

SERVICE OPTIONS

- Services available to facilities interested in consultation may include:
- Classroom assistance to model guidance techniques with behaviorally challenging children.
- Support with applying trainings on behavior and guidance models into daily practice.
- Classroom observation with feedback to the director and staff to develop goals for change.
- Suggestions about classroom layout and structure that promote social and emotional development and minimize challenging behaviors.
- Help in locating materials for use in the classroom and with families.
- Assistance with parent meetings and help linking families to outside services when needed.
- Assistance with management issues including staff relationships and team building.
- In-service training for staff on children's social emotional issues as part of the consultation process.

Call the Child Care Warmline at
1-888-574-5437

Co-sponsored by:

Oklahoma Department of Human Services
Oklahoma Department of Mental Health
and Substance Abuse Services
Oklahoma State Department of Health

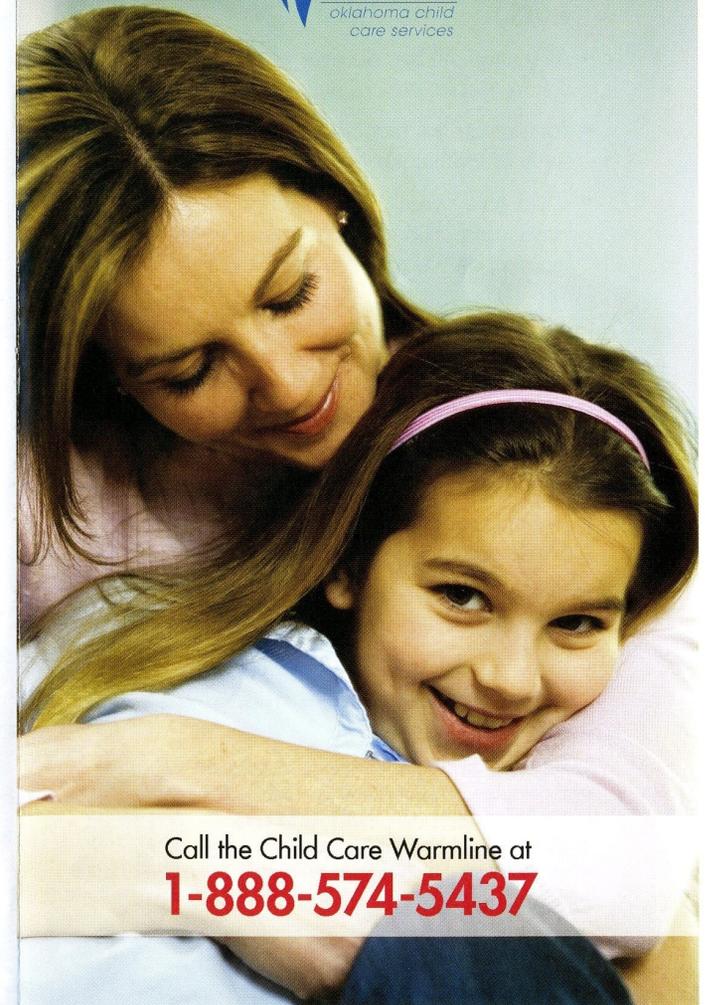


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CHILD CARE CONSULTATION

For Facilities Experiencing Challenging Behaviors in the Classroom



Call the Child Care Warmline at
1-888-574-5437

PURPOSE OF CONSULTATION

Consultants are professionals trained in early childhood behavioral health and development. A consultant is available to visit your child care facility over an extended period of time, support your staff in dealing with children and families under stress, and promote the well being of everyone in the child care facility. A consultant offers you and your staff tools, techniques and options to address a variety of challenges that may arise when caring for young children.

VALUES

- All young children deserve to spend their days in a safe, stable, caring, nurturing environment.
- Families are full participants in all aspects of services for their children.
- Child care consultation builds on the individual, family, and child care staff strengths, rather than focusing on weaknesses or problems.

GOALS

- To stabilize the staff in child care settings by expanding their competence in understanding and responding to challenging behaviors.
- To emphasize the importance of early relationships.
- To encourage positive social and emotional development.
- To support staff in maintaining children in child care who are in danger of being expelled.
- To be available to caregivers and families in times of stress or crisis.

"By showing me ways to implement structure and discipline, Amy Huffer with NorthCare, helped me to become a better child care provider while maintaining a positive environment for the children in my care."

Cassandra Twyman

BASIC STEPS

- If you would like to work with a consultant, contact the Child Care Warmline at **1-888-574-5437**.
- The Warmline staff will send your referral to a consultant in your area. The consultant will contact you within one week to set up an initial appointment.
- During the first appointment, the consultant will listen and help determine the center's needs. Introduce the consultant to all of your staff, helping the staff understand the consultant's mission creates a stronger collaboration. Consultants offer a collaborative relationship where your expertise as the child care provider is respected and trusted.
- The consultant will be as flexible as possible in setting up your schedule of visits. It is up to you and your staff to determine the best way to utilize these services.
- It may be beneficial to establish consultation goals in writing, which will be used to evaluate progress.
- The consultant will make every effort to blend in with your staff and your center's routine. Children are often curious about visitors. It is OK to introduce the consultant to the children and for the children to interact with the consultant.

MORE ABOUT CONSULTATION

- Think of the consultant as a partner. Both you and the consultant want the best for the staff and children in your care. Work on building a strong relationship with the consultant where respect and learning are a two-way street.
- Be sure that your staff understands the purpose of the consultant's visits. Introduce the consultant to the staff and provide opportunities for questions.
- Feel free to discuss various topics with your consultant. Consultants have training and expertise in a variety of areas.
- Child Care Consultation services are not a substitute for mental health services that may be required for an individual. During the consultation process, referrals can be provided by the consultant to link individuals and families with outside services if needed.
- Consultants are independent of Child Care Licensing and are invested in establishing a collaborative partnership with you and your staff.
- Accessing consultation services through the Warmline as soon as challenges arise can prevent problems from worsening. Calling before the problem becomes a crisis can often lead to an improved situation before a child is in danger of being expelled and may help with retaining frustrated staff.



"Providers like the consultation service because it is problem specific and helps them address what is happening right now in their child care environment. The consultant comes to their environment and helps them apply their training to specific situations or groups of kids in their care."

Melissa Griffin