



2-1-1
CHILD CARE



For more information: Dial 2-1-1 or 1-800-505-1000 | www.211childcare.org | www.ctunitedway.org

Questions to Ask Potential Providers Over the Phone

Below are some questions you may want to ask when you are searching to find a child care provider that meets your needs:

- Are you licensed? Are you accredited?
- What hours are you open?
- How many children are currently in your care?
- What are the ages of the children in your care?
- How many children are in the program full-time/part-time?
- How much do you charge?
- What is your policy on payment during holidays, vacations, and sick days?
- What is your policy when a child is ill/you are ill?
- Are you certified to give medications?
- Are you current with your first aid and CPR certification?



- How long have you been in the child care field?
- How long do you plan to continue in this field?
- What is your experience/education? What is the experience/education of your staff?
- What is your typical day like?
- What activities would my child experience?
- How do you help my child learn new skills?

- How will you accommodate my child with special needs?
- How do you handle discipline? Do you have a written discipline policy?
- Do you help with toilet training or does my child need to be toilet trained?
- What meals/snacks do you provide?
- Do you provide transportation or go on field trips? If yes, do you provide car seats or do parents? Do you have insurance?
- What school districts do you serve?

If your child speaks English as a second language, ask:

- Does anyone on your staff speak my child's language?
- Do other children in your care share my child's culture?

REFERENCES

* Ask the provider for names and telephone numbers of parent references.

Remember that a phone interview does not substitute for a visit to the program. Please refer to the *Site Visit Checklist* included in this packet for information on what to look for when visiting a program.



For more information on interviewing a child care provider, please call 2-1-1 Child Care at 2-1-1 or 1-800-505-1000. Or visit our website:

www.211childcare.org