

Does your child care provider have a high school diploma? You should ask this question.

DEALING WITH PROBLEMS

When you and your provider disagree about something it will be best for everyone, especially your child, if you work out the problem before it gets bigger. Your child will be happiest when you and his/her child care provider are getting along and agreeing with one another.

What can I do about problems?

- Talk with your child care provider and clear the air as soon as possible.
- Never talk about the problem in front of the children, or when you or the child care provider is angry.
- Think about what you want to say in advance and then be very clear about the nature of the problem.
- Let the provider know what you want and listen to the provider's side of the story.
- Work out a solution that works for both you and the provider and then stick with your joint decision.
- Make sure that you tell the provider how you feel, but don't try to tell him/her how to feel.

- Set up a time to talk about the problem again in a few days or a week. At that time you can talk about whether the situation is getting better or worse.
- Do your best to work out the small problems with the child care provider. If you have tried repeatedly to work out a problem with your provider but don't seem to be getting anywhere, it may then be necessary to find a different child care provider.

Note: If a problem you are having with your child care provider involves harm to your child or threatens his/hers safety, remove your child from the child care immediately and file a complaint.

(This information was compiled by **The Child Care Providers' Helper** and Milwaukee 4C's)

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“VERY IMPORTANT QUESTIONS PARENTS NEED TO ASK BEFORE ENROLLING CHILDREN INTO CHILD CARE”

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Assisting our children's future one child care center at a time

The Child Care Providers' Helper is committed to the early child care provider. By providing technical assistance and support, we enhance the quality of child care for all children. Our agency imparts a positive impact on the child care environment during the child's formative years. This impact will assist the child in becoming a successful adult.

The Child Care Providers' Helper is a division of Community Related Training (CRT) a not for profit agency that provides business developmental training that supports the child care in becoming economically self sufficient, and empower the parents and children at risk to make informed decisions.

Parents - The difference between a *Family Child Care Center* is they can provide child care to 6-8 children or a *Group Child Care Center* (the owner may own several child care centers) can provide child care to 8 or more children).

These are some questions you should ask a child care provider. **When you contact a child care center be sure to ask who it is that you are talking to, and what that person's role or job is at the child care center. It might be helpful to begin your conversation by saying, "I am looking for child care; can you answer some questions for me?"**

1. Is the child care center CDA Credential or NAEYC Accredited?
 - The Child Development Associate (CDA) is a national, professional award granted by the Council of Early Childhood Professional Recognition in Washington, DC.
 - A CDA credential will demonstrate your commitment to meet the needs of children in your care. It will demonstrate your professional commitment to working with parents, and other adults to nurture and

provide for, children's physical, social, emotional, and intellectual growth in an and early learning childcare setting. It's 100% about the quality of child care services being provided. Parents are going to be notified what criteria to look for in a child care centers/homes.

- National Association for the Education of Young Children (NAEYC) Accreditation is a voluntary system by which programs measure themselves against a national set of standards.
2. What days and hours of the week do you offer child care?"
 3. "What are the ages of the children currently in your care?"
 4. "How many children are in your center?"
 5. "Are you a regulated family child care provider (Provisionally Certified, Certified or State (Group) Licensed)?"
 6. "How long have you worked with children and what training do you have in child care?"
 7. "Do you have an opening for my child's, age group?"
 8. "How many teachers are in each classroom or group, and what is their training?"
 9. "How many children are in each classroom or group?"
 10. "What is a typical day like in your child care center/home?"
 11. "Do you smoke or does anyone in your home smoke?"
 12. "Are there any pets in your home? What kind?"
 13. "Do you serve meals to the children? What type of foods is usually served?"
 14. "How do you handle discipline in your child care center/home?"

15. "Do the children watch TV? If so, how long and which shows?"
16. "What is your illness policy?"
17. "Do you ever go on errands while the children are with you? If so, who watches the children while you are away?"
18. "Will my child play outside part of the day?"
19. "Do you take the children on trips or outings? What type of transportation do you use?"
20. "What are your fees and how often do I need to pay that amount?"
21. "Are there any registration fees or extra charges?"
22. "May I visit my child at any time?"
23. "What do I need to do to start my child in your child care center?"
24. "How many different adults will be with my child during the day?"
25. "Are there other adults who visit your home/center regularly that might have contact with my child?"
26. "How will I know how my child is doing in your child care center?"
27. What would happen if someone other than the child's parent comes to pick him /her up?"
28. "If I decide that my child isn't going to attend your center anymore, how soon do I need to let the center know?"
29. "What else can you tell me about your child care center?"
30. "When can I come for a visit?"

NOTE: Always visit the child care center before enrolling your child!