



Bureau of Child Care Licensing Offices

Phoenix Office:

150 N.18th Ave., Suite 400
Phoenix, AZ 85007
602-364-2539
602-364-4768 -fax

Tucson Office:

400 W. Congress, Suite 100
Tucson, AZ 85701
520-628-6541
520-628-6537-fax

Flagstaff Office:

(mail only)
2532 N 4th Street #352
Flagstaff, AZ 86004
800-615-8555
602-364-4768 -fax

[Website](#)

- Rules Instrument (checklist)
- Inspection reports
- File a complaint
- Resources
- Rules



Why is licensing regulation important?

- Quality child care versus babysitting.
- Health and safety inspections are conducted.
 - *Homes (twice a year)
 - *Center/Schools (once a year)
- Complaints are investigated.
 - (When regulations are allegedly violated)
- Health and safety regulations are maintained.
(Fingerprinting, CPR, First Aid, Supervision, indoor/outdoor safety, staff to child ratio)
- Training requirements met for staff. (Studies show training is the variable that has the greatest effect on quality care.)
- Access reports to review inspections.

A Parent's Guide to Regulated Child Care in Homes, Centers and School Programs in Arizona

A Publication of Arizona
Department of Health Services
**[Bureau of Child Care
Licensing](#)**

<http://www.azdhs.gov/licensing/childcare-facilities/index.php>

Mission Statement

“To monitor the health, safety and well being of children in child care centers and child care group homes throughout Arizona by regulating, establishing and enforcing appropriate rules, and by providing technical assistance and training to caregivers, and by providing consumer education.”

How do parents know if a program is regulated?

- State License posted.
- Visit Department’s website or call local Licensing Office to verify. *(see back of brochure)*
- Request to view the inspection reports at the child care facility or Licensing Offices.
- [Az Care Check](#)

Arizona Dept. of Health Services
<http://www.azdhs.gov/index.php>



What can parents do if they have concerns or complaints?

- Discuss your concerns with the facility staff
- File a report online or by calling your local Licensing office.
- When a complaint is made, a findings letter may be mailed out to the complainant.
- Complainant may also review the findings by viewing recent inspection reports.

What type of child care is **not** regulated?

- Programs offering child care to 4 or less children for compensation.
- Home care from parents or blood relatives.
- Nanny or babysitting services in child’s home.
- Places that offer child care while parents are on premises. (i.e. churches, work-out facilities, and stores)
- Some pre-school public school programs that are mandated to meet children’s physical and mental impairments.
- Public, private, and charter schools offering education during school hours. (Kindergarten through 12th grade)
- State schools for the Deaf and Blind.
- Places that offer training in a specific subject. (i.e. Dancing, tutoring, drama, sports, and religion)
- Programs that allow school-age children to arrive and leave by themselves.