

## Telephone Interview Questions

Use this guide to help organize your interviews with child care programs / providers. Questions you might want to ask during the initial phone call could include:

### General Questions

- What ages do you care for?
  - Are there any openings for my child's age group?
  - Is there a waiting list? How long is it?
  - What are your hours of operation? What days are you closed?
  - How much do you charge per day/week?
  - What is your withdrawal (refund) policy?
  - Is there a registration fee? How much is it? Is it an annual fee?
  - Are there any other fees (late fees, etc.)?
  - Do you know of any other centres or care providers with vacancies?
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### Questions for children of any age

- Are you licensed or regulated under the Day Care Act?
  - If you are licensed, can I see a copy of your most recent inspection report?
- Are you insured (for accidents, etc.)?
- How many children do you care for?
- What ages are the children in your care? How many children are there in my child's age group?
- What child care experience/training do you (or any other care providers) have?
  - How many staff members do you have? What is the ratio of caregivers to children?
  - What is your staff turnover rate?
- Do you accept children who require extra support?
  - Why/why not?
- What is your overall childcare philosophy?
- How do you deal with behavior issues?
- Does your program have any special features?
- What are your security policies? Are there cameras in your facility? Is the front door locked at all times?
- What types of activities do you do with the children over a typical day/week?
- Who supplies diapers/blankets/meals/snacks – parent or provider?
- What arrangements are made when care providers are ill, on holiday, or in case of emergency?

- What is your policy regarding children who are ill?
  - Do I have to pay for days when my child is absent due to illness or vacation?
- Do you encourage parent involvement? Can I visit whenever I wish?
- Who can pick up my child if I can't make it? Is there a policy for this?
- What happens in case of an emergency? Who is called first? What hospital is used?
- Can you give me at least two references, preferably of parents whose children attend your child care setting?
- When can I come visit your center? Can I bring my child?

### Questions for Infant Programs

- How many educators work in the infant room? How are lunch and breaks handled? What happens if the regular provider is out on a given day?
- Are you a breast feeding – friendly centre?
- How often are diapers changed?
- How are feeding schedules set?
- How do you keep track of diaper changes and feeding?

### Questions for Toddler Programs and Programs for Older Children

- Do you help toilet train?
- How do you handle biting?
- How do you deal with behavior issues?
- Do you go on outings and/or field trips?
- Do you pick up children from school or the bus stop?

### Private (unlicensed) Care : Things to Consider

Unlicensed care providers may or may not have had formal child care training or previous child care experience. Care providers set their own hours of operation, fee schedules and operating policies.

Parents are solely responsible for assessing and monitoring the quality of care provided in any unlicensed child care arrangements.

If you're interested in care provided in your home, or privately in a provider's home, your questions will be a little different. It's important that you take time to learn about the provider's background, experience with children, and approach to child care.

It's a good idea to ask the caregiver for references and documentation from the police that they don't have a criminal record. It's also smart to put together a written agreement, describing the days and hours of work, the caregiver's specific terms, and your responsibilities.

### Some Questions for private providers

- Who else lives in the home, how old are they, and what is their relationship to you?
- Is your child/children part of the child care setting?
- How do your family members feel about you providing child care in the home?
- Will you be present and in charge during all the hours child care is provided?
- Who will replace you when you are ill or on vacation?
- Do you have first aid training?
- Have criminal record and Child Abuse Register checks been completed on yourself and anyone else living in your home who are over the age of 12.

### Approved Family Home Daycare

As an Alternative to unlicensed child care you may wish to consider an approved Family Home Daycare Provider. For more information on approved family home daycare please click [here](#).



