

# Service Letters in Delaware

Protecting Vulnerable Populations



**WAGE & HOUR  
ENFORCEMENT**

## What is a Service Letter?

A service letter is a reference check required by Delaware law for certain employers, particularly in healthcare and childcare facilities. It provides information about a potential employee's work history, behavior, and suitability for working with vulnerable populations.

## Why are these laws important?

These laws help protect vulnerable individuals in healthcare and childcare settings by:

- Preventing the hiring of individuals with a history of workplace violence
- Screening out those who have engaged in abuse or neglect of adults or children
- Ensuring a safer environment for patients, children, and elderly individuals

## What do employers need to do?

Employers in healthcare and childcare facilities must:

1. Obtain a service letter from the applicant's current or most recent employer
2. Check the Child Abuse Registry (all facilities)
3. Check the Adult Abuse Registry (healthcare facilities)
4. Ask specific questions about childcare abilities and past violations (childcare facilities)
5. Report any non-compliance to the appropriate authorities

## Why should job seekers care?

As a job seeker in healthcare or childcare:

- You'll need to provide accurate employment history
- Your past performance and behavior may be shared with potential employers
- You have the right to know what information is being shared about you
- These laws ensure a fair and safe working environment for all

## New Changes for Childcare Facilities

Recent legislation strengthens the process for childcare facilities:

1. Enhanced inquiries about childcare abilities
2. Questions about past warnings or disciplinary actions
3. Stricter reporting of non-compliance
4. Clarified enforcement procedures

## Who's Affected?

- Healthcare and childcare facility operators
- Current and prospective employees in these sectors
- Previous employers of healthcare and childcare workers

## Key Contacts

**Delaware Department of Labor,  
Division of Industrial Affairs,  
Office of Wage & Hour Enforcement**

Phone: (302) 761-8200, opt. 3

Address: 4425 N. Market Street, 3rd Floor,  
Wilmington, DE 19802

Email: [Serviceletters@delaware.gov](mailto:Serviceletters@delaware.gov)

Website: Service Letters – Delaware Department of Labor: [labor.delaware.gov/divisions/industrial-affairs/service-letters/](http://labor.delaware.gov/divisions/industrial-affairs/service-letters/)

**Department of Education – Office of Childcare  
Licensing**

Phone: (302) 892-5800

Address: The Carvel State Office Building, 820 N.  
French Street, Wilmington, DE 19801

Email: [occl@delaware.gov](mailto:occl@delaware.gov)

Website: [education.delaware.gov/families/occl/](http://education.delaware.gov/families/occl/)

**DHSS – Background Check Center**


Phone: (302) 744-4546

Address: 1901 N. DuPont Highway, New Castle,  
DE 19720

Email: [DHSS\\_BCC@delaware.gov](mailto:DHSS_BCC@delaware.gov)

Website: [dhss.delaware.gov/dhss/dltcrp/bc](http://dhss.delaware.gov/dhss/dltcrp/bc)

## For More Information or to File a Complaint

 **Phone**  
302-761-8200, option 3

 **Email**  
[wages@delaware.gov](mailto:wages@delaware.gov)

 **Website**  
[labor.delaware.gov/industrialaffairs](http://labor.delaware.gov/industrialaffairs)

Scan the QR code below for quick access to forms and additional resources



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DIVISION OF  
**INDUSTRIAL  
AFFAIRS**