

Quarterly Update

SUMMER 2017

CHILD CARE LICENSING UPDATE

Child Care Licensing Program Mission:

The Child Care Licensing Program licenses and monitors Family Child Care Homes (FCCH) and Child Care Centers (CCC) in an effort to ensure that they provide a safe and healthy environment for children who are in day care.

A Note from Pamela Dickfoss, Deputy Director

The Child Care Licensing Program is pleased to announce that the Palmdale Regional Office has officially opened! Located in the southwest region of Southern California between Lancaster and Sylmar, this office will provide service to several neighboring cities and counties. It is a small office comprised of one Regional Manager (RM), Scott Herring, two Licensing Program Managers (LPM), twelve Licensing Program Analysts (LPA), and three Clerical Staff. With this additional office, it brings the total number of Regional Offices (RO) to fourteen.

The contact information is as follows:

Palmdale Regional Child Care Office
1605 E. Palmdale Blvd. Ste. A,
Palmdale, CA 93550
Phone: (661) 789-6944

The following zip codes fall under the new Palmdale office jurisdiction:

91040, 91042, 91321, 91326, 91331, 91340, 91342, 91344, 91345, 91350, 91351, 91352, 91354, 91355, 91381, 91387, 91390, 93510, 91532, 91534, 93535, 93536, 93543, 93550, 93551, 93552, 93591

Additionally, the new Program Administrator, Shanice Orum appointed in June, has returned from extended leave and has hit the ground running. We are grateful to Assistant Program Administrators Robert Garza and Maria Hendrix for filling in while Shanice was out.

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Be Prepared for Water Emergencies

Summer weather is here, and that means opportunities for children to play in and around water. Child care providers should be especially prepared for water emergencies.

When we are enjoying time with children outdoors, at parks, in the pools, or at the beach, injuries aren't the first thing on our minds. But drowning is a leading cause of injury death for young children ages 1 to 14 and three children die every day as a result of drowning. Each year, near-drowning incidents result in life-long disabilities. Drowning can be quick and silent. A child can drown in less than one minute in as little as one inch of water. There is usually no warning, such as screams or splashing however, drowning is preventable and child care providers can play a key role in protecting children from drowning by learning and adhering to key prevention steps and requirements.

The State of California requires licensed family child care homes and centers to have at least one person who has current pediatric First Aid and pediatric CPR training to be on the premises at all times when children are

present. Staff with current CPR and First Aid training must also accompany children when taken to an off-site field trip organized by the childcare provider. Pediatric First Aid and pediatric CPR training is required to be renewed at least every two years.



Many childcare centers choose to have their entire staff trained to ensure coverage. In many cases of serious injury involving children, the response is better when there is multiple staff present on site who have current pediatric First Aid and pediatric CPR training. More information on water safety can be reviewed

in the following child care video:

<https://cclcd.childcarevideos.org/family-child-care-providers/bodies-of-water-regulations-in-child-care/>

Requirements for pool fencing and other water safety guidelines can be found in the Title 22 California Code of Regulations including sections 101216.6, 101238, 101238.5, 101416.8, and 102417 and reviewed at:

<http://www.cdss.ca.gov/inforesources/Legislation-and-Regulations>



Additional information for parents and families about water safety and preventing drowning, including helpful tips, may be found at the California Department of Developmental Services (DDS) at <http://www.dds.ca.gov/Drowning/>

California Rain Totals, Mosquito Borne Diseases and Control

The winter storms brought California an average of 30.75 inches of precipitation between October 2016 and March 2017, according to the National Centers for Environmental Information.

That is the second-highest average and the season now ranks the second wettest in 122 years since records were being kept in 1895.



As the creeks filled with gushing water and the trees and grass became greener, the number and size of mosquitoes increased as well. More water means more mosquitoes that have the ability to carry Zika virus, West Nile virus, and Yellow Fever.

There are no vaccines for the Zika and West Nile Virus. One can prevent being infected with the West Nile virus, and reduce chances of Zika virus by avoiding mosquito bites.

As guardians and caretakers of minor children, prevent them from being bitten by mosquitoes by following basic guidelines referenced below:

1. Help reduce the number of mosquitoes around the home by clearing standing water. Warm water and standing water become the breeding ground for mosquitoes.
2. Use insect repellents when having outdoor activities.
3. Have children in long sleeves and pants when playing outdoors during dawn when mosquitoes are most active
4. Install or repair screens on windows and doors

For additional information, contact the CDC at www.CDC.gov or the California Department of Public Health at www.cdph.ca.gov.

Disinfectant Use Requires Annual Pesticide Training

Did you know that disinfectants and sanitizers, such as bleach, are registered by the US Environmental Protection Agency as pesticides? The Healthy Schools Act (HSA) is a set of nine requirements that California public K-12 schools, as well as licensed child care centers, must comply with when they use any kind of pesticide on school grounds, including antimicrobial products. Family child care homes are exempt from this law.

Any person who applies any kind of pesticide in a licensed child care center must take a Department of Pesticide Regulation (DPR) approved training course once per year on Integrated Pest Management (IPM) and the safe use of pesticides around children. A new training course, "Integrated Germ Management," will be available this summer

that focuses on the use of antimicrobial pesticides. Training will be available online, or as a group training kit in DVD format. To find more information about the HSA, IPM and available training courses, go to DPR's School and Child Care IPM Program page at <http://apps.cdpr.ca.gov/schoolipm>. For questions, or to request a group training kit, email school-ipm@cdpr.ca.gov.

While center administrators are required to take and follow the DPR training, additional staff at the child care center may also be required to take the training since they may apply disinfectants and sanitizers to maintain healthy and safe environment according to the California Department of Social Services (CDSS), Community Care Licensing Division (CCLD) regulations.

Measles

Measles is highly contagious. It can cause serious health issues to children 5 years and younger. 1 in 4 people in the U.S. who gets measles will be hospitalized. Your child can get measles, if they are not protected against it. Measles spreads through the air when an infected person coughs or sneezes. Measles can spread even before developing the rash. Some of the more common measles symptoms include fever, rash, runny nose, and red eyes. Measles was declared eliminated in the United States as of the year 2000. But there have been many measles outbreaks since. You have the power to protect your child against measles with a safe and effective vaccine.

The best protection against measles is Measles-Mumps-Rubella (MMR) vaccine. MMR vaccine provides long-lasting protection against all strains of measles. Your child needs two doses of MMR vaccine for best protection: The first dose at 12 through 15 months of age and the second dose at 4 through 6 years of age. Senate Bill 792 requires, as of September 1, 2016, all employees and volunteers to show proof of immunity to Pertussis, Measles, and Influenza. Please contact your RO if you have further questions.

Centralized Complaint and Information Bureau (CCIB)

Since the launch of the CCIB in January of 2015, Californians have a central location to access information and to file complaints related to Community Care Facilities, RCFE and Child Care Facilities licensed by Community Care Licensing (CCL). In 2016 the Virtual Contact Center had 97,052 Incoming calls compared to the 58,267 calls received in 2015. The Bureau created 13,770 complaint reports for the Regional Offices to investigate in 2016. These complaint reports attempt to capture key intake information and to establish accuracy and consistency in documentation throughout the state. Calls other than those that generated complaints ranged from general information on licensing, file reviews, and Caregiver Background Check questions.

The staff at CCIB are focused on customer service and take stewardship of every call received. They receive extensive training so they are well prepared to address the different

**If You SEE Something,
SAY Something**

To report a complaint or concern regarding any licensed care facility, contact the Hotline at:
1-844-LET-US-NO
(1-844-538-8766)

**IN THE EVENT OF AN EMERGENCY
CALL 9-1-1**

You may also contact us at LetUsNo@dss.ca.gov or by mail:

CDSS California Department of Social Services
Community Care Licensing Division
Centralized Complaint and Information Bureau
744 P Street
Sacramento, CA 95814

regulations and statutes for all the different licensing programs.

Partner agencies, such as Child Protective Services (CPS), Adult Protective Services (APS), Long Term Care Ombudsman and Law Enforcement submitted 9,814 incident and complaint referrals to CCIB in 2016. They have recognized that having a centralized location to address their concerns on behalf of the state's dependent and most needy children and adults has

improved communication and are more satisfied that their concerns are addressed by CCLD.

If you have a question or concern about a CCLD licensed facility, please contact us via our toll free telephone number at 844-LET-US-NO (844-538-8766), via e-mail at LetUsNo@dss.ca.gov, or fax at (916)414-2551.

Recall Items

Osprey recalls child Poco Child Backpack Carriers Due to Fall Hazard.

Incidents/Injuries:

Osprey has received four reports of children falling through the carrier leg openings, resulting in one report of a skull fracture and one report of scratches to the head.



Consumers should immediately stop using the recalled carriers and contact Osprey for a free Seat Pad Insert for use along with the existing safety straps to secure the child in the carrier.

<https://www.cpsc.gov/Recalls/2017/osprey-recalls-child-backpack-carriers>

Douglas Recalls Plush Toys Due to Choking Hazard

Hazard: The plastic eyes on the plush toys can detach, posing a choking hazard.



Consumer Contact:

Douglas at 800-276-4029
from 9 a.m. to 7 p.m. ET

Monday through Friday or online at www.douglastoys.com and click on Product Recall for more information.

The U.S. Consumer Product Safety Commission (CPSC) is an independent federal regulatory agency that works to reduce the risk of injuries and deaths from consumer products. The CPSC issues approximately 300 product recalls each year, including many products found in child care settings. It is the responsibility of the child care providers to ensure recalled products are not in use in their facilities.

The CPSC's toll-free-hotline is available at 800-638-2772. The hearing impaired can call 800-638-8270.

Information can also be found on the CPSC website at www.cpsc.gov.

New System News

The Child Welfare Digital Services (CWDS) is developing the Child Welfare Services-New System (CWS-NS) which will replace and improve upon the three "legacy" databases we currently use. One of its components, the Certification, Approval, and Licensing Services (CALs), will provide an integrated, statewide system for use by counties and CCL. This system will be adapted for the Adult and Senior Care Program and the Child Care Program as well.

On April 11, CWDS hosted its second [Quarterly Stakeholder Forum](#) onsite at its Sacramento campus (with participation also made possible via WebEx). Following the opening session capturing the overall vision and progress of the digital services, three concurrent breakout sessions were offered to allow participants a choice to attend the area that interested them most for a more in-depth look at the progress being made. The next Quarterly Stakeholder Forum is scheduled for July 11, 2017.

In March, the CALS Team successfully completed a [Proof of Concept](#), demonstrating that facility search data could be pulled from multiple sources and merged into meaningful search return results. Representatives from four counties and three CCLD offices will pilot a working model of the new facility search and profile to explore and propose options for improving the model.

Additionally, starting in May, 2017 the CALS Design and Development Team initiated field research and design activities to understand

and design features to support the facility application review process. The CALS team has a goal to enable users to process all new applications for Children's Residential facilities by the end of 2017.

All of the CWDS CALS Team can be reached directly at CWDSCALS@osi.ca.gov. Please do not hesitate to send in questions or share your insights about what you need in a new facility licensing system.



Child Welfare Digital Services

More information about the progress, scope, and vision for CALS development, and all of the CWS-NS digital services can be found at the following website: <https://cwds.ca.gov/>

- Stay informed: [Subscribe](#) to the email list.
- "[Dashboard](#)" has links to each team's work.
- "[For Stakeholders](#)" has links to Events including the Monthly Solutions Demos, Quarterly Stakeholder Forums, Reports, and much more.
- Choose the social media options at the bottom of any page to view and follow CWDS updates including [Facebook](#), [Twitter](#), [LinkedIn](#), [YouTube](#), and [GitHub](#)

Management Information

Promotions

Shanice (Boyette) Orum, has been appointed as the Program Administrator for the Statewide Child Care Program. As Chief for the Policy and Administrative Bureau, Shanice has effectively supported the daily operations of 14 Child Care ROs across the state. She has hands on experience preparing program budget and legislative proposals, and has formed strong, effective relationships with internal and external stakeholders. Shanice possesses both a Bachelor of Science in Human Development and a Master's degree in Public Administration. She has a reputation for excellence and high quality service to clients and will start in her new position on June 1, 2017.

Rebecca Varela was promoted to Regional Manager of the Fresno Child Care Regional Office. Rebecca has a Bachelor's of Science Degree in Business Administration and over 26 years of State service. She has worked for CCLD for over 19 years and during that time she has had the opportunity to work with a variety of facility types, but primarily with the Child Care Program. Rebecca worked as a LPA for nine years before promoting to an LPMI in 2006. Her in-depth knowledge of regulations and policies and her ability to make sound decisions, have all served the Fresno office well. Rebecca not only brings strong leadership abilities but also brings a wealth of experience with her as the RM. Rebecca has always demonstrated a strong commitment to our department.



Are you interested in becoming part of the Child Care Licensing team?
 Please apply at: <https://jobs.ca.gov/>

Reminders

- Please remember to check out new PINS: [Provider Information Notices](#)
- Link to the Child Care Videos: <https://cclld.childcarevideos.org/>

IMPORTANT INFO AND PHONE NUMBERS

Centralized Complaint & Information Bureau (CCIB)	1-844-538-8766
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Child Care Advocate Program	1-916-654-1541
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Child Protective Services	1-916-875-5437
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Caregiver Background Check Bureau	1-888-422-5669
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CA Child Care Resource and Referral Network	1-415-882-0234
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Notes and Credits

The Community Care Licensing Division (CCLD) publishes the Child Care Quarterly Update for the benefit of Licensees, Parents, and Stakeholders.

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