

DINIYOTHLI KANOHEDA

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

Volume VIII, Issue VII

JULY 2004

Holding Fees

by Tom Copeland, June 2004 Provider Business News

Most providers have faced at least one of the following situations:

- A pregnant parent wants to enroll her infant in your program four months in the future.
- A current parent will be staying home with her child during the summer and wants to bring her child back to your program in the fall.
- At an interview, a parent asks if she can start bringing her child in three weeks.

How should you handle situations in which a parent asks you to hold an opening in your program for a few weeks to several months?

Because you set the rules for your business, you can make your own decision. Some providers promise to hold the opening but do not charge the parents; some charge a small fee; and some charge their regular rate during this time. Whether you apply the fee charged to the first few weeks of care delivered after the child returns is also up to you.

I have heard from many providers who held an opening for several months for a small fee or for free, only to find out days before the care was to begin that the parent was not bringing her child. During the holding period, these providers had turned down the opportunity to care for other children, and as a result they were very upset when they thought about all the money they had lost.

I strongly recommend that if you hold an opening for a parent, you ask them to pay for this promise. If the parent doesn't want to pay a holding fee, tell the parents that you will be happy to care for their child if you have an opening when they want to return. But don't promise to hold the opening. It's that simple. The only time, in my opinion, that you should consider not charging a fee for holding an opening is if you are not otherwise planning to fill the opening.

How much should a provider charge to hold an opening?

Before you do decide to charge a holding fee, you should consider what you are giving up. Let's say your normal rate is \$100 a week. By holding a space for a child for three months (12 weeks), you are giving up \$1,200 in income unless you charge a holding fee. If you can easily fill the opening during the holding period, then perhaps you should charge your full rate, or close to it. If the opening will be more difficult to fill, then perhaps you should charge less. But if it is hard for you to predict how easily it will be to fill your openings, then I believe you should consider charging at least half of your normal rate.

Should you apply the holding fee to the first weeks of care?

Not in my opinion. The holding fee is to compensate you for giving up the right to fill the opening. You are losing a lot of income during this holding period. If you apply the holding fee to the weeks after you begin care, then the parents are really getting you to promise something that they don't have to pay for. This is not fair. Require the parent to pay the holding fee upfront, or have them pay you a set amount each week. If they fail to make their weekly payment you should notify them that you will no longer hold the opening. Don't call the holding fee a "deposit," because you don't want to imply that the fee will be applied to child care delivered at a later date. If you do decide to apply the holding fee to the first weeks of care, then put in writing that this holding fee is "non-refundable" if the parent does not return on the day that is agreed.

Many providers struggle with the issue of whether or not to charge a holding fee as well as what to charge. You deserve to be paid for any promise you make to hold an opening.

For more information on contract and policies visit www.redleafinstitute.org

O-SI-YO

by Tina Smith
Resource and Referral Specialist

BARTLESVILLE AREA—*The Child Care Eligibility Specialist will not be taking applications at the Bartlesville Office on Monday, July 5th because of the Fourth of July holiday. Instead, the Eligibility Specialist will visit the Bartlesville Office on Wednesday, July 7th. Please pass this information along to families. If there are any questions you may contact the Eligibility Staff at (918) 458-4444 or 1-888-458-6230.*

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

July 10
August 14
September 11

Tuesdays 5:00 pm—8:00 pm

July 20
August 17
September 21

NEW SERVICE AVAILABLE FOR PARENTS AND CHILD CARE PROGRAMS

Beginning July 1, 2004 the Oklahoma Child Care Resource and Referral Association will launch a new service available statewide for parents and child care programs. This new service is part of our NACCRRAware database system and will allow 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 or Kim Phillips at (918) 458-7613 or 1-888-458-6230.

We appreciate the child care programs and providers of Oklahoma and all you do to help us in our mission: To help achieve a quality child care system accessible to all Oklahoma families through community-based resource and referral services.

DINIYOTHLI KANOHEDA
Child Care Programs



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Publisher—Cherokee Nation
Child Care Resource Center
Editor—Tina Smith

Diniyothli Kanoheda is published through funding from the U.S. Dept. of Health and Human Services, Administration for Children and Families, Child Care Bureau, the Oklahoma Department of Human Services, Division of Child Care and the Oklahoma Child Care Resource and Referral Association.

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Oklahoma Child Care
RESOURCE & REFERRAL ASSOCIATION, INC.

OPERATION CHILD CARE

We would like to invite **all local child care providers** to participate in Operation Child Care by donating 4 hours or more of child care to Service Members of the National Guard or Reserve who are on R&R (Rest and Recuperation) leave and have one or more children between the ages of 0-13 years of age.

As a provider your efforts will contribute to the increased morale of Service Members. Help us **show them our appreciation** for their service to our country and send a message of support and respect from their local communities.

OPERATION CHILD CARE allows National Guard & Reserve Members who are on 2 weeks of Rest & Recuperation (R&R) leave from Operation Iraqi Freedom and Operation Enduring Freedom in Afghanistan access to a few hours of **donated child care** from licensed providers and trained 4-H babysitters.

Whether it's one-on-one time with their spouse, personal business or an afternoon of recreational activities, local child care providers can help provide service members **peace of mind** regardless of how hectic their schedules are.

We are recruiting providers who would be willing to volunteer their services. For more information about how you can become involved in this wonderful opportunity please contact the Cherokee Nation Child Care Resource Center at (918) 458-7613 or 1-888-458-6230 and ask for Bridget, Kim or Tina.

For more information on the Operation Child Care National Program contact Child Care Aware at 1-800-424-2246 or visit www.ChildCareAware.org

SPECIAL THANKS TO THOSE OF YOU WHO HAVE CALLED AND EXPRESSED INTEREST IN PARTICIPATING IN THIS WONDERFUL VOLUNTEER PROGRAM . WE APPRECIATE YOUR COMMITMENT TO CHILDREN AND FAMILIES!



WE'RE CHECKING OUR LIST!

Is your name on it?

Don't forget! The Cherokee Nation Child Care Resource Center is hosting the 4th Annual Child Care Conference on Saturday, July 31st, 2004.

If you did not receive conference registration information and you are interested in attending please contact the Resource Center as soon as possible. Registration is available on a first come, first enrolled basis and is due by July 12th.

For more information call the
Cherokee Nation
Child Care Resource Center at
(918) 458-7613 or 1-888-458-6230.

JULY TRAINING

July 8 & 13

GROVE—COMMUNITY CENTER

Time: 3:00 pm—8:00 pm

Behavior and Guidance II (content area #3, 10 hours) - Builds on *Behavior and Guidance* and *Families and Child Care: A Team for Children*. When children display aggressive behavior, there is no quick or easy solution. The child care provider must find the right mix of child development, guiding behavior techniques, working with the family, working with the child, and activities to support the child displaying the aggressive behavior. Trainer: Bridget Tobey. ***Please contact the Child Care Resource Center at (918) 458-7613 or 1-888-458-6230 to register.***

July 13,15,20,22,27

TAHLEQUAH—CCRC

Time: 6:00 pm—10:00 pm

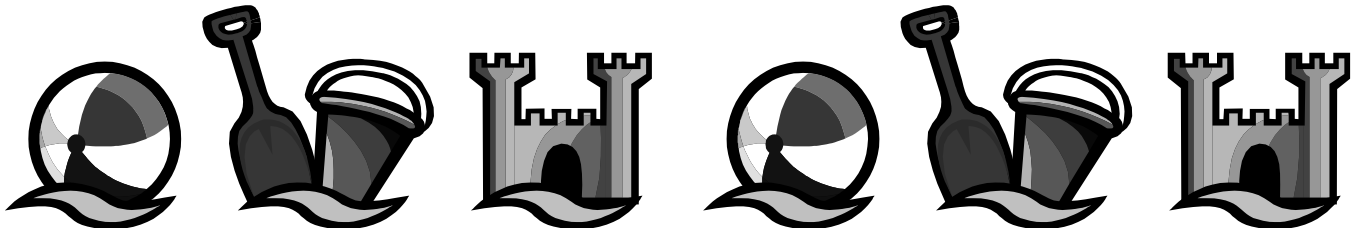
ELCCT (Entry Level Child Care Training) (content area #6, 20 hours) - Introduction to child care training. The course provides new and/or future child care professionals with knowledge needed to provide quality care for young children while helping each individual child develop to his or her full potential. The course contains information and learning activities that stress the importance of the caregiver and child care work. Trainer: Debbie Smith. ***Cost: \$20. To register please contact the Cherokee Nation Child Care Resource Center at (918) 458-7613 or 1-888-458-6230.***

July 19,20,21,22,26,27,28,29

WARNER—SUGAR PLUM TREE

Time: 6:30 pm—9:00 pm

Directors Training: Human Relations Training Module—This training module will provide the child care center director or administrator with the opportunity to identify, consider, and reflect upon both the inter- and the intra- personal relationships that are developed and nurtured in the administrative roles. The participant will review and develop a better understanding of their role in child care management; developing child care professionals; employment plans; interactions with various situations and people; parent and family relations; managing time and space; and managing stress. Maximum number of 10 participants. Trainer: Melody Watson. ***To register please contact Melody at (918) 906-8610.***



AUGUST TRAINING

August 3,5,10 & 12

CCRC—TAHLEQUAH

Time: 6:00 pm—8:30 pm

Child Development I (content area #8, 10 hours) - Suggests ways to encourage positive behavior. Considers caregiver's skills as key to good discipline. Suggests ways to handle difficult situations and explains differences in typical and severe problem behaviors. Trainer: Gaynia Jones. ***Please contact the Child Care Resource Center at (918) 458-7613 or 1-888-458-6230 to register.***

August 19

MIAMI—OTTAWA TRIBAL OFFICE

Time: 6:30 pm—8:30 pm

Introduction to Program Evaluation—See information on page 7.

August 26

CCRC—TAHLEQUAH

Time: 6:30 pm—8:30 pm

Introduction to Program Evaluation—See information on page 7

SEPTEMBER TRAINING

September 14,16,21 & 23

CCRC—TAHLEQUAH

Time: 1:00 pm—6:00 pm

Director Series: Program Development Module—Provides opportunity to identify, consider, and reflect upon best practices in administering the development and maintenance of the child care center program. The participant will review and develop a better understanding of their role in policies and procedures; financial accountability and responsibility; legal concerns and protections; maintaining an appropriate environment for infants and toddlers, preschool children and school-age children; maintaining a safe and healthy learning environment; and appropriate food handling and nutrition. Trainer: Deanna O'Laughlin. **Please contact the Child Care Resource Center at (918) 458-7613 or 1-888-458-6230 to register.**

September 16,23,30 & October 7

CCRC—TAHLEQUAH

Time: 6:00 pm—8:30 pm

Behavior and Guidance I—Suggests ways to encourage positive behavior. Considers caregiver's skills as key to good discipline. Suggests ways to handle difficult situations and explains differences in typical and severe problem behaviors. Trainer: Debbie Smith. **Please contact the Child Care Resource Center at (918) 458-7613 or 1-888-458-6230 to register.**

Location Information

- *The Cherokee Nation Child Care Resource Center is located in the James Danielson Children's Village in Tahlequah.
- *The Grove Downtown Community Center is located at 104 W 3rd Street.
- *The Ottawa Tribal Office is located at 13 S 69A in Miami.
- *Sugar Plum Tree is located in Warner.

Cherokee Nation facilitates training by recruiting educators employed by other agencies.
Ideas and practices presented are not necessarily endorsed
by the Cherokee Nation Child Care Resource Center.

*ARE YOU A CHEROKEE SPEAKER? HAVE YOU DREAMED OF BECOMING A TEACHER?
 As part of the Cherokee Language Project, the Cherokee Cultural Center is looking for Cherokee Speakers who want to pursue a degree in Education. For more information please contact Joyce Rock at the Cherokee Cultural Resource Center at (918) 458-6170 or e-mail her at
 Joyce-Rock@cherokee.org*

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 the 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.

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 _____

CPR AND FIRST AID TRAINING

August 9 **Tahlequah—EMS**
 First Aid Time: 6:00 pm—10:00 pm

Cherokee Nation EMS began a new cost and payment policy on April 1, 2003.
 Pediatric CPR is \$20.00 and First Aid is \$25.00. **(FEE IS NON-REFUNDABLE)**
 Pre-payment is required and must be received
 at Cherokee Nation EMS 5 days prior to the date of the scheduled training.
 A minimum of 8 participants must be registered for the training to be held.
 Make payment to Cherokee Nation EMS and mail payment and registration form to:
 Cherokee Nation EMS
 Attn: Jimmy Summerlin
 22114 South Bald Hill Road
 Tahlequah, OK 74464

If you have any questions, please contact Jimmy Summerlin at EMS at (918) 458-5403

PLEASE COMPLETE AND RETURN THE FOLLOWING REGISTRATION FORM :

CHEROKEE NATION EMS TRAINING PROGRAM REGISTRATION FORM

Please Print

Date: _____

First Name: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

What county do you live in? _____

Home Phone: _____ Work Phone: _____

Date of Training: _____

Type of Class: _____

Organization / Workplace: _____

Ethnic Descent: Cherokee Native American _____ Other Native American: _____
 Other Descent _____



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