



**Steuben Child Care Project  
Child Care Resource & Referral (CCR&R)  
Policies**

**Referral Fee Policy**

Steuben Child Care Project (SCCP) does not charge a fee for its referral and/or parent consultant services. Our goal is to offer **NO COST** services to inform parent(s) on how to find quality child care.

**Disclaimer Policy**

SCCP does not endorse nor recommend any provider to parents and families. The selection of a child care provider is the family's responsibility. A listing with SCCP does not assure quality care with any provider and the accuracy of the information provided by the provider.

**Confidentiality Pledge**

SCCP staff will adhere to confidentiality. All client data is safeguarded at all times and kept private. The information is only for use in providing our CCR&R services and statistical information to our funder.

**CCR&R Service/Staff Complaints**

The SCCP strives to provide services to its customers in a professional manner, respecting the clientele we serve. If you feel that a SCCP staff person has treated you inappropriately or you are not pleased with the service provided, we encourage you to share your concern with the Director, either by phone or in writing. All information received on a staff person is confidential. Contact the Director at 607-776-2126 x234 or Steuben Child Care Project, 117 E. Steuben Street, Bath NY 14810.

**Commitment to Diversity**

All customers shall have the same opportunities to apply for or access available services. This includes the right to non-discrimination, and the right to non-harassment based on race, religion, national origin, handicap, age, sexual orientation or any other protective class. Further, every effort will be made to provide high quality, culturally sensitive services to all customers.

Any questions regarding the understanding or interpretation of these policies, please contact the Director (information provided above).