



Steuben and Schuyler's most trusted child care resource.

## Provider Newsletter

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### 5 Ways to Have Better Business Communication with Parents

Good communication is important for building relationships with parents and good communication doesn't always come easy. Here are some tips for child care professionals to have more effective communication relationships.

1. Be enthusiastic and friendly when talking on the phone. Short answers and rude behavior may result in not securing additional enrollment.
2. Have a scripted list of questions readily available to ask parents when they call or visit.
3. When creating a voice mail for your business, be sure to state they have reached the daycare program; ask them to leave a message and the best time to return the call.
4. Call back as soon as possible. Finding care is a crucial part of securing and maintaining employment for families. One day could mean a missed opportunity for you and the families looking for care.
5. Be creative. Ask parents if they received the packet you sent in the mail or if they saw a post on Facebook. They may prefer documents sent to them a different way.

### 5 Steps to Successful Meetings with Parents

1. Dress appropriately. You don't have to be in a three piece suit, but look professional. Jeans and a nice shirt would suffice.
2. When interviewing perspective families, be prepared with all the paperwork needed for enrollment.
3. Get to know the families. Learn the names of all family members and siblings. Make them feel comfortable and welcomed.
4. Ask for tips about their children. They know their children better than you do. Find out what the child's likes and dislikes are.
5. Be patient. This may be new for the parents and they are nervous. Don't rush them to make any decisions.

### Q & A Guide when meeting with parents

Here is a list of some of the topics that may come up while being interviewed by potential parents.

**Know if you are certified/ licensed/ registered.** Do you operate under the Office of Children and Family Services as a Registered or Licensed program?

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**Know what your adult-to-child ratio and capacity is.** Are you able to accept a large family into your program? Do you have enough staff to care for additional infants?

**Become familiar with your Health Care Plan.** What happens when a child develops symptoms while in care? Is your program MAT certified if the child requires medications?

**Parents may have questions about paying for child care when their children are absent.** Make sure your contract and policies are current and that this information is included.

**Contact your Licensor, Registrar or a Child Care Aware Trainer if you have any questions!**



### Safety Regulation Reminder!!

- **Get your gear ready before the snow falls!** Make sure you have a sturdy shovel and that you have salt stored properly and not accessible to daycare children.
- **Don't rush it.** Give yourself enough time in the morning to clear your egress before parents start arriving. Rushing can lead to injuries to you and possibly parents and children.
- **Dress properly for the weather.** Don't forget to wear your hat, gloves, and boots!
- **Don't forget to clear snow from any exhaust vents from your furnace or dryer, as well as removing snow from any fire hydrants near your home.**

### Modality Specific Regulations for Egress Safety:

#### School Age Child Care Regulation: 414.4.f.2:

(2) All corridors, aisles, and approaches to exits must be kept unobstructed at all times.

#### Group Family Daycare Regulation: 416.4.h.4:

(4) All paths of egress on the interior and exterior of the home, including corridors, aisles and approaches must be kept free of obstructions, impediments and debris at all times.

#### Family Daycare Regulation: 417.4.h.4:

(4) All paths of egress on the interior and exterior of the home, including corridors, aisles and approaches must be kept free of obstructions, impediments and debris at all times.

#### Daycare Center Regulation: 418.4.f.2:

(2) All corridors, aisles, and approaches to exits must be kept unobstructed at all times.

### Child Care Aware® of Steuben and Schuyler Contact Information:

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Hours of Operation: M - F 8:30 am – 4:30 pm

Child Care Aware® of Steuben and Schuyler is a member of Child Care Aware® of America, Winning Beginning NY and the Early Care and Learning Council. Child Care Aware® of Steuben and Schuyler is nationally Quality Assured and NYS Standard of Excellence Certified.