

WHEN THERE ARE PROBLEMS WITH YOUR CHILD'S CARE



A parent's greatest fear: all is not well in your child's daycare program. When you recognize problems it is critical that they be addressed immediately. Even little problems and concerns can build if not addressed and cause irreparable harm to your feelings about your child's program and sometimes to your child! To take action:

- If the problems relate to the operation of the center, fees, policies, or procedures set

an appointment to talk to the director, and if that doesn't help, ask for a list of parents on the advisory board.

- If the problem is with the teacher, the classroom, instruction, or conflict between your child and another child, schedule an appointment with the teacher. Address the problem in a meeting, -not as you are picking up or dropping off your child.
- In a center, if you talk with the teacher and don't feel it is resolved, ask for an appointment with the director and include the teacher if possible.
- If the children in the program may be in danger because of licensing violations such as too many children or there are safety or health violations that the program refuses to address, contact your local licensing agency.

When you talk to a director or teacher try the **SOLVE** method:

- S** State the problem without placing blame. "I am concerned because ____ occurred" or "I see _____ and wondered if we could discuss it?" is often a good way to begin.
- O** Offer and ask for ideas to solve the problem. Then decide together what you and the caregiver will try.
- L** Listen and stay calm.
- V** Value the caregiver. Let them know you appreciate them and are willing to work with them to find a solution.
- E** Evaluate after a few days or weeks by talking with the teacher or director, sharing your feelings and asking for theirs.

If things aren't working out, go through the SOLVE method again! "SOLVEing" problems can provide your child with uninterrupted, consistent care, and can set a good example of how to problem solve by working with people whenever possible.



This is part of a series of brochures with these titles:

- HOW CAN I HELP MY EMPLOYER BE 'FAMILY FRIENDLY'?
- WHEN RELATIVES PROVIDE YOUR CHILD CARE
- IS MY CHILD'S CARE OKAY?
- WHAT ARE MY PARENTAL RIGHTS AND RESPONSIBILITIES WHEN MY CHILD IS IN CHILD CARE?
- WHEN THERE ARE PROBLEMS WITH YOUR CHILD'S CARE

Also see the National Network for Child Care web site:

<http://www.nncc.org>

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