



How to Establish a Business Relationship with Parents

- One of the best benefits of being a family child care provider is being your own boss. Providers can set his/her own rules:
 - Highly structured or no structure
 - Many/few field trips
 - Lots/no religious activities
 - Meat/vegetarian
- Providers can't discriminate: race, color, sex, religion, disability, age (age 40 or older), marital status, public assistance, or national origin.
- Why do parents not always treat their provider as a business? Because some providers don't always understand how to act like a business.
- It is always the responsibility of the provider to set the rules of her business, communicate them, and enforce them. We will never see classes for parents on "How to Pay Your Child Care Provider on Time."
- Providers should not treat parents as their "friend." Parents are looking for someone to care for their child, not for a friend.
- Providers may have a more difficult time establishing a business relationship with parents as compared to a child care center. This is because when parents visit a provider in her home they sometimes don't understand the rules of her business. Providers need to explain to parents the rules of their business. This starts with having a written contract and policies.

This handout was produced by Think Small (www.thinksmall.org). For additional family child care business publications, contact Think Small's publishing division, Redleaf Press, at 800-423-8309 or visit www.redleafpress.org.