

CHILD CARE PROVIDER BILL OF RIGHTS

Child care providers have the right to:

- 1. Be treated with respect and valued as an individual and as a child care professional.*
CCL understands that we have the same vision of safe, healthy child care and want you to feel like we are working with you, not against you. We recognize the important role child care professionals play in our communities and always want you to feel respected.
- 2. Be free from discrimination and receive equitable opportunities.*
CCL will not treat providers unjustly due to membership in a protected class or past experiences with licensing.
- 3. Be informed about adjustments, changes, and available services.*
We make every effort to update all providers on changes and provide information on available services through email and our website childcarelicensing.utah.gov
- 4. Ask questions and contact licensing management, your assigned licensor, and other CCL staff whenever needed.*
As a child care provider, you are free to ask your licensor questions before, during, and after an inspection to help you understand the inspection process. We encourage you to contact licensors and all CCL staff with any questions or concerns. We will make every effort to respond in a timely manner.
- 5. Be given sufficient time and information to fix any rule violations.*
If the facility receives a rule violation you have the right to understand why. You are welcome to ask the licensor to show you the rules, interpretation manual and answer questions to help you understand the rule and come into compliance.
- 6. Give feedback, propose ideas, be heard and participate in the rulemaking process and be actively engaged with the licensing committees.*
We welcome feedback and are always looking for ways to improve. There are many ways that we collect feedback including committee meetings, the Child Care Licensing portal, our website, the email childcarelicensing@utah.gov and directly to staff. The Child Care Licensing Committee meetings are open to the public and you are encouraged to attend. If you are not able to attend in person, we have all the information, including the agenda, minutes, and audio, on our website.
- 7. Appeal any CCL decisions.*
You have the right to appeal any action taken by CCL within **10 working days** of being informed in writing of the decision.

8. *Respectfully disagree.*

There may be times you do not agree with decisions, you are welcome to have your own opinions and disagree. This does not have to be a negative and can be done in a way that all parties feel respected.

9. *Keep your private life private.*

CCL staff and parents of children in care, may be refused entrance into the facility when it is outside of business hours and there are no children in care. As a child care provider, you have the right to have your own life separate from your business. Because CCL conducts inspections to ensure children are safe, your facility will not be inspected outside of business hours when children are not present.

Parents have the right to have access to their children and the areas used to care for their children. This does not give them the right to access the facility when their child is not present, or to access areas that are not used for child care.

10. *Request proper identification from any individual approaching their facility and deny access to any not properly identified individual.*

An important part of keeping children safe is only allowing authorized individuals to have access to the facility. You have the right to ensure that individuals have proper identification before entering your facility, that includes CCL staff.

11. *Use their facility for any other legal purposes before or after business hours.*

Outside of your business hours when you do not have children in care, you have the right to use your facility for other purposes.

12. *Create and implement their own curricula.*

CCL encourages providers to be creative and implement the curriculum they feel is best for their program.

13. *Receive technical assistance at the first visit when a rule is being more strictly assessed.*

Occasionally there are changes to the way a rule is assessed due to new information. You have the right to be given a chance to receive technical assistance to be informed of the change before receiving a rule violation.

14. *Refuse services to a child for reasons other than illegal discrimination.* It is illegal to discriminate against children or parents because of race, color, gender, religion, age, disability, or national origin.

You have the right to refuse entry to your program as long as the decision is not based on their membership in a protected class. Not having vaccinations is not a protected class. As a business owner, you can make the decision to refuse entry to a child who does not have vaccinations. If a child does not have current vaccinations due to a disability, they can not be excluded.

15. *Charge for their services according to their own business plan.*

As a business owner, you have the right to set your own rates for your services.