

Teacher/Family Rapport

It is very important for staff to take the following steps to develop and maintain a positive, professional, and healthy rapport with families.

1. When the door buzzes, teachers can remotely unlock the door to allow access to recognizable families and staff. All unidentified visitors must present photo identification and be approved prior to entering. New teachers and non-employees should not unlock the door for anyone, unless instructed to do so by an authorized staff member.
2. As a new employee or when a new family arrives take the initiative and introduce yourself to the families. Don't be shy, families may interpret this as being rude, or it may make them uncomfortable.
3. Always greet the family at the beginning and end of the day. Display enthusiasm and smile as a family comes through the door. Discussions with families should be kept on a professional level. Staff should refrain from discussing personal life with families.
4. Communicate daily with the families on how their child is doing. Be specific to activities the child enjoys or what the child has learned. Try not to focus on "behavior" of the child (ex- "He was good today") but rather specific examples of positive (and negative) experiences.
5. Communication with families also includes daily highlights and updates. Teachers should post comments on each child's 'daily report' including highlights in the child's day and any updates or special info.
6. If you are involved in an activity, do NOT leave the group to talk to the family. Supervision of the children is your #1 priority! If you have something important to relay to the family have another staff member cover for you so you can talk with them. If necessary, set up a meeting for the conversation.
7. Remember that everyone has "off days", children included. If a child has a rough day, just leave it at that- a rough day, maybe tomorrow will be better. If the behavior becomes a pattern families and administration should be made aware. The director and the teacher then work together for possible solutions / suggestions to present to the parents.
8. Regular screenings and evaluations for the children will need to be completed throughout the year. Child Service Reports will be shared with families and a conference will be offered to discuss their child's progress.
9. Seek a director if a parent ever 'loses their cool' or relays negativity about certain center issues. **Remain calm and professional and guide them to the director.**