



# CHILDCARE CENTRE QUESTIONS

## Centre policies

What ages do you care for? (Don't assume all centres will cater from birth to pre-school age.)

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Are there specific days my child must attend or am I free to pick my days?

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What times can I drop-off and pick-up my child?

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What is your late pick-up policy?

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What's your policy regarding pick-up by someone other than the child's parents?

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Do you close for public holidays or any other days?

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Will I be charged fees when your centre is closed or when my child doesn't attend (due to illness or holidays)?

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Will I be eligible for any subsidies or other financial assistance?

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What is included in the fees? (Nappies, wipes, sheets, food, formula, sunscreen, etc.)

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How much notice will I need to give if I decide to end the childcare services?

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How do you manage behavioural issues such as hitting and biting?

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# CHILDCARE CENTRE QUESTIONS

What happens if my child gets sick while at the centre?

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## **Staffing**

What are your staff's qualifications and experience?

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What's the staff turnover like?

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What is the staff-to-child ratio?

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## **Community**

Can parents pop in to visit or participate in activities?

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How do you keep in touch with families, especially with keeping parents informed about a child's day-to-day activities (including toilet and rest time, as well as meals)? How often?

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## **Day-to-day activities and learning**

What's a typical day like? Do you follow a curriculum or program?

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Are the children grouped and if yes, how?

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How do you encourage a child's learning and development?

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Free play vs structure

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# CHILDCARE CENTRE QUESTIONS

Indoor vs outdoor play (don't forget to ask about their sun safety practice)

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What's your nappy changing or toilet training procedure?

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What's your sleep and rest routine and policy?

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Where will my child be sleeping and how often will they be checked on?

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## **Formula, snacks and meals**

If meals are provided, where are they cooked and what's a typical menu like?

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How will you manage food allergies or dietary requirements?

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How often are the children fed? What kind of access do they have to snacks?

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Can I use expressed breast milk? Or can I come in to nurse at any time?

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How and when are babies fed?

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