

INCLUSION CONNECTION

Caring for children with special needs is not necessarily that different than caring for any other child. However, there are a multitude of resources available to help child care providers plan curriculum and arrange the environment to support the needs of all children in their care. The following resources provide information and support to child care providers and parents of children with special needs:



Preschool Inclusion Connection <http://www.truecoaching.com/pic/>
Serving Children with Special Needs in Child Care <http://thechp.syr.edu/inclusio.htm>
Circle of Inclusion www.circleofinclusion.org
Child Care Plus www.ccplus.org
Perpetual Preschool www.perpetualpreschool.com
Kids Together www.kidstogether.org
Inclusive education <http://www.uni.edu/coe/inclusion/index.html>
Disability Online www.disabiityonline.com

Also, never hesitate to call me with any questions or concerns you may have regarding inclusive practices. Together, we can make your center a supportive and welcoming environment for all children.

- Amy Franklin
Inclusion Specialist

YOUR PATH TO PROFESSIONALISM...

Our training calendar has gone statewide!! We are excited to announce that you can now access trainings not only in your area but statewide!! Find out about state conferences, curriculum training, and state funded trainings going on around the state! Simply log onto our website at www5.semo.edu/ccrr, then click on training opportunities to get started!!

Are you in need of C.E.U.'s? Check out some upcoming seminars:

- ☉ New Madrid Early Childhood Seminar, Saturday, March 29, 2008 will be held at the New Madrid Family Resource Center. Brochures will be mailed out beginning of March.
- ☉ Dunklin County Early Childhood Seminar, Saturday, June 7, 2008, more information to come.

Jefferson County Educare will be hosting their 2nd annual ½ day Early Childhood Seminar at Jefferson Community College in Hillsboro on April 12, 2008. Training will be held from 8:00am-12:00pm, the cost is \$18.00. Contact Lynn Kirn at 636-464-5144 ext. 12 for further information.

Workshop on Wheels is in Motion!!

Thank you for your input on the training survey!! We are listening to your needs and putting them into action!! Through workshop on wheels, we will be presenting workshops in your county soon! These workshops are designed to get you out of your seat and moving!! Before you know it you will be applying everything you learned in just a 2 hour time period!! Watch the training calendar for these special trainings! They will be listed as WORKSHOP ON WHEELS!!



Senator Jason Crowell and Director of Oak Ridge Early Childhood Center, Linda Holt.

❖ ❖ **Thank You** ❖ ❖
Senator Crowell for listening to our child care providers!
On December 5th Senator Jason Crowell came to our directors group to get feedback on early childhood issues. He spent time educating us on the legislative process, as well as gave time for providers to discuss specific concerns on hot early childhood issues that may be debated bills this upcoming legislative session.



In Celebration of Week of the Young Child.....

Messy Morning is scheduled for April 12, 2008 at the Show Me Center in Cape Girardeau. If your child care center is interested in having a booth at the event contact Amy Blackman at 573-290-5135. Let's Celebrate Our Children!!!!!!!!!!!!!!

Teacher Recycle Center is OPEN!!

If you're in the area and want some free goods to use in your classroom, stop on by! Our recycle center is open daily from 8:00am to 3:30pm. Fill up a bag, weigh it, and be on your way! Special thanks to Christian School for the Young Years & Community Day School in Cape Girardeau for funding the center!

- Heather Fisher
Asst. Dir./Training Coordinator

**ATTENTION
ALL CHILD CARE
PROVIDERS**

THE MONTHLY DRAWING

We receive calls daily from parents seeking child care. We want to provide them with the most accurate information possible.

Please call us each month to let us know about your fee changes and if you have openings. If we do not answer the telephone, just leave a message on my voice mail.

Every month we will enter the name of each provider who calls with vacancies into a drawing to be held on the last weekday of the month!

Call 573-290-5577
Toll-free, 1-800-811-1127 ex. 1

*WHO WILL BE OUR NEXT
WINNERS?? WILL YOU BE ONE?*

REMINDER

All facilities who have received accreditation, do remember to send (or fax) CCR&R a copy of your Accreditation Certificate. We will not indicate your accreditation to families seeking accredited child care until we have a copy of the certificate on file. (Yes, callers are now asking for information about accredited facilities!)

BEST BUSINESS PRACTICES

(Adapted from the Michigan Office for Young Children)

Best business practices involve many aspects of your business but we will focus on just one: first impressions. First impressions can either bring business in or drive it away. The telephone is usually the first chance you have to impress the perspective parent looking for quality child care. Make sure you are professional with parents by adapting the following practices.

- A. Be aware of how you answer the phone: make sure you are clear, friendly and happy to be doing what you're doing. Instead of starting off with "hello" try starting with the name of your childcare business.
- B. Keep information about your business by the phone: available spots, rates, what a typical day is like, etc.
- C. Keep a log sheet by the phone so you can have information on the parent as well and how they heard about you.
- D. Train staff on how to answer the phone: name of the day care, speak clearly, friendly, ready to take a message, letting the client know where you are, etc.
- E. Let the parent know if you are too busy with the children to talk and ask if you can call them back.
- F. Make sure you call parents back in a timely manner if they have left a message.
- G. Make sure your answering machine message is professional: name of your child care business, how many vacancies you have, what information you would like them to leave, etc.
- H. Think about investing in another phone line just for the business. By doing this, family members will not be responsible for taking messages and forgetting to pass them on to you.
- I. Try to end the call with setting a time for them to come and visit your program.

Note: When a staff member from Child Care Resource & Referral leaves you a message, we are typically working with a family looking for child care and need to mail referrals out to them within a day. Please get back to us as soon as you can, even if you call after hours and leave us a message. Our policy is to call any provider on the list whose date of vacancy check is two weeks past the current date. You can now check with us to see how many times your name has been given as a referral.

THANK YOU for calling us about your vacancies. We really do appreciate this small favor. Congratulations to home provider Denise Gann (All-Star Learning Center) in Park Hills, Rachel Frank (First Steps Child Development Center) in Imperial, and Kimberly Stinson (Kim's Kids) in Kennett and Nan Charleston (Kid's Academy) in Chaffee our January, February, March winners. Remember, when you let me know of vacancies, I will mention you specifically to the families seeking child care in your area. Keep those calls coming in!

Remember, children learn through play! Happy playing!

- Karen McDougall
Referral Coordinator

PREVENTING CHILD ABUSE AND NEGLECT

In the childcare field, child abuse and neglect is a hot topic. As a childcare provider you want to ensure that children are safe not only while they are in your care, but also when they leave your center. Child care providers play a critical role in 'preventing' child abuse and neglect. You, the child care provider, are able to strengthen families through your modeling of appropriate expectations, providing developmentally appropriate activities, providing opportunities for parents to socialize and learn from other parents, and by being a trusted friend to come to when problems arise. We currently have a series of trainings aimed at Preventing Child Abuse and Neglect through Strengthening Families. These trainings focus on topics such as; brain development, working with parents, and challenging behaviors are a few. If you would be interested in attending one of these trainings or would like more information please call Christy Colyer at (573)290-5572 or 1-800-811-1127 ext. 8.

- Christy Colyer
Accreditation Coordinator