


MEMORANDUM

March 15, 2010

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator   
Vernon Gerth, Assistant City Administrator for Community and Economic Development  
Gary Luffman, Building and Neighborhood Services  
Tom Marsh, Zoning & Development Coordinator

SUBJECT: Ordinance 2009-77, Zoning Text Amendment Regarding Home Occupation Requirements of the *City of Franklin Zoning Ordinance*

**Purpose**

The purpose of this memorandum is to provide information to the Board of Mayor and Aldermen (BOMA) regarding proposed amendments to Chapter 4, Section 4.1.6 and Chapter 8, Section 8.3 of the *Franklin Zoning Ordinance* to revise provisions relating to Home Occupations. This memorandum provides amplifying information to the original memorandum of February 16<sup>th</sup> that is included below.

**Background**

This *Zoning Ordinance* Text Amendment was requested by the Department of Building and Neighborhood Services in order to revise the requirements in the *Zoning Ordinance* related to Home Occupations and to clarify the types of uses that may be allowed as home occupations. It was brought forward in response to requests from citizens for home occupation uses that are not clearly defined in the existing regulations.

This proposed amendment was considered by the Franklin Municipal Planning Commission (FMPC) at its meeting on January 28, 2010. After making one amendment to the proposed ordinance, the FMPC voted unanimously to recommend approval of the ordinance to the Board of Mayor and Aldermen (BOMA). The amendment that was recommended by the FMPC regards the use “small-scale child care” as a home occupation.

This proposed text amendment was discussed by BOMA at the work session on February 9<sup>th</sup> and was scheduled for first reading at the regular meeting on February 23<sup>rd</sup>. During discussion at the first reading additional questions were brought forward regarding the small-scale child care.

**Discussion**

At its meeting on January 28, 2010, the FMPC recommended one amendment to Section III of the proposed ordinance to reduce the number of children allowed in small-scale child care from seven (7) to four (4) by a five to three vote.

The State of Tennessee Department of Human Services has legal responsibility for licensing homes that provide child care for five (5) or more children. An operator that provides care for fewer children is not subject to the State licensing requirements.

Much of the concern with a small-scale child care as a home occupation that was expressed by Planning Commissioners and Aldermen is related to the amount of traffic that might be generated in a residential area. Existing standards in the *Zoning Ordinance* are intended to limit the adverse impact that home occupations might have on a neighborhood. Specifically, section 4.1.6(5)(c) of the *Zoning Ordinance* states:

- (c) Standards  
Home occupations shall:

- (i) Receive approval from the Department of Building and Neighborhood Services prior to commencement;
- (ii) Be located entirely within the principal structure and not exceed 25 percent of the total floor area of the principal structure;
- (iii) Be owned and operated by the person residing in the principal structure;
- (iv) Employ no more than one person who does not reside on the premises;
- (v) Not consist of storage for another agricultural or nonresidential business occurring elsewhere;
- (vi) **Not provide instruction to more than one pupil at a time;**
- (vii) **Not store material, equipment, or other articles associated with the home occupation outside the primary structure or in a location visible from a public street;**
- (viii) **Not create traffic or parking congestion, noise, vibration, odor, glare, fumes, or electrical or communications interference that can be detected by the normal senses off the premises, including visual or audible interference with radio or television reception;**
- (ix) **Cause no change in the external appearance of the existing dwelling or other structures on the premises;**
- (x) Not include more than one vehicle not customarily found in a residential district parked on the premises overnight;
- (xi) Not include signs or other means of advertising on the property.

Item numbers (vi), (vii), (viii), and (ix) above are the standards that might be violated by a small-scale child care. This is why staff brought the item before the FMPC and BOMA for consideration. There appears to be some desire in the community for a child care as a home occupation, but it does not fit clearly within the current standards.

As stated above, if a child care home provides care for 5 or more children then the Department of Human Services will license and inspect the facility to ensure quality care for the children. The impact on the surrounding neighborhood, however, is still a subjective matter for local consideration.

#### **Financial Impact**

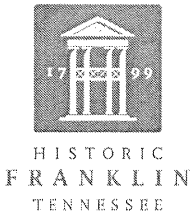
Not applicable to this item.

#### **Options**

1. Approve the proposed *Zoning Ordinance* text amendment as is so that small-scale child care is identified as an example of an allowable home occupation as long as it does not provide care for more than four (4) children. Since the number of children that are being cared for would be less than five (5), the Department of Human Services licensure requirements and inspections would not be triggered.
2. Revert to the original language for the proposed *Zoning Ordinance* text amendment, which would allow a small-scale child care to provide care for up to seven (7) children. In this case, any operator that wanted to provide care for 5-7 children would be subject to Department of Human services licensure and routine inspection requirements.
3. Do not include “small-scale child care” as an example of a use that is “allowable” as a home occupation. If the Board chooses this option, then staff would continue to not permit them because a child care operation in a neighborhood could not meet the standards mentioned above.

#### **Recommendation**

Staff recommends approval of the overall text amendment, with option 2 as stated above.



## MEMORANDUM

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February 16, 2010

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator  
Vernon Gerth, Assistant City Administrator for Community and Economic Development  
Catherine Powers, Planning and Sustainability Director

SUBJECT: Ordinance 2009-77, Zoning Text Amendment to Home Occupation Requirements of the *City of Franklin Zoning Ordinance*

### **Purpose**

The purpose of this memorandum is to provide the Board of Mayor and Aldermen (BOMA) with information regarding amendments to Chapter 4, Section 4.1.6 and Chapter 8, Section 8.3 of the *Franklin Zoning Ordinance* to revise provisions relating to Home Occupations.

### **Background**

This *Zoning Ordinance* Text Amendment is requested by the Department of Building and Neighborhood Services in order to revise the requirements in the *Zoning Ordinance* related to Home Occupations and to clarify the types of uses that may be allowed as home occupations. It is brought forward in response to requests from citizens for home occupation uses that are not clearly defined in the existing regulations.

The amendment establishes that activities such as counseling, catering, office for mobile service providers, and small-scale child care are allowable as home occupations. Additionally, the proposed amendment consolidates many similar, consulting-type businesses, grouping them into one category. The amendment maintains the standard that counseling, consulting, and tutoring / instructive activities may be provided to only one client at a time. The operation of "small-scale child care" would only be allowed in accordance with existing state requirements and the existing traffic and parking standards for home occupations. These changes are presented to assist staff in the implementation of the Home Occupation requirements within the *Zoning Ordinance*.

The Planning Commission made one amendment to Section III of the proposed ordinance to reduce the number of children allowed in small-scale child care from seven (7) to four (4) by a five to three vote. The final motion to recommend Ordinance 2009-77, as amended, passed unanimously by the Planning Commission on January 28, 2010.

Staff has researched the State of Tennessee Department of Human Services requirement for the Caregiver/Child ratios. The licensing requirement starts at five (5) in the Family Child Care Homes category according to the age of the children.

### **Financial Impact**

Not applicable to this item.

### **Options**

Not applicable to this item.

### **Recommendation**

Approval of the text amendment, with amendments from the Planning Commission, is recommended.

ORDINANCE 2009-77

**TO BE ENTITLED: “AN ORDINANCE TO AMEND CHAPTER 4, SECTION 4.1.6, AND CHAPTER 8, SECTION 8.3, OF THE CITY OF FRANKLIN ZONING ORDINANCE RELATING TO HOME OCCUPATIONS.”**

**NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF MAYOR AND ALDERMAN OF FRANKLIN, TENNESSEE, AS FOLLOWS:**

**SECTION I.** That Chapter 4, Section 4.1.6(5)(a) of the City of Franklin Zoning Ordinance is hereby amended to delete the following text noted with a ~~strike through~~ and is approved to read as follows:

4.1.6(5) Home Occupations

(a) Prohibited Uses

Examples of the types of uses ~~that provide on-site direct retail or wholesale sales to customers~~ that are prohibited as home occupations include, but are not limited to:

...

(iv) Gun Sales; and

(v) Florist Shop; or

**(vi) Similar Personal Service with more than one (1) customer or client at a time or any business that includes retail sales.**

**SECTION II.** That Chapter 4, Section 4.1.6(5)(b) of the City of Franklin Zoning Ordinance is hereby amended to delete the following text noted with a ~~strike through~~; to add the following text noted in **bold**; and is approved to read as follows:

4.1.6(5) Home Occupations

...

(b) Allowable Uses

Examples of the types of uses allowable as a home occupation include, but are not limited to:

...

**(v) Catering;**

**(v) Contractor (office only);**

**(vii) Consulting Services (including such uses as Designer, Draftsman, Graphic Artist, Information Technology Consultant, Management or Financial Consultant, Real Estate Agent, or like profession)**

**(viii) Counseling Services ;**

~~(vi) Designer;~~

~~(vii) Draftsman;~~

**(ix) Data Entry**

**(x) Office for Direct Sales (customer contact is via phone/internet or off-site of the Home Occupation);**

~~(viii) (xi) Engineer;~~

~~(ix) Graphic Artist;~~

~~(x) Information Processing;~~

~~(xi) (xii) Insurance Agent;~~

~~(xii) (xiii) Lawyer;~~

~~(xiii) Management and Financial Consultant;~~

(xiv) Manufacturer's Representative;

**(xv) Office for Mobile Service Provider;**

~~(xv) (xvi) Planner;~~

~~(xvi) (xvii) Real Estate Agent;~~

**(xxviii) Small-scale Child Care;**

~~(xvii)~~ (xix) Sculptor;

~~(xviii)~~ (xx) Songwriter;

~~(xix)~~ (xxi) Teacher, ~~(including, but not limited to,~~ **in such areas as** tutoring in art, dance, and music lessons **or other like disciplines**); and

~~(xx)~~ (xxii) Traveling Salesperson.

**SECTION III.** That Chapter 4, Section 4.1.6(5)(c) of the City of Franklin Zoning Ordinance is hereby amended to delete the following text noted with a ~~strickethrough~~; to add the following text noted in **bold**; and is approved to read as follows:

4.1.6(5) Home Occupations

...

(c) Standards

Home occupations shall:

...

(vi) Not provide instruction **or counseling services** to more than one pupil **or client** at a time, **however, this shall not preclude a family counseling session, provided that all other provisions of this subsection are followed;**

...

(xii) **Provide care for no more than four (4) children in a small-scale child care, according to the requirements of the State of Tennessee.**

(xiii) **There shall be no more than one (1) permitted home occupation per dwelling unit.**

**SECTION IV.** That Chapter 8, Section 8.3 of the City of Franklin Zoning Ordinance is hereby amended to add the following definition and is approved to read as follows:

Mobile Service Provider Office

A permitted home occupation use, as specified in Section 4.1.6(5) of this ordinance, that is limited to the office of a professional service that is carried out in transitory locations. Examples include, but are not limited to mobile automotive detailing services and mobile pet grooming services.

**SECTION V.** BE IT FINALLY ORDAINED by the Board of Mayor and Aldermen of the City of Franklin, Tennessee, that this Ordinance shall take effect from and after its passage on third and final reading, the health, safety, and welfare of the citizens requiring it.

**ATTEST:**

**CITY OF FRANKLIN, TENNESSEE:**

By: \_\_\_\_\_  
**ERIC S. STUCKEY**  
City Administrator/Recorder

By: \_\_\_\_\_  
**JOHN C. SCHROER**  
Mayor

PLANNING COMMISSION RECOMMENDED APPROVAL: 1/28/10

PASSED FIRST READING: \_\_\_\_\_

PASSED SECOND READING: \_\_\_\_\_

PUBLIC HEARING HELD: \_\_\_\_\_

PASSED THIRD READING: \_\_\_\_\_



February 16, 2010

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator *Eric*  
Vernon Gerth, Assistant City Administrator for Community and Economic Development  
Gary Luffman, Building and Neighborhood Services Director  
Catherine Powers, Planning and Sustainability Director

SUBJECT: Ordinance 2009-77, Zoning Text Amendment to Home Occupation Requirements of the *City of Franklin Zoning Ordinance*

**Purpose**

The purpose of this memorandum is to provide the Board of Mayor and Aldermen (BOMA) with information regarding amendments to Chapter 4, Section 4.1.6 and Chapter 8, Section 8.3 of the *Franklin Zoning Ordinance* to revise provisions relating to Home Occupations.

**Background**

This *Zoning Ordinance* Text Amendment is requested by the Department of Building and Neighborhood Services in order to revise the requirements in the *Zoning Ordinance* related to Home Occupations and to clarify the types of uses that may be allowed as home occupations. It is brought forward in response to requests from citizens for home occupation uses that are not clearly defined in the existing regulations.

The amendment establishes that activities such as counseling, catering, office for mobile service providers, and small-scale child care are allowable as home occupations. Additionally, the proposed amendment consolidates many similar, consulting-type businesses, grouping them into one category. The amendment maintains the standard that counseling, consulting, and tutoring / instructive activities may be provided to only one client at a time. The operation of "small-scale child care" would only be allowed in accordance with existing state requirements and the existing traffic and parking standards for home occupations. These changes are presented to assist staff in the implementation of the Home Occupation requirements within the *Zoning Ordinance*.

The Planning Commission made one amendment to Section III of the proposed ordinance to reduce the number of children allowed in small-scale child care from seven (7) to four (4) by a five to three vote. The final motion to recommend Ordinance 2009-77, as amended, passed unanimously by the Planning Commission on January 28, 2010.

Staff has researched the State of Tennessee Department of Human Services requirement for the Caregiver/Child ratios. The licensing requirement starts at five (5) in the Family Child Care Homes category according to the age of the children.

**Financial Impact**

Not applicable to this item.

**Options**

Not applicable to this item.

**Recommendation**

Approval of the text amendment, with amendments from the Planning Commission, is recommended.





HISTORIC  
FRANKLIN  
TENNESSEE

# MEMORANDUM

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February 2, 2010

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator *E.S.*  
Vernon Gerth, Assistant City Administrator for Community and Economic Development  
Catherine Powers, Planning and Sustainability Director

SUBJECT: Ordinance 2009-77, Zoning Text Amendment to Home Occupation Requirements of the *City of Franklin Zoning Ordinance*

### **Purpose**

The purpose of this memorandum is to provide the Board of Mayor and Aldermen (BOMA) with information regarding amendments to Chapter 4, Section 4.1.6 and Chapter 8, Section 8.3 of the *Franklin Zoning Ordinance* to revise provisions relating to Home Occupations.

### **Background**

This *Zoning Ordinance* text amendment is requested by the Department of Building and Neighborhood Services in order to revise the requirements in the *Zoning Ordinance* related to Home Occupations and to clarify the types of uses that may be allowable as home occupations. It is brought forward in response to requests from citizens for home occupation uses that are not clearly defined in the existing regulations.

The amendment establishes that activities such as counseling, catering, office for mobile service provider, and small-scale child care are allowable as home occupations. Additionally, the proposed amendment consolidates many similar, consulting-type businesses, grouping them into one category. The amendment maintains the standard that counseling, consulting, and tutoring / instructive activities may be provided to only one client at a time. The operation of a "small-scale child care" would only be allowed in accordance with existing state requirements and the existing traffic and parking standards for home occupations. These changes are presented to assist staff in the implementation of the Home Occupation requirements within the *Zoning Ordinance*.

The Planning Commission made one amendment to Section III of the proposed ordinance to reduce the number of children allowed in small-scale child care from seven (7) to four (4).

This text amendment was recommended unanimously by the Planning Commission at the January 28, 2010 Franklin Municipal Planning Commission meeting.

### **Financial Impact**

Not applicable to this item.

### **Options**

Not applicable to this item.

### **Recommendation**

Approval of the text amendment is recommended.

**TENNESSEE DEPARTMENT OF HUMAN SERVICES**  
**SUMMARY OF LICENSING REQUIREMENTS FOR FAMILY CHILD CARE HOMES**

This summary is intended as a guide for parents of children in family child care homes. It outlines some of the requirements child care providers must meet in order to be licensed. **The purpose of licensing is protection of children.** The Department of Human Services has the legal responsibility for licensing homes, that provide child care for 5-7 children. Questions about licensure requirements or concerns about a home's compliance with them should be referred to the local DHS office. You may ask your child care provider to see a rule book ("Standards for Family Child Care Homes").

**Administration**

- Children in child care shall be at least six weeks old.
- This summary shall be given to parent(s) of each child enrolled.
- Specific policies are required to be in written form.
- A policy statement signed by caregiver and parent shall be on file.
- Parents shall be permitted access to their children and shall be informed in advance of removal from premises.
- The following records shall be kept:
  - Three recommendations for each caregiver.
  - adult health records.
  - child health records
  - daily attendance records.
  - children's records containing identifying and emergency information and a parent-caregiver communication plan.
- A child's and family's privacy and confidentiality shall be protected.
- A current license shall be posted conspicuously.
- All agencies will undergo an evaluation prior to the expiration of their license and be required to post a report card that outlines the results of the evaluation.
- General liability and medical payment insurance coverage is required on the operations of the facility.

**Staff**

- Any person identified as perpetrator of abuse shall not have contact with children in the home.
- All caregivers shall be trained in child abuse detection/prevention.
- The primary caregiver shall:
  - Be 18 or older.
  - Be able to read and write English.
  - Complete pre-service and 4 hours of in-service training.

- Not be employed at any other occupation during child care hours.
- An adult shall be present and supervising at all times.
- Volunteers shall not be used to meet classroom adult:child ratios.
- The total number of children with one caregiver shall not exceed 7.
- Adult:child ratios shall be one of the following:
  - 1:7 (no more than 4 children under 2)
  - 2:7 (if more than 4 children under 2)
- An additional caregiver is required for field trips off premises or special care.
- Ratio Chart:

Option	Group Size & Ages	Caregivers Required
A	More than 7 children (including related children under age 9), no more than 4 under age 2	2
B	More than 7 children (including related children under age 9), with more than 4 under age 2	3

- Substitutes providing services for 36 or more hours in a calendar year must have a physical and a criminal background check.
- Criminal background checks are required for employees who have contact with children and anyone 15 or older who lives in the home.

**Equipment**

- Equipment shall be well made and safe.
- There shall be equipment for:
  - Infants and toddlers.
  - Children with special needs.
  - School age children.
- Outdoor equipment shall be:
  - Placed to avoid accidents.
  - Securely anchored.

- Placed over resilient surfaces.
- At least 6 feet away from retainer structures.

### Program

- The daily program shall include some of the following:
  - Reading to and talking with children.
  - Art, music, and dramatic play.
  - Age-appropriate participation in home-type activities.
  - The daily schedule shall be posted.
  - Children shall be allowed to choose some of their own activities; others shall be planned by the caregiver.
  - Children shall not be confined to one room unless that room has 30 square feet per child.
  - TV/videos shall be limited to 2 hours per day and to children's shows. Other options shall be available.
  - All children shall play outside daily except in extremely bad weather.
  - Discipline shall be:
    - Reasonable and in terms of the child's understanding.
    - Positive and encouraging of good behavior.
    - Disciple shall not be:
      - Shaming, humiliating, frightening or injurious.
      - Related to food, rest, toilet training, or physical punishment.
    - Preschool children shall have a reclining rest period, according to individual needs.
    - School-age children shall be allowed to nap but not forced to do so.
    - Children under 15 months and unable to walk shall have their own crib or playpen for napping; sleeping infants shall be checked every 30 minutes.
    - Older children shall have something soft and at least two inches thick to sleep on.
    - All children shall have their own clean sheet and coverlet.
    - Children shall be allowed to get up after a reasonable rest period.
    - Toilet training shall not be started until the child:
      - Has been in the child care home long enough to feel comfortable.
      - Is able to understand, to do what is asked, and to let his/her need to use the bathroom be known.

- Children shall not be made to sit on the potty more than 5 minutes.
- Children shall be diapered or cleaned when needed.
- For ages three through school-age instruction in personal safety must be offered annually.
- The facility is required to notify parents regarding the personal safety curriculum that is being used.

### Health & Safety

- Children shall be age-appropriately immunized before admittance to child care.
- If immunizations are not current or continued, the child will not be allowed to remain in child care.
- Records of children with disabilities shall contain a physician's statement identifying the condition and giving special instructions for that child's care.
- Children under 31 months shall have a physical examination prior to admission to child care.
- Immunization records shall be on file in the child care home.
- Accidents and injuries shall be recorded.
- Parents and the local health department shall be notified of outbreaks of communicable diseases.
- Medications and drugs shall not be administered without parental instructions and shall be charted as given, and containers shall be labeled and stored properly.
- Caregivers have a physical examination before beginning work.
- An updated statement of caregiver's physical health shall be obtained every third year.
- A statement of caregiver's mental or emotional health may be required when deemed necessary by the Department.
- Caregivers shall not smoke while physically interacting with children; parent shall be informed of smoking in the home.
- Caregivers shall use prescribed infection control methods.
- The primary caregiver shall have pediatric CPR and first aid training.
- Home shall have a working phone.
- A child sexual abuse prevention program shall be presented to children ages 3 and above.
- Suspected abuse/neglect shall be reported immediately.

- Primary caregivers shall be prepared for disasters.
- Firearms and other deadly weapons or tools shall be made inaccessible to children.
- Swimming pools must comply with environmental sanitation regulations and wading pools must be approved by the environmentalist.
- Pets and children shall not be together on a regular basis.

### **Transportation**

- When transportation is provided:
  - The driver shall be licensed.
  - Driver must submit to drug screening.
  - Vehicles designed to carry 10 or more inspected by Department of Safety annually.
  - Identifying signage required on vehicles used for transportation.
  - General liability and medical payment insurance coverage required for injuries of children being transported.
  - Children shall not be left alone in the vehicle.
  - Staff shall use passenger log to take roll during transportation.
  - Passenger log shall be reconciled with attendance records.
  - Driver or caregiver shall conduct physical walk through and inspection of vehicle after unloading the last child.
  - Additional staff person shall also verify the reconciled log and conduct physical walk through and inspection.
  - There shall be a plan for emergency transportation.
  - Car seats and/or belts required for children according to age and weight of the child.
  - Children must not spend more than 45 minutes traveling one way.
  - Children are not allowed to ride in the floor.
  - Firearms shall not be stored in the vehicle.

### **Food**

- Prescribed food patterns shall be followed so that children receive adequate nourishment.
- Infant diets and other special diets shall be prepared as prescribed by the physician.
- Weekly menus shall be posted.
- These hygiene practices shall be followed:
  - Adults and children shall wash their hands before handling food.

- High chairs, tables and floors under them shall be clean.
- Napkins, forks, or spoons shall be provided.
- Infant requirements:
  - Bottles shall not be propped or given to children who are lying flat.
  - Children able to sit in a high chair shall be allowed to feed themselves at least part of the meal.
  - Formula and food from home shall be labeled with the child's name and placed in the refrigerator.
  - Opened baby food jars shall not be used.
  - Solid foods shall not be given in bottles or infant feeders.
  - Weaning shall be started only after communication with parent.
- General:
  - Servings shall be adequate to meet children's need.
  - Food, including dessert, shall not be forced or withheld.

### **Physical Facilities**

- The home has passed fire safety and environmental (health) inspections.
- The home shall have 2 exits to the outside.
- The home shall not share a building used for other purposes which would be hazardous to children or limit outdoor play.
- All areas of the premises shall be well-maintained, non-hazardous, and free of animal waste.
- Diapering areas shall be as close to a sink as possible, but not in the kitchen.

### **Care of Children With Disabilities**

- In addition to the preceding standards, if children with disabilities are cared for, the following requirements shall be met. These requirements apply to staffing, grouping, equipment, program, health, food, and physical facilities.
  - Children enrolled in a child care home shall receive the same care and participate in the same program activities as their peers with adaptations to enable them to participate.
  - Adaptations to the environment shall be directed toward normalizing the lifestyle of the child with a disability by helping him/her become independent and develop self-help skills.

- Efforts to provide specialized services (e.g. speech/hearing therapy, physical therapy, psychological evaluation, or services for the mentally retarded) shall be documented in the child's record. Any information exchange regarding these services shall also be documented.
- The home shall have individualized evacuation plans for disabled children and they shall be practiced monthly.

You can access the Department's website at:

<http://state.tn.us/humanserv>

A wealth of child care information can be found on the Department's website.

You can:

- Learn more about the rules
- Learn more about the types of regulated care
- Locate a child care provider
- Learn more about the Report Card and Star Quality Program
- Locate the local child care licensing office
- Review the current personal safety curriculum
- View recent correspondence to providers
- Read about new initiatives
- Locate the nearest child care certificate office
- Find info on choosing child care
- Locate a resource and referral center

And much more!

#### Family Child Care Home Rules

The full set of the official family child care home rules can be found on the Secretary of State's Web Site:

<http://www.state.tn.us/sos/rules/1240/1240-04/1240-04.htm>

#### Report Card & Star Quality Program

<http://tnstarquality.org>

#### Child Care Resource & Referral Centers

Currently, there are eleven CCR&R centers located throughout the state. The centers help parents find the type of care that is best for their child or children. These community resources also give providers technical assistance to better serve the children in their care. Contact information for the CCR&R centers can be found on the Child Care Services web page.

#### Child Care Resource & Referral – Complaint Hotline

NASHVILLE AREA: 615-313-4820  
LONG DISTANCE: 1-800-462-8261

If you have a concern about an existing child care agency or wish to report an illegal operation you can call the Department's complaint hotline.

Department of Children's Services  
Report Child Abuse or Neglect Hotline  
1-877-237-0004