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1 March 2006

STANDING OPERATING PROCEDURES (SOP)

**SUBJECT:** Telephones in Family Child Care (FCC) Homes

1. REFERENCE: AR 608-10, Child Development Services, 15 July 1997.
2. PURPOSE: To outline policies for telephones in FCC homes.
3. APPLICABILITY: This SOP is applicable to all the Garrison Vicenza Family Child Care Providers residing in Villaggio Della Pace or Government Leased Quarters.
4. PROCEDURES:
  - a. All FCC homes must have a working telephone line. Cellular phones are acceptable only if they are on the premises, constantly on, battery charged, and have sufficient funding on their phone card to reach parents, the FCC office and the emergency organizations.
  - b. A telephone connected to a modem or a fax will **not** meet this requirement. The home telephone line must allow incoming and outgoing calls at any time.
  - c. In case of temporary disconnection of the telephone, the Provider must immediately notify the FCC manager. **FCC homes cannot remain open without a working phone on site.**
  - d. Periodically, the FCC manager will make random telephone checks to ensure the Providers' telephones are operable.



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