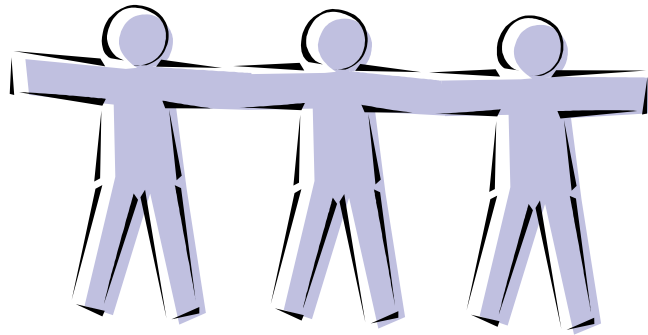


# **FAMILY-FRIENDLY AUDIT TOOL FOR CHILD CARE CENTERS**



# HOW FAMILY FRIENDLY IS YOUR CENTER?

## An Audit Tool for Child Care Centers

Center name: \_\_\_\_\_

Date: \_\_\_\_\_

*Please indicate your role at this center (check all that apply).*

- I am:    an **administrative** staff member (director, assistant director, etc.)  
           a **teaching** staff member (head/lead teacher, teacher, assistant teacher, etc.)  
           a **parent** (an adult who has custodial responsibility for a child in this center)



For parents: The ages of my children at the center are: [Please check all that apply]

- Less than 12 months
- Twelve months to 23 months
- Two years
- Three years
- Four years
- Five years
- Six years or older

*If you are both a parent of a child at this center and a teacher or administrator at this center, please answer the questions in the survey from the teacher or administrator perspective.*

*Please rate each of the following aspects of the center.*

	<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
1. Support from center staff for family needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Quality of communication from the center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Opportunities for parental involvement at the center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



For each statement, please check the one response that best matches your opinion and your experience at this center.

### A Child-Centered Place

This statement is true of this center...	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>Don't know or does not apply</i>
1. The staff supervise children well at all times, indoors and out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The center has a relaxed and cheerful atmosphere. Children seem to be comfortable, engaged, and having fun.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The staff encourage children's friendships with each other and nurture a sense of community among children.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The center asks parents for information about their child to know the child's interests and to help plan daily activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff respond quickly and sensitively to children's requests and non-verbal cues (for example, by offering affection, helping with toileting, and answering and expanding on children's questions).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Staff demonstrate that they know and appreciate each child in their room (for example, their interests, friendships, temperament, food preferences, and napping habits).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Staff and parents work together to help solve problems such as finding a child's lost belongings, long naps interfering with evening bedtime, or children biting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Center staff and parents work together to set goals for children's social, emotional, and intellectual development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Staff take the time to help parents understand how the center's curriculum and activities contribute to their child's learning and development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



For each statement, please check the one response that best matches your opinion and experience at this center.

### Building Quality Relationships with Families

This statement is true of this center...	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>Don't know or does not apply</i>
1. Parents and staff are well acquainted and take a personal interest in one another.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. When staff are handling a child's adjustment to the center, the staff encourage parents to express their own feelings of sadness or worry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Parents are comfortable and friendly with one another. They interact easily and feel a common connection because of the center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Parents feel invited to suggest ways they can be involved in the life of the center and feel their opinions are welcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The center values and appreciates parents' efforts to donate time, skills, and cultural experiences to their child's room and to the center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Respect and Culture

This statement is true of this center...	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>Don't know or does not apply</i>
1. The staff respect and value the unique characteristics and circumstances of all families at the center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The staff treat parents with equal respect regardless of the amount of time they spend at the center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Staff are empathetic and understanding toward parents' schedules and the demands on parents' time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The center respects the confidentiality of parents and children.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



For each statement, please check the one response that best matches your opinion and experience at this center.

### Anticipating Family Needs

This statement is true of this center...	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>Don't know or does not apply</i>
1. Staff ask parents questions about their jobs and family circumstances so they can better understand the needs of the family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The center actively seeks parent perspectives (such as concerns, opinions, needs) to ensure that policies, services, and resources offered by the center are responsive to parent/family needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. When a parent inquires about something the center currently doesn't offer, the center responds positively, in essence asking themselves, "Why not?"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The center helps parents anticipate the need for back-up child care plans before they are needed (e.g., child's illness, center closing).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff assist parents by sharing information on resources available through the center and in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The center offers educational meetings, workshops, and programs for parents in response to their needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For each statement, please check the one response that best matches your opinion and experience at this center.

### Anticipating Family Needs (continued)

	<i>Yes</i>	<i>No</i>	<i>Don't know or does not apply</i>
1. Staff work with each family to create a personalized transition plan to help each new child adjust to the center, including having the parent stay with the child during all or part of the first days.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



For each statement, please check the one response that best matches your opinion and experience at this center.

### Family-Friendly Communication

This statement is true of this center...	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>Don't know or does not apply</i>
1. Staff greet parents and children in the morning and say good-bye in the evening.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Parents and staff share information about meaningful daily events related to the child.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Changes to staff schedules are explained to parents, and any new staff are introduced to parents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. For infants and pre-verbal toddlers, there is daily written communication to parents about the child's daily activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. For older children, there is daily written communication about the group's activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The center provides both scheduled and on-demand parent conferences at times convenient to parents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Center policies and procedures are explained in clear terms that are understandable to parents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The center informs parents about the minimum quality standards for health and safety required by the state, and how the center meets/exceeds those standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



For each statement, please check the one response that best matches your opinion and experience at this center.

### Family-Friendly Communication (continued)

	<i>Yes</i>	<i>No</i>	<i>Don't know or does not apply</i>
1. The center uses more than one way to communicate with parents (e.g., newsletters, notes sent home with children, bulletin boards, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Parents have more than one way to communicate with the center (e.g., notes, phone calls, e-mail, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. For new parents, the center provides an orientation to the program with a full tour, meetings with teachers, and responses to all parent questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The center provides a helpful parent handbook.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Health and attendance policies are explained at enrollment, including when a child with symptoms of a mildly contagious illness may attend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Please consider each kind of communication listed below. Put a check in **one** of the columns to show whether the center uses it and whether you find (or would find) that kind of communication valuable.

## Center Communication Methods

	Does the center use this type of communication?				
	<i>Yes and I find it valuable</i>	<i>Yes but I do <u>not</u> find it valuable</i>	<i>No but I would find it valuable</i>	<i>No and I would <u>not</u> find it valuable</i>	<i>Don't know or does not apply</i>
1. Bulletin board postings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Written notices posted in places like cubbies or on doors to children's rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Videos or photos of activities at the center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Descriptive explanations that accompany children's art and learning activities on display	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Individualized written notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Daily logs/journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Packets of take-home information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Newsletters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Parent communications board for communication among parents about resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Group meetings for parents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Center directories with family names and phone numbers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Conversations at drop-off and pick-up time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Individual parent conferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Telephone calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. E-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Notes or phone calls to parents from children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





Please consider each of the following services. Check the first column if the center offers this service now. If the center does not offer a service, indicate whether you would use the service and whether you think the center should consider offering it. Additional fees might apply.

## Other Services

	The center doesn't offer this, but:				Don't know or does not apply
	The center offers this service now	I would use this and I think the center should offer it	I would <u>not</u> use this and I think the center should offer it	I do <u>not</u> think the center should offer this	
1. Flexible payment plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Transportation to and from the center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Before- and after-school care for school-age children during the school year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Care during any center vacations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Care for school-age children during school vacation and early release	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Summer day camp for school-age children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Backup child care for enrolled children on unscheduled days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Backup child care for children who do not typically attend the center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Care for mildly ill children ("mildly" means ill but able to participate in activities at the center)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Family counselor available for on-site observation of children and consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Extended morning and evening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Evening care on weekdays on a regular basis (night shifts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Evening babysitting on weekends ("parents' night out")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Food program with hot meals served at the center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please consider each of the following services. Check the first column if the center offers this service now. If the center does not offer a service, indicate whether you would use the service and whether you think the center should consider offering it. Additional fees might apply.

### Other Services (continued)

	<i>The center offers this service now</i>	<b>The center doesn't offer this, but:</b>			<i>Don't know or does not apply</i>
		<i>I would use this and I think the center should offer it</i>	<i>I would <u>not</u> use this and I think the center should offer it</i>	<i>I do <u>not</u> think the center should offer this</i>	
15. Convenience services:					
toy and book lending library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dry cleaning drop-off/pick-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
take-home meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video rentals (appropriate for children)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access for parent use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
fax and photocopy machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Enrichment classes (for a fee) such as dance, martial arts, music, or gymnastics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Computers with software for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Information on community activities for children and families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Information on support services for families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Telephones for children's use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Technology links (for example, e-mail, website, or video access)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Home visits (center staff would talk to parents before planning a home visit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Occasional social activities for center staff and parents (children included)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>