

# Telephone Interview Questions

Print and use this to help guide your telephone inquiry with child care providers. Begin by supplying the age of your child and the details of the care-schedule you are seeking.

**Name of Provider/Program:** \_\_\_\_\_

QUESTIONS	ANSWERS
<p>1. Do you have an opening (or projected openings) for my child?</p> <p>► If the answer is “no”, you do not need to proceed with this provider/program (you may want to ask if they have a waiting list).</p>	
<p>2. What are the hours and days of operation?</p> <p>► If the hours do not meet your needs, you do not need to proceed (unless you can arrange for someone else to drop off and/or pick up).</p>	
<p>3. Where are you located?</p>	
<p><b>NOTE: If the above answers are satisfactory, and time is limited, ask if written program information is available – review the material at a later time.</b></p>	
<p>4. What is the daily or weekly rate, or cost, for my child’s schedule?</p>	
<p>5. What additional fees do you charge?</p> <p>► Ask if meals and/or snacks are included; and who supplies diapers, wipes, etc.?</p>	
<p>6. How many days per year is the program closed?</p> <p>Do you charge for closed days?</p> <p>► Many family child care providers will close for holidays, vacations, and sick days. What will you do for back-up?</p>	
<p>7. Is financial assistance available?</p> <p>► Some programs may offer a family discount for multiple children, scholarships, or a sliding fee scale.</p>	
<p>8. How many children are in your care?</p> <p>What are the ages of children in your care?</p> <p>► Large group size and/or few adults per child mean less individual attention and supervision per child. Ask about adult-to-child ratios and group sizes for age groups.</p>	
<p>9. <u>Family child care</u>: What is your educational background and training?</p> <p><u>Centers</u>: How many teachers have 2 or 4-year degrees?</p> <p>► Little or no training in child care and development can signal poor quality care. Staff in centers that exceed minimal licensing requirements are more likely to provide high quality care.</p>	
<p>10. <u>Family child care</u>: How long have you been providing care?</p> <p><u>Centers</u>: How many teachers have been at the center for more than one year? (More than 3, 5?)</p> <p>► The child care industry has a high turnover rate; especially in programs where wages are low and working conditions are poor. High turnover interrupts care and bonding, and produces stress on staff.</p>	
<p>11. Can I make an appointment to visit your program?</p> <p>Do you have any materials that you can send me (such as policies and procedures)?</p>	
<p>Write your own individual questions here (do you need transportation, does your child have any special needs, etc.):</p>	