



## Child's First 30 Days

Child's Name \_\_\_\_\_ Start Date \_\_\_\_\_

Parent/Guardian Name(s) \_\_\_\_\_

When	What
<p><b>5 Days Before a Child's Start</b></p> <p>Date _____</p> <p>Notated in Outlook Calendar</p> <p>Initial _____</p> <p>CD Initial for Completion</p> <p>_____</p> <p>Lead Educator Initial Verifying Completion</p> <p>_____</p>	<p>CD should call family to check in, make sure all first day papers have been received and they have no questions about them. Invite them to stop by and meet educators (with child) before start date and verify start date.</p> <p><b>Items to Review with Family:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all paperwork is submitted.</li> <li><input type="checkbox"/> Review Operating Hours</li> <li><input type="checkbox"/> Share copy of daily classroom schedule.</li> <li><input type="checkbox"/> Any allergies, food preferences or special health care needs.</li> <li><input type="checkbox"/> What to Bring</li> <li><input type="checkbox"/> Infant specific feeding schedule (If applicable)</li> <li><input type="checkbox"/> Discuss at home rest/nap routine</li> <li><input type="checkbox"/> How to access the building</li> <li><input type="checkbox"/> How to utilize Connect</li> <li><input type="checkbox"/> Verify child is enrolled in DCW</li> <li><input type="checkbox"/> Family Handbook questions – review menu/no outside food policy</li> <li><input type="checkbox"/> What questions do they have?</li> </ul> <p><b>Preparing for their First Day:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm the classroom the child will be in.</li> <li><input type="checkbox"/> Make profile in Connect App.</li> <li><input type="checkbox"/> Speak with educators and let them know they have a new child starting on the given date.</li> <li><input type="checkbox"/> Educators to set up name tag, space for child's belongings, and welcome sign/note.</li> <li><input type="checkbox"/> Ensure allergy cards are posted and special health care plans are reviewed with educators if applicable.</li> <li><input type="checkbox"/> Share paperwork or child specific information with educators. (Infant feeding schedules, developmental history, health care plans, etc.)</li> </ul>
<p><b>Child's First Day</b></p> <p>Date _____</p> <p>Notated in Outlook Calendar</p> <p>Initial _____</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure Welcome sign is posted on the child's classroom door or front door of the building.</li> <li><input type="checkbox"/> Greet child and family upon arrival.</li> <li><input type="checkbox"/> Review paperwork if needed.</li> <li><input type="checkbox"/> Confirm they were able to download Connect app and sign in.</li> <li><input type="checkbox"/> Give door code/access. <b>Code (If applicable):</b> _____</li> <li><input type="checkbox"/> Walk family to classroom and introduce educators.</li> <li><input type="checkbox"/> Make sure the family has the direct contact phone number for the center and your email, should they want to check in.</li> </ul>

<p><b>CD Initial for Completion</b> _____</p> <p><b>Lead Educator Initial Verifying Completion</b> _____</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm with the family who will be picking up the child and remind them that a photo ID will be needed.</li> <li><input type="checkbox"/> Verify that educators send photo of the child via Connect within the first 2 hours of care and daily report is complete.</li> <li><input type="checkbox"/> Lead educator to phone the parent during nap time or prior to leaving for the day to update the family on the child's progress.</li> <li><input type="checkbox"/> Make sure that the educator supervising the child at the end of the day is informed to share how the child's day went.</li> <li><input type="checkbox"/> Child has clean face, shoes tied, diaper changed and daily report complete for pick up.</li> </ul>
<p><b>After 1 Week</b></p> <p><b>Date</b> _____</p> <p><b>Notated in Outlook Calendar</b></p> <p><b>Initial</b> _____</p>	<p>CD should informally check in with the family either in person or via email to ask how they and their child have transitioned into the first week of care. Do they have any questions?</p> <p>If any concerns arise, schedule a formal meeting.</p>
<p><b>After 3 Weeks</b></p> <p><b>Date</b> _____</p> <p><b>Notated in Outlook Calendar</b></p> <p><b>Initial</b> _____</p>	<p><b>CD to Contact Family and deep dive into Customer Experience over the first 3 weeks:</b></p> <ul style="list-style-type: none"> <li>• How do they feel (Child) is acclimating to their new school?</li> <li>• Is there anything we can do to improve our communications?</li> <li>• Have you found the educators (names) to be engaging?</li> <li>• What has been the most positive aspect of their experience with us thus far?</li> <li>• What can we do to improve the overall experience?</li> </ul> <p>Important that the CD provides a resolution for any negative feedback and schedules a follow up with the family in a timely manner.</p>
<p><b>30 Days from Child's Start Day</b></p> <p><b>Date</b> _____</p> <p><b>Notated in Outlook Calendar</b></p> <p><b>Initial</b> _____</p>	<p><b>Resonate Family Survey is distributed.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Contact family and encourage them to participate in the survey.</li> <li><input type="checkbox"/> Follow up with the family within 24 hours after participation.</li> <li><input type="checkbox"/> If additional follow up is needed based on family feedback, schedule time to circle back.</li> <li><input type="checkbox"/> For consideration: When the family shares their positive experience, kindly request a Google review.</li> </ul>