



Parent/Provider Communication

Open communication and respect become the foundation of good child care arrangements. When questions or concerns arise, it is best to discuss them openly with your provider. The following are some guidelines that are helpful to keep in mind:

- Discuss issues as they arise. This keeps problems from building up.
- Try to understand the other person's perspective. Working together allows everyone to keep each other's needs and limitations in mind.
- Consider the Parent/Provider Agreement carefully. It will serve as a guide to discuss most of the details involved in caring for your child.
- Schedule a time outside of child care hours, when you and your provider can talk about a concern. Longer discussions are difficult for parent, provider and child at drop-off and pick-up times. It is also not a good practice to discuss concerns in the presence of children.
- Try to be as specific as possible about your questions or concerns. Consider possible solutions.
- Express appreciation for big and small things that your provider does that are important to you and your child.

Most providers welcome parents' concerns and questions. Good communication strengthens the parent-provider partnership. Talk to your provider about issues before they become problems. Remember Satellite consultants are available to help you work through these issues with your provider.

A Few Words About Alternate Care

If your provider is temporarily unavailable for care, perhaps because of illness or vacation, you may need to make alternate care arrangements. Some preliminary planning will make it easier when the need for alternate care arrives.

Consider whether you would choose to use friends, family, or another Satellite provider when you need alternate care. If you would like to use another Satellite provider for alternate care, talk this over with your provider or consultant. They can suggest names of any possible alternate providers. Some Satellite providers do only alternate care. Call the office for information.

It is advisable for the parent and the alternate provider to meet before deciding on a short-term care arrangement. The alternate provider must still maintain the legal size and ratios for her group to be able to do alternate care. The alternate provider may ask to be paid her customary rate which may differ from that of your provider.

Finding alternate care remains the responsibility of the parent because it is important that you are comfortable with whomever is caring for your child. Both your provider and consultant will help as much as possible.

Satellite offers:

Consultation and Information

Satellite consultants are available to parents to discuss questions or concerns related to your child care arrangement, areas of child development, discipline, etc. Referrals to community resources are also available from the Satellite office. Parents are encouraged to call their consultant any time there are questions or concerns about child care. Consultants help facilitate strong parent-provider relationships that lead to consistent long-term high-quality care for your child.

Conflict Resolution and Mediation

If the parent/guardian(s) has a concern or problem with the provider, the following steps should be followed in the order listed:

1. Communicate the concern or problem with the provider. This is the most important step in assuring that two-way communication occurs. This may occur through a series of conversations.
2. If the concern continues after attempts have been made to resolve it through provider and parent dialogue, contact the Satellite Consultant to facilitate communication between parent and provider - this may include consultation or mediation.
3. Request an investigation of the concern by the Satellite Consultant.
4. If Step 3 does not satisfactorily resolve the concern, submit your concern in writing to the Director of Satellite. The Director will respond in writing within 30 working days.
5. If you chose to appeal the Director's decision, submit an appeal in writing to the City of Madison Office of Community Services - Day Care Unit within 30 days of receipt of the decision, and the appropriate action will be determined.

Appeal Process for Satellite Administrative Decisions:

Parents and providers may appeal administrative decisions directly related to the implementation of policies and procedures. An appeal may be made in writing to the Satellite Director. The Satellite Director and Advisory Committee Chair will consider the appeal. The Satellite Director, with input from the Advisory Committee Chair, will make a decision within ten working days of the receipt of the appeal, with a written decision given to the party making the appeal.