531**

Family Day Care and School-Age Child Care applicants may contact Child & Family Resources, Inc. at

Ontario County **(585) 919-2476**  
Seneca County **(315) 568-0945**  
Yates County **(315) 536-1134**

### ***Where can I go to get my fingerprinting completed?***

Once your application has met threshold, please contact Identogo to schedule fingerprinting for both yourself, any household family members over the age of 18, a substitute, or an assistant. To schedule an appointment please visit <https://uenroll.identogo.com/workflows/15441v> or by calling 1-877-472-6915.

**Please be sure to take the completed OCFS-4930 to your appointment.**



### ***What can I expect during the application process?***

- A response to your application when it is received and if information is missing or is incomplete. If you have mailed portions of your application and have not had a response within 2 weeks, it is a good idea to call the appropriate office listed. It is also a good idea to mail any of your application documents with a return receipt for proof. Always make copies of what you are mailing! Many of the forms are required to be kept in your home as well.
- Two initial inspections before you are approved for registration. These inspections are arranged by the provider, the Licensor or Registrar, and the Fire & Safety Representative.
- Each Family Child Care program is inspected at least four times a year.
- An inspection if a complaint has been received regarding the number of children in your care, conditions of the home or environment that threaten the well-being of the children in your care, etc.
- A request for a "corrective action plan" if your child care business is found to be out of compliance.

## ***Where do I mail my Health & Safety Grant Application?***

263 Lake St., Penn Yan, NY 14527  
Attn: Grant Manager



- H&S Grant Applications are accepted by Child & Family Resources before or after you have submitted your Family Child Care application to the appropriate agency.
- Low income providers are given first priority
- If you have a special need as required by your inspection, the grant may cover some of the costs.

## ***How long will it take to complete the application process?***

You have 90 days from the date the application threshold was met. Applicants who complete documents, fingerprinting, etc. in a timely manner, will complete the process more quickly. If you feel it will take longer than 90 days to complete your application, please communicate this with your licensor or registrar.

## ***Where can I get the required Health & Safety Training needed before I become registered and how much does it cost?***

Child & Family Resources has certified trainers for this training. Health and Safety Training is a total of 15 hours. The fee for this training is \$250 per person and can be paid in full at time of registration or can be subsidized by a Health & Safety Grant. Contact Amanda Hines at 315-536-1134, ext. 2310 for the next available dates (or see our training catalog online at [www.cfresources.org](http://www.cfresources.org)).

## ***How much should I charge parents for my services?***

Caregivers were surveyed to determine a market rate. Each county has a designated market rate for

Updated 1/23/2025

Registered Family Child Care depending on the ages of children and the number of hours you provide care. Providers are responsible for determining the rate that best meets their program needs. This is a very good tool for setting your rates. These rates are also the maximum paid by the Department of Social Services for children in their Child Care Subsidy reimbursement program. You cannot charge subsidized children higher rates than self-paying parents. Rate information is available at any of our offices or at [www.cfresources.org](http://www.cfresources.org).

## ***I've heard that some providers use contracts, are they required?***



It's a good idea to use a contract - as all businesses should. A good contract and set of policies will create a great start to effective communication between you and the parents. Expectations determined ahead of time will decrease the number of conflicts over fees, hours, paydays, vacations, sick time, termination etc. We do have sample contracts for your review.

## ***Am I required to have Liability Insurance for my business?***

Child Care regulations do not require liability insurance; however your homeowners or renters policy may require an additional attachment. In some instances, certain carriers will not cover a home that also runs as a child care business. Always contact your carrier regarding your policy to find out what is best for your needs. If you rent, be sure that you have permission from your landlord to run a business on the property as well as what may be covered under his/her policy. We do have some samples of liability insurance carriers for family child care.

## ***Will having a pool prevent me from becoming registered? If not, can day care children use my private pool?***



Alyssa's Law requires that all registered or licensed homes have barriers preventing

children's access to pools and/or bodies of water. If this applies to your home it is important that you communicate with your licensing rep or registrar. Your environment will be inspected by a Fire/Safety Inspector from the Regional Office to determine compliance needs.

Family child care providers who wish to allow children to use their private pool must submit a "Pool Plan" to their rep or registrar before using with children. Use of fill and drain wading pools is prohibited.

### **Can I administer medications to children?**

According to state law and child care regulations, providers wishing to administer medications, other than topical lotions, sunscreen, ointments etc., MUST be MAT certified. For further information, contact our Health Care Consultant, at 315-956-4990.