



**2-1-1**  
CHILD CARE



For more information: Dial 2-1-1 or 1-800-505-1000 | [www.211childcare.org](http://www.211childcare.org) | [www.ctunitedway.org](http://www.ctunitedway.org)

## Tips for a Successful Child Care Arrangement

### Open Communication

#### *Expect your child care provider to:*

- Give you frequent and full updates on your child's progress.
- Ask how your child is doing at home.
- Welcome all of your questions.
- Talk to you about solving any difficulties and provide resources if needed.
- Be understanding of any mixed feelings you may have about using child care.
- Be willing to talk with you briefly on the phone if you call to check in.

#### *Your provider may expect you to:*

- Provide information on your child's routines, activities, and preferences.
- Give frequent and full updates on your child's progress or concerns at home.
- Clearly define your wishes and expectations regarding child care.
- Participate in program activities such as field trips or by donating materials.

### Written Agreement of Terms and Arrangements

#### *Expect your child care provider to:*

- Provide written business policies (i.e. - fee and payment schedule, inclement weather, sick child, parent visits, program closing, discipline procedures, field trip and transportation, safety procedures and disaster plans).
- Tell you *in advance* if they are going to change their hours or prices.
- Give at least one month notice if they are no longer going to care for your child.
- Even if they will not be available for just one day, give at least two weeks notice.

#### *Your provider may expect you to:*

- Accept written agreements regarding program policies.
- Pick up at agreed upon time.
- Pay your fee on time.
- Give advance notice if hours or days of care change.
- Follow all agreed upon program policies.
- Keep all emergency numbers and contact people current.



## Honesty, Trust and Respect

### *Expect your child care provider to:*

- Make ONLY commitments they can keep.
- Tell you about any problems or accidents.
- Not discuss your child or family to friends or co-workers.
- Respect the personal decisions/beliefs of your family.
- Never take sides in any family disputes such as custody battles.
- Keep personal beliefs private (i.e. religion, politics, family make up)
- Offer advice in a way that is supportive and non-critical.
- Report any suspected child abuse or neglect to the Department of Children and Families at once (as is required by law).

### *Your provider may expect you to:*

- Ask questions; not make assumptions or quick conclusions when issues arise.
- Be open and truthful with how the child care arrangement is working.
- Respect the provider's family time.



**For more information on how to have a successful child care arrangement, please call 2-1-1 Child Care at 2-1-1 or 1-800-505-1000. Or visit our website: [www.211childcare.org](http://www.211childcare.org)**