



## New Client & Staff Orientation Talking Points

### Family Orientation

1. Do you follow written parent orientation procedures?
2. Is the orientation provided consistently for all new families?
3. Is your orientation process reviewed on a yearly basis?
4. Do families observe the children and routines in their assigned classrooms before registration?
5. Do you offer written materials about the program that new families receive?
6. Does your program provide a hierarchy chart to help guide families with the program's developed chain of command?
7. Do your written materials contain proper risk management forms and policies and procedures?
8. Do your parents understand the defined Behavior Management plan and the process the program takes in dealing with challenging children?

### Staff Orientation

1. Do you complete a thorough two day orientation for new employees that are hired?
2. Is the orientation provided consistently for all new staff?
3. Is there a systematic process for ensuring adequate orientation?
4. Is your orientation process reviewed on a yearly basis?
5. Do you offer written materials about the program that the new employees receive?
6. Does your program provide a hierarchy chart to help guide staff with the program's developed chain of command?
7. Do your written materials contain proper risk management forms and policies and procedures?
8. Does the staff follow a well defined Behavior Management plan when dealing with challenging behaviors with children?
9. Do teaching staff observe the children and routines in their assigned classrooms before assuming the responsibilities?
10. Do you have an introductory/probationary period with feedback provided by a supervisor for new employees?