



*It's Easy to Use.*

*An Invaluable  
Resource for Parents.*

You can never do too much to see that your children are safe – especially when choosing an in-home caregiver like a nanny or baby sitter.

TrustLine is the California registry of in-home child care providers who have passed a background screening. All caregivers listed with TrustLine have been cleared through a fingerprint check of records at the California Department of Justice. This means they have no disqualifying criminal convictions or substantiated child abuse reports in California. It's invaluable information.

**Parents:** You can check if a provider is registered on TrustLine by calling 1-800-822-8490 and giving the person's full name, driver's license number or other approved identification. If your current caregiver or the caregiver you are interviewing is not registered, just call TrustLine's 800 number to learn how they can apply. TrustLine is continually updated and caregivers who have committed a disqualifying crime are removed. So, you should call periodically to make sure your caregiver is still registered.

**Providers:** Registering is simple. Just call TrustLine to obtain a one-page application and send it in with a set of fingerprints and a one-time only fee. If no disqualifying criminal convictions or substantiated child abuse reports are found, your name will be added to the registry.

**1-800-822-8490**



*Did you ever imagine  
you could love  
someone so much?*

**1-800-822-8490**



**TrustLine**  
California's Background Check for In-Home Child Care



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1182 Market Street, Suite 300  
San Francisco, CA 94102

**1-800-822-8490**

FAX: 1-415-957-8793

[www.trustline.org](http://www.trustline.org)



California Child Care Resource & Referral  
**NETWORK**



## It's the Right Thing to Do.

TrustLine helps ensure the safety of your child. A TrustLine clearance is the minimal qualification your caregiver should provide, in addition to experience with children, a warm and caring manner, and a commitment to ensuring your child's safety and well-being. TrustLine uses the most up-to-date and detailed databases at the California Department of Justice and the FBI to protect children. TrustLine has screened out significant numbers of individuals who have applied to the registry with criminal histories such as murder, manslaughter, child molestation, assault with a deadly weapon, willful child cruelty and other crimes.

With talk of fingerprinting and criminal records, some parents may feel uncomfortable requiring their caregiver to be registered with TrustLine.

Remember, all child care providers who operate in State-licensed settings, such as child care centers, have undergone a similar screening process. All employment agencies are also required by law to register their caregivers with TrustLine upon placement. So call TrustLine to make sure the employment agency has registered your caregiver.

If a potential caregiver is insulted that you've asked, or is unwilling to apply, you should be concerned about this person's commitment to providing good care. Don't hesitate to call TrustLine. It's the right thing to do.

1-800-822-8490

## TrustLine Tips: Choosing an In-Home Child Care Provider

TrustLine is an essential step in finding the right nanny or baby-sitter. But TrustLine is just one important tool to help you choose the best in-home caregiver for your child. Here are some other TrustLine tips:

- ☉ Check each candidates' references and work histories, and then make sure they're registered with TrustLine by calling 1-800-822-8490.
- ☉ Interview potential caregivers and observe how they interact with and respond to your child.

Endorsed by the California Academy of Pediatrics

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### Ask all candidates open-ended questions to understand how they care for children:

- ☉ Tell me about your previous experiences working with children.
- ☉ What activities do you like to do with children?
- ☉ What are your feelings about discipline?
- ☉ How would you handle naps, eating, toilet training or emergencies?
- ☉ Are you comfortable following directions even if you would do things differently with your own children?

### Ask practical questions:

- ☉ Are you certified in child/infant CPR or first aid?
- ☉ What if my child cries all day or refuses to eat or to nap?
- ☉ Are you willing to care for my child if he/she is sick?
- ☉ What hours are you available? Could you work extra hours occasionally and how much notice would you need?

### Trust your instincts:

- ☉ Hire someone both you and your children like and then agree to a trial period. Spend some time watching your children and the caregiver interact before leaving them alone.

### Once you have found a good caregiver:

- ☉ Set up clear job responsibilities.
- ☉ Communicate regularly about how the arrangement is working.
- ☉ Periodically drop in unannounced to observe your child.
- ☉ Always leave emergency contact information.
- ☉ For information on choosing child care and for child care referrals, contact your local child care resource and referral agency. For the one nearest you, call TrustLine at 1-800-822-8490, or go to [www.TrustLine.org](http://www.TrustLine.org)