

# Working with Families

4-C's Mission is to promote children's well-being by advocating for quality, affordable child care. We support parents and those providing child care by offering information, education, resources and services.

*Serving Carroll,  
DeKalb, Lee,  
McHenry, Ogle  
and Whiteside  
Counties.*

### 4-C: COMMUNITY COORDINATED CHILD CARE

DeKalb  
155 North Third Street,  
Suite 300  
DeKalb, IL 60115  
Phone: 815.758.8149  
Fax: 815.758.5652

McHenry  
667 Ridgeview Drive  
McHenry, IL 60050  
Phone: 815-344-5510  
Fax: 815-344-5520

website:  
[www.four-c.org](http://www.four-c.org)



- **Be honest**—let the parents know that you will be sharing information with them so that you can work together on problems and successes.
- **Be flexible**—successful communication is a two way street. Negotiate by letting parents know what changes you are willing and able to make.
- **Be positive**—always discuss concerns in a positive manner. Celebrate the child's successes.
- **Be aware**—talk with parents regularly. Listen for other things that might be going on in the child's life. Be a resource for parents and families.
- **Be willing to share**—pass on information that you received at trainings, conferences, etc., with the families. Ask parents to share any articles or news items that they have seen or heard.
- **Be consistent**—continuity between child care and home helps children learn trust and gain independence.
- **Be culturally aware**—make sure to include books, pictures and other items relating to the child's culture. Discuss with the parents what you could do to make the child feel more at home.
- **Be available**—let the parent know that you encourage them to call you with any questions or concerns. Make sure they know that you would be available to meet with them if the need arises.
- **Be open-minded**—find ways to include parents in the program activities and program decisions. Ask them if they have suggestions for improving the program. Listen to the parent's point of view. Being a professional means being respectful to other's ideas.
- **Be respectful**—all families have different hopes and expectations for their children. Encourage families to get together by holding a pot luck dinner or having a cookout. Encourage an exchange of ideas between parents. Invite aunts, uncles and other significant people who are involved with the child.
- **Be calm and considerate**—many parents go through a period of anxiety and uneasiness because they are concerned about their child's well-being. They don't believe that anyone else can understand their child's moods, needs, etc. Make sure that parents are aware of the program's concern for the individual child.