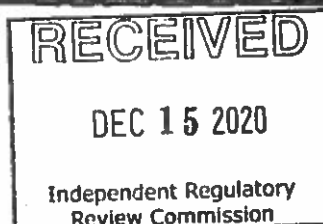


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Ordonez, Michael

11-545-19

From: Tanya Growells <Tanyag3@leneschildcare.com>
Sent: Tuesday, December 15, 2020 9:20 AM
To: PW, OCD Subsidized Child Care
Subject: [External] Proposed Changes



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I've worked in the Child Care field for the past 18 years as an Administrator. I've even had the pleasure of covering classrooms when we were short of staff. I've seen parents come and go. Some left due to moving out of the community, some expressed concerns and shared complaints of Teachers, but most of them left due to not wanting to pay their co pay or not wanting to adhere to our parents handbook, especially when it's time to comply with completing the paper work that we as providers are required to collect every 6 months. In spite of going over our process during a lengthy "Parent Orientation" that takes place before enrollment.

Parents express anger when they are approached with fees for arriving late to collect their children. Their recourse is to abruptly uproot their children and disenroll them from the Center leaving an unpaid balance other than a week's copayment.

Proposed changes to the way OCDEL handles complaints:

Parents have threatened to report false complaints to OCDEL, when they don't get their way. As a result, the complaint will turn into a physical inspection. There should be a medium to get a resolution. Instead, Providers are subjected to an inspection and we are made to feel devalued. Guilty as charged, and until investigated.

In all fairness a lot of the times the cases are unfounded, the process still makes you feel as if your head was placed on a chopping block from a frivolous complaint. We don't feel the certification representatives come in to fully investigate, provide the Technical assistance they once did years ago.

Providers and Certification Representatives used to work together to come to a resolution, now a days, providers are placed in fear and it feels as though we are against one another. And the parents know it. They use reporting threats to the State as leverage etc.

I believe if there was a more thorough investigation conducted with the parents upon receiving their complaints, OCDE will find most complaints are due to an underlying issue that does not involve children in our care.

Proposed changes to inspections:

During an inspection we were once told and recently that no one has never received a perfect inspection with no violations.....I found that comment to be premeditated.

While I understand the importance of adhering to the regulations, some things do fall out of our control. For instance, if debris was blown in the front of your site...on a windy day. Should we really be subjected to a "Violation" because perhaps the children are our first priority? And since debris does not affect the children's health and safety, debris will be addressed accordingly, but it will not be at the top of the priority list. Why should we be penalized for such?

There has to be a better approach to addressing concerns and issues without feeling like we are at the mercy of a parent and a threat to make a false report. We have even been threatened by children, that they are going to have their mom to "Call the State".

When we hear comments like this from children, we get an idea of what the conversations are like at home. When childcare facilities are built, not only do we invest money, but time and effort. One frivolous call should not be a deciding factor, simply because we don't allow the parents to get out of paying a debt.

Our voices need to be heard. We need to have an opinion as well. We take on the huge responsibility of caring for children, educating them, building relationships with and to have that taken away in a day simply because we voiced an opinion is unheard of.

There shouldn't be no big "I's" and no little "U's" in this business. We need to work together.

**Tanya Growells
Lenes Dally Child Care**