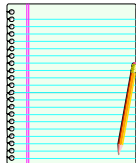




Handling Conflicts

(With Child Care Providers)

Parent-Provider Agreement



Ask your child care provider to make a formal agreement with you. In the agreement, the rules and policies of the provider are clearly stated. The obligations of both you and the provider are described.

Even with an agreement, conflicts may occur. Some will be just misunderstandings. At other times, you may really disagree with the way a provider thinks a problem should be handled.

When you disagree...

Some problems just blow over. At times people do not listen carefully.

For example, you told your child care provider that you needed your child ready to go early today, and he wasn't. Be patient and let the provider know that having your child ready to go is very important to you because of a tight schedule.

When providers complain...

*** Listen to feelings** as well as words. Providers might be upset about other

things in their lives.

*** Try not to get angry.** Begin with the word "I" to state your feelings. Try not to blame anyone.

*** Remember that providers have good ideas** about your child's care. Several minds are better than one.

*** If you make a mistake,** say that you are sorry. Do what you can to correct the problem.



When you have a complaint..

*** Discuss a problem** when you and the provider are **away from other parents and children**, and when you have time and energy to talk.

*** Include the employee** with whom you have a conflict, in conferences with the director of a center.

*** Talk in a polite, calm voice.**

*** Say something positive.** They will be more open to your ideas.

*** You may not always agree** with providers. That is okay. Respect the provider's point of view. Try to find a way to work together.

A project of The Florida Partnership for Parent Involvement

Center of Excellence ♦ Louis de la Parte Florida Mental Health Institute ♦ Florida's Children's Forum
Home Instruction Program for Preschool Youngsters ♦ Hillsborough County Head Start ♦ Hillsborough County Even Start

When it doesn't work out...

If you have a problem with a provider that cannot be solved or keeps occurring, consider calling your local child care resource and referral office to locate a different child care placement for your child.

Contact your local Child Care Licensing office if you feel that the provider should be inspected.

Edited from the National Network for Child Care - NNCC.
Koehler, C.R. (1991). "Handling Possible Problems" (*Family Day Care Facts* series). Amherst, MA: University of Massachusetts

For Further Information Contact:





The Center for Parent Involvement (FCPI) was funded by the U.S. Department of Education; Goals 2000, Educate America Act from 1994-1999. Guided by an advisory board of parents and professionals, the FCPI's goal was to tap the power of parents.

The FCPI gathered information on parent needs, coordinated the information, and created a series of resources organized by theme, including fact sheets for parents and professionals, "Beyond the Basics" resources, and resource identification lists. Many of the resources have been translated into Spanish language versions, and every effort has been made to preserve the meaning and flavor of the original English documents. This series of materials provides a wealth of current information for both parents and providers; the complete set of resources can be obtained in PDF format on the Department of Child and Family Studies Website at www.fmhi.usf.edu/cfs/dares/fcpi. The staff of the FCPI are hopeful that their work will continue to help children get ready to learn for many years to come.

The series' themes include:

- Family Empowerment
- Parent Involvement
- Parenting Support
- School Readiness
- Violence in the Lives of Children
- Transition to Kindergarten

The Center was one component of a project led by Hillsborough County Center of Excellence in collaboration with the Department of Child & Family Studies at USF's de la Parte Institute and the Florida Children's Forum. Other project partners include HIPPIY (Home Instruction Program for Preschool Youngsters), Hillsborough County Head Start and Hillsborough County Even Start. For more information about these projects, call 813.974.4612.

Family Empowerment Series, Parent Tip Sheets, #2: Transition: Handling Conflicts?

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