

## Oliver's Law AB 458



It is important that when choosing childcare, parents receive all the facts. Oliver's Law supports parental rights to obtain complaint information. Parents have always had the right to request information about a child care facility they may be considering; unfortunately, parents have not always been informed of this right.

*Oliver was a child who died of injuries he received while in childcare. Oliver's parents feel that if they were informed of the right to obtain complaint information, they would have found that the facility had many complaints on file. They would have chosen different care, saving Oliver's life.*

AB 458 requires all Resource and Referral Agencies and Alternative Payment Programs throughout the state to inform parents of their right to access the files of providers they are considering.

Licensed childcare facilities (centers and family childcare homes) have been required to keep complaint information on file since 1997. They are required to present this information to a parent when asked. This gives an opportunity for the parent and provider to discuss sensitive issues, including any changes that have been made to turn the complaint around. It also give the provider a chance to tell their side of the story as well.

If a parent is uncomfortable asking a provider, or is concerned about complaints that occurred before 1997, he or she can review files at Community Care Licensing (CCL). CCL can provide parents with a brief guide to assist them in reviewing files. Parents can find out more information by calling the Community Care Licensing Office in Sacramento at (916) 229-4530. A parent can request to inspect up to three files at a time from CCL. Files can be summarized over the phone but a 24-hour lead-time will be necessary.

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