



# CASE STUDY



**Engage Child Care is a mid-sized childcare facility that serves children from 6 weeks to five years of age. Engage is a full-service child care center that prides themselves on a safe and secure environment, providing parents with the peace of mind knowing their child receives the best care possible.**

**An open house is held each year in August before children are moved to their new classrooms. At the open house, parents and children meet their new teachers. The new teachers take pictures of the family and post around the classroom. Teachers ask parents to fill out a welcome form in order to learn more about the family. The teachers provide parents with the drop-off and pick-up routines and practice with them as a group so they know what to expect. The pick-up and drop-off routines are posted outside each classroom by the door. Class routines and expectations for each classroom are in the Engage Child Care parent handbook that the parents receive at registration and are also available on the center's website.**

**The administration for Engage Child Care has had difficulty maintaining stable teaching staff due to high teacher turnover. Parent's complain that they do not know who their child's teacher will be day-to-day, and are surprised to see a new teacher due to a lack of communication from the administration.**

**SOCIAL AND EMOTIONAL COMPETENCE OF CHILDREN:  
SELF-ASSESSMENT ITEMS**

How do programs model nurturing care to children?

5: Strongly agree  
4: Agree  
3: Neither agree nor disagree  
2: Disagree  
1: Strongly disagree  
Not Applicable

								Comments
5.5 Staff respect the relationships and attachments that children form in the program by:	Tier 1	5.5.1 Helping children process class and/or staffing changes.						
		5.5.2 Communicating staff changes to parents.						
	Tier 2	No Sub-Items.						
	Tier 3	5.5.3 Intentionally helping children learn to enter new settings or say goodbye when leaving the program.						
	Tier 4	No Sub-Items.						