
SUBSTITUTE SENATE BILL 6557

State of Washington

55th Legislature

1998 Regular Session

By Senate Committee on Human Services & Corrections (originally sponsored by Senators Kohl, Long, Brown, Patterson, Thibaudeau, Franklin, Rasmussen and Winsley)

Read first time 02/06/98.

1 AN ACT Relating to reporting and obtaining information related to
2 licensed child day-care centers and family day-care providers through
3 a toll-free telephone number; and adding a new section to chapter 74.15
4 RCW.

5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

6 NEW SECTION. **Sec. 1.** A new section is added to chapter 74.15 RCW
7 to read as follows:

8 (1) The department shall establish and maintain a toll-free
9 telephone number for communication of information regarding child day-
10 care centers and family day-care providers. The number shall be
11 published in reasonably available printed and electronic media. The
12 number shall be easily identifiable as a number for communication of
13 information as set forth in this section.

14 (2) All licensed child day-care centers and family day-care
15 providers shall post in a place and manner clearly visible to patrons
16 and visitors the department's toll-free telephone number. Parents or
17 guardians must be given the department's toll-free telephone number.

18 (3)(a) The department shall make a preliminary review of the
19 complaint and investigate any complaint within its authority unless the

1 department determines that: (i) The complaint is intended to willfully
2 harass a licensee or employee of a licensee; or (ii) there is no
3 reasonable basis for investigation; or (iii) corrective action has been
4 taken as determined by the department.

5 (b) The department shall refer complaints to the appropriate state
6 agencies, law enforcement agencies, the attorney general, or other
7 entities if the department lacks authority to investigate or if its
8 investigation reveals that a follow-up referral to one or more of these
9 entities is appropriate.

10 (4) For the purposes of this section, "communication of
11 information" means callers may: (a) Determine whether a day care is
12 licensed; (b) determine whether a day care is in good standing
13 regarding licensing requirements; (c) obtain information on how to
14 report suspected or observed noncompliance with licensing requirements;
15 (d) obtain information on how to report alleged abuse or neglect in a
16 day care; (e) obtain information on how to report health, safety, and
17 welfare concerns in a day care; (f) receive follow-up assistance,
18 including information on the office of the family and children's
19 ombudsman; and (g) receive referral information on other agencies or
20 entities that may be of further assistance to the caller.

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