

DINIYOTHLI KANOHEDA

(Dee-nee-yoth-lee Kaw-no-head-ah - Children's News)

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The Three Choices of Life: How to Resolve Conflicts with Parents

By Tom Copeland, July 2004 Provider Business News

Caring for children is sometimes the easiest part of being a child care provider. Handling conflicts with parents is often the source of the greatest stress.

Here is a simple, but effective tool you can use to resolve almost any conflict with a parent. It's called "The Three Choices of Life." First, find a coach. The coach can be your spouse, another provider, or a friend. The job of the coach is to help you choose one of three choices to resolve your problem.

Here are the three choices:

** I am happy: I will agree with what the parent wants to do.*

** I am unhappy: I will tell the parent what they need to do to change, and if the parent doesn't do it, I will terminate the parent from my care.*

** I will shut down my business.*

Let's use an example to see how this works. A parent calls 5 times a day to talk to her child. The provider (Ella) feels that this is too disruptive to her program and wants to limit the parent calls to once a day. They have argued about this, but can't agree. Ella then calls her coach for help. The coach says, "Ella, you need to make a choice. First, you can decide to let the parent call five times a day and not worry about it. Tell yourself that it's not that important to argue about. Is that acceptable to you: can you be happy about this?" Ella might respond, "No. That's not an acceptable solution."

Then the coach would say, "Okay. If you are not happy about this situation then you need to decide what is acceptable to you. If you are willing to have the parent call once a day, and no more, then you need to say to the parent that she gets no more than one call. And if the parent calls more than this, you should end the relationship and terminate your contract. Can you do this?" Ella responds, "But I enjoy caring for this child and I don't want to lose her. I'm reluctant to terminate the parent over this issue."

Now the coach says, "You have one more choice, and that is to shut down your business. Are you prepared to do that?" Ella replies, "Of course not." "Then you must be happy and let the parent call as often as she wants," says the coach. "No, I don't want that," says Ella. "Then you must enforce your rule and terminate the parent if she won't follow it." The coach will keep running through the three choices until Ella finally decides on a course of action.

There are no other choices. I believe it is acceptable for a provider to pick any one of the three choices. It is not acceptable for a provider to be unhappy and not do anything about it. Some providers have allowed parents to bend their rules on occasion and not let this bother them. Life is too short to worry about everything. But, if the stress of dealing with parents is so strong that you are not happy and can't resolve your conflicts, then it's time to consider quitting child care and looking for some other line of work.

Most providers get stuck with the second choice. They are unhappy, but they don't know how to resolve things. Providers should think carefully about what they need to be happy. Focus on specific actions the parent should follow (one call a day, bring a change of clothes on Monday, pay on time, etc.) Do not ask the parent to change nonspecific behavior ("Treat me with respect"). Give the parent the consequence for not following what you want (termination). In the end, it is not worth it to remain unhappy about a conflict with a parent. Either you must let it go, enforce your rule, or go out of business.

I have used this tool successfully in workshops with thousands of providers across the country. It may sound simple, but it works.

For more information visit www.redleafinstitute.org

O-SI-YO

by Tina Smith

Resource and Referral Specialist

Cherokee Nation Child Care Resource Center will continue to offer extended hours one Tuesday and one Saturday per month. We encourage you to take advantage of these extended hours. You may want to come by and check-out some curriculum books or borrow a video. We also have a die cut machine and a laminating machine available for your use. Parents may need a child care referral or information on the developmental stages of their children.

Saturdays 9:00 am—12:00 pm

August 14

September 11

Tuesdays 5:00 pm—8:00 pm

August 17

September 21

PROGRAM UPDATES

You can update your child care program information on-line! Go to www.cherokeekids.net and click on the Provider section. Go to Provider Assistance and you will see a list of links. Go to the link, Oklahoma Child Care Resource and Referral Association, Inc., Registration Form. This link will take you to a registration page. You can use this page to register your child care information with the Cherokee Nation Child Care Resource Center and you can also use this page to update any changes in your child care program.

Remember, you can always contact us at (918) 458-7613 or 1-888-458-6230 to update any child care program information.

WELCOME!

We want to say "Welcome!" to the child care professionals in our new service counties. As of July 1, we became the Resource and Referral Agency for Okmulgee, McIntosh, Muskogee and Sequoyah counties. Your child care information was transferred to our database from Deep Fork Child Care Resource and Referral Agency. We currently serve: Adair, Cherokee, Craig, Delaware, McIntosh, Mayes, Muskogee, Okmulgee, Ottawa, and Sequoyah counties. In addition, we provide services to child care programs on contract with Cherokee Nation in our 14-county jurisdictional area.

If you have any questions or concerns please feel free to contact us at (918) 458-7613 or 1-888-458-6230.

Beginning July 1, 2004 the Oklahoma Child Care Resource and Referral Association launched a new service available statewide for parents and child care programs. This new service is part of our NACCRRAware database system and allows those searching for child care to do so from a computer any time of day. Because all families and work situations vary, it is not always convenient or possible for a family to contact a Resource and Referral Agency during day time hours for child care referrals. By offering a web-based referral system we are giving parents one more option in finding quality child care for their families.

Many of you are already familiar with the DHS Child Care Locator. Our web-based system will work much the same way. The family will fill out an on-line questionnaire regarding type of care desired, days and times care is needed, ages of children, etc. They will submit the information and be able to print out a list of child care programs that meet their needs.

We are very excited to be able to offer parents and child care programs this new option. If for any reason you choose not to participate in our web-based referral system, you must contact us and ask for your name to be removed. Please contact Tina Smith at (918) 458-7613 or 1-888-458-6230.

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Child Care Programs



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Oklahoma Child Care
RESOURCE & REFERRAL ASSOCIATION, INC.

What Is "Reaching for the Stars?"

Reaching for the Stars created four levels of child care programs:

- ★ One Star programs meet minimum licensing requirements;
- ★+ One Star Plus programs meet additional quality criteria which includes: additional training, reading to children daily, parent involvement and program assessment.
- ★★ Two Star programs meet additional quality criteria OR are nationally accredited.
- ★★★ Three Star programs meet additional quality criteria AND are nationally accredited.

The goals of the Stars program are to:

- provide a system to inform parents of quality criteria met by child care programs;
- improve the quality of child care by increasing the competence of teachers;
- raise the Department's subsidy reimbursement rate, resulting in more slots for children whose families are receiving child care assistance.

Stars Criteria

Quality criteria that must be met by one star plus, two and three star programs include:

- Center directors, teachers and family child care home providers must receive additional training in child development annually.
- Family child care home providers and master teachers in centers must have an early childhood credential or degree with hours in child development.
- Centers must have weekly lesson plans and interest areas to facilitate a variety of activities.
- Family child care homes and centers must involve parents in a variety of ways.
- Center teachers and family child care home providers read to children daily;

For the complete Stars Criteria, review *Definitions* on Division Page or *Certification of Facilities to Receive A Differential Quality Rate*.

For more information on how to
"REACH FOR THE STARS"
visit the DHS website at www.okdhs.org

CLASS REGISTRATION CHANGES!

Beginning October 1, 2004 the Cherokee Nation Child Care Resource Center will implement a "**Registration fee**" policy.

The registration form and the registration fee must accompany all enrollment requests. Enrollment must occur at least one week prior to the class. There will be no refunds. You may send a replacement staff person.

The range of fees will vary depending on the type of class. The amount for each class will be listed in the newsletter.

Registration confirmation will be by phone or mail. A waiting list will be maintained to fill any vacated slots. If the class is full your fee will be returned to you after the class has begun.



Enrollment form:

Name: _____ **Phone number:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

County: _____ **Facility name:** _____

Class Title: _____

Location: _____ **Time:** _____ **Beginning Date:** _____

Registration fee: \$ _____

Send registration fee and above form to:

Cherokee Nation Child Care Resource Center
 Attn: Edna Jones
 PO Box 948
 Tahlequah, OK 74465

Introduction to Program Evaluation

Beginning July 1, 2004—Programs needing to meet the *Reaching for the Stars* program evaluation requirement should select one person to attend this required training. Upon completion of the training, each participant will receive a Certificate of Participation, Self-Assessment Checklist, and important information for completing the program evaluation process. This training meets the *Reaching for the Stars* program evaluation requirement which is required within 6 months of approval of *Two-Star*. It replaces the *Utilizing Self-Assessment for Program Improvement* training sponsored by CECPD. **If center or home staff have already attended the CECPD sponsored training, then attendance at this new training is NOT required.** Watch for future environment scale training opportunities from CECPD in the fall of 2004!

The purpose of the Tier I two-hour training is to acquaint providers with the ingredients necessary to do program evaluation. This will include a review of *Star* policy and offer opportunity for discussion. The training will be conducted by the Stars Outreach Specialists. **NO environment rating scale books provided with this training.**

Registration is necessary for this FREE training! Participants are strongly advised to pre-register to assure resources at the training site. **LIMITED ENROLLMENT BASED ON TRAINING SITE OCCUPANCY.** The training may be cancelled due to low pre-registration numbers. Training room door will be closed 30 minutes after start time.

Regional Training Registration Information

Fax or mail to:

Department of Human Services, Division of Child Care

Attention: Rosemarie James

P.O. Box 25352

Oklahoma City, Oklahoma 73125

(405) 521-2152 (local)

(800) 347-2276 (statewide)

(405) 522-2564 (Fax)

Complete Registration Information:

Please register me for the DHS sponsored *Introduction to Program Evaluation* training.

Name _____

Organization _____

K8# _____

Street Address _____

City, State, Zip _____

Telephone Number with Area Code _____

Training Date _____

Site _____



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