



Frequently Asked Questions

Commonly asked questions from parents

Can you explain the adult to child ratios?

In day care centres ratios are determined by age group. 1 qualified staff member should not care for more than the minimum number of children for each age bracket. After that 2 members of staff (2 qualified or 1 qualified and 1 assistant) are required to care for more children.

Example Infants: 1 qualified adult should care for no more than 3 infants alone. 2 adults can care for between 4-8 infants. The maximum group size is also determined by the usable square space according to the day care centre regulations 1999.

Who do I contact if I have any concerns about my Day Care Provider or Day Care Centre and how do I make a complaint?

Email childcare@gov.bm or call 278-4900 and ask for our intake coordinator. The child care regulation programme encourages you to address any grievances/concerns first with your child care provider.

How do I know if my Day Care Provider/Centre is registered/licenced?

Visit our website at [Child Care Regulation Programme | Government of Bermuda \(www.gov.bm\)](http://www.gov.bm). There you will find a list of registered day care providers and day care centres. The list is updated on a monthly basis. Alternatively you can ask to see their current registration certificate or day care centre licence when you visit their space.

What is the difference between a provisional licence and a full licence?

Provisional licences are given to new Day care centres or day care providers. Additionally child care facilities, including day care providers, may be placed onto a provisional licence to address matters of non-compliance. If a centre or provider is placed on a provisional licence they must inform their clients.

A full licence is issued to any day care centre or day care provider that meet the operational requirements set out by the Day Care Centre Regulations 1999 and the Children Act 1998

Who do I contact with suspected abuse/maltreatment?

For suspected cases of abuse or maltreatment we encourage you to contact the Department of Child and Family Services directly at: 278-9111



Child Care Regulation Programme

Department of Health

childcare@gov.bm

278-4900