



## BUSINESS PRACTICES Quality Standard

The **BUSINESS PRACTICES** Quality Standard documents the business practices. Research shows that overall business practices are crucial to ensuring high-quality outcomes for children and families. Without quality systems in place at the administrative level, high-quality interactions and learning environments at the classroom level cannot be sustained.

**No worksheets needed to complete this section.**

### Terms:

**Operating budget:** A written financial spread sheet detailing the staff, food, other operating, start-up or on-going maintenance expenses along with the projected income from tuition and fees. The Operating budget must indicate at least a break-even budget

**Yearly review for all staff in recognizing and responding to signs of child abuse and neglect:** Documented yearly review for staff on recognizing and responding to the signs of child abuse and neglect. Review should include policies and procedures to follow in case of suspected abuse or neglect and a review of the responsibility of being a mandated reporter. A record of attendance for staff is required. *Note: this is a “review”, not an IdahoSTARS approved training, because teachers may only receive credit for attending a training once.*

**Basic Business liability insurance:** Provider has purchased liability coverage that would include \$1 million for general and personal injury liability, 1 million for professional liability, \$100,000 for “sexual action”, \$1000 for medical expense per person, and \$5,000 for property coverage

**Comprehensive business liability insurance:** Liability insurance that includes accident/medical and automobile insurance

**Irregular or unscheduled care giving:** Child care requested by a parent that is not the regularly scheduled times for a specific child. These would be additional hours of care and should be charged accordingly

**Parents’ satisfaction survey:** A survey that offers the parents an opportunity to give their input and to convey their satisfaction with the child care services they are receiving in a non-threatening method

**End-of-the-year statements for payments received:** Official financial statements for the total amount of tuition and fees collected by the child care provider from the parent on an annual basis

**Capital improvements, deferred maintenance:** Any physical building improvements to the child care facility and a plan to address on-going maintenance

**Program Administration Scale—Measuring Early Childhood Leadership and Management:** The book that details measuring the early childhood leadership and management of a center based child care facility authored by Teri N. Talan and Paula Jorde Bloom or the **Business Administration Scale** designed specifically for Family Child Care

**Matching funds:** Volunteer time performed by parents & community members; materials, supplies or equipment; donations; or donated/discounted professional services

**Maintaining Continuity:** Policy and procedure that documents the reasoning, schedule, and proactive actions regarding dismissal of a child or family from the program. Reasoning means a description of reasons for dismissal. Schedule refers to the length of time between notification and dismissal in each situation, giving parents adequate time to make other child care arrangements. Proactive Actions means a description of actions that will be taken to avoid dismissal (conferences, payment arrangements, referrals, behavior plans, referral follow-up, etc).

**Directions:**

1. Check off each indicator which accurately describes a practice currently in place in the facility.
2. Only check the indicator if the facility *already* has a written policy and procedure in place. Label and/or attach the policy as documentation.
3. Identify the tier that corresponds with the quality indicators for Business Practices on the grid below.
4. Identify the tier on the grid below that corresponds with the average ratio percentages for the facility.
  - Begin by looking at the indicator in Tier 1. Ask yourself if the statement is true for the facility.
  - If the answer is 'yes', it is true at this time, check the box and gather the supporting materials to submit with the completed application. The materials you need are listed in **red** beneath the indicator.
  - If the answer is 'no', it is not true at this time, leave the box empty.
  - If the indicators in Tier 1 are NOT in place, check the **Not yet at Tier 1** box.
  - If the indicators are all checked in Tier 1, check the Tier 1 box; if the indicators in Tiers 1 & 2 are in place, check off the Tier 2 box, and so on.
5. Transfer the information to the Business Standards Quality Standard section on the *Application for a Facility Profile*
6. Attach documentation.



**Helpful Hints**

- Maintaining continuity of care is an important part of quality child care, of being inclusive in accepting children who may present challenges, and of strengthening families. Pay close attention to the definitions of the points required in the policy: “reasoning, schedule, and proactive actions regarding dismissal of a child or family from the program.” Every effort to maintain continuity of care should be made and a reasonable and consistent system in place to work with families. *The term “continuity of care” also is used in ECE to assure that the same teachers stay with the same children for extended periods; however, this is not the definition we are using in this indicator.*
- You must answer ‘yes’ to all indicators in a tier before you can move to the next. However you are encouraged to check off every indicator already in place in your facility. This will highlight the work you already do and serve as a guide to plan what to do next!
- Maintaining a file for business policies, procedures, and records will help you to organize and keep track of the documentation of Business Practices as you create your *QRIS Improvement Plan*.
- The *Program Administration Scale* is available for checkout through your local CCR&R office.

**Important Information about CPR and First Aid**

- The lead or assistant teacher in each classroom must have a current *pediatric, child* or *infant* CPR certification **and** a current *pediatric, standard* or *universal* First Aid certification. **On-line certifications are not acceptable.**
- If the certification does not specifically say *pediatric* or *infant*, a letter from the instructor is acceptable as documentation.
- For information on CPR & First Aid classes, contact your local CCR&R office. (Dial 2-1-1)

**Business Practices Quality Indicators**

<b>Not yet at Tier 1 <input type="checkbox"/></b>				
<b><input type="checkbox"/> Tier 1</b>	<b><input type="checkbox"/> Tier 2</b>	<b><input type="checkbox"/> Tier 3</b>	<b><input type="checkbox"/> Tier 4</b>	<b><input type="checkbox"/> Tier 5</b>
<p>Child enrollment form includes information for:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Allergy <b>and</b></li> <li><input type="checkbox"/> Chronic medical conditions, <b>and</b></li> <li><input type="checkbox"/> Authorization to pick up children with photo ID</li> </ul> <p><i>Attach example</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Written policy and procedure includes yearly review for all staff in recognizing and responding to signs of child abuse and neglect</li> <li><input type="checkbox"/> An operating budget for the current year is available <i>(submit template)</i></li> <li><input type="checkbox"/> Written policy and procedure for maintaining continuity for children and families, including reasoning, schedule, and proactive actions regarding dismissal</li> </ul> <p><i>Attach copy</i></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Individual children’s allergy information is posted in classroom <i>Attach copy or photo</i></li> <li><input type="checkbox"/> Facility has basic business liability insurance <i>Attach copy</i></li> <li><input type="checkbox"/> Facility tracks meals and snacks served to children <i>Attach example</i></li> <li><input type="checkbox"/> Staff uses a satisfaction survey every year to evaluate the program <i>Attach copy</i></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Lead or assistant teacher in each classroom is trained pediatric CPR and First Aid by a licensed instructor <i>Attach certificates</i></li> <li><input type="checkbox"/> Facility has comprehensive business liability insurance <i>Attach copy</i></li> <li><input type="checkbox"/> Written policy and procedure to collect tuition and/or fees in advance of care &amp; to charge for irregular or unscheduled care giving <i>Label and attach as noted in Helpful Hints</i></li> <li><input type="checkbox"/> Parents use satisfaction survey every year to evaluate the program <i>Attach copy</i></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Emergency information and field trip authorization for each child is readily available and taken with the provider any time the children are taken outside the facility <i>Attach copy</i></li> <li><input type="checkbox"/> Facility gives parents end-of-the-year statement of all payments received <b>Label and attach as noted in Helpful Hints</b></li> <li><input type="checkbox"/> Plan in the operating budget for capital improvements, deferred maintenance, and/or other replacement costs <b>Label and attach as noted in Helpful Hints</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Completed self-study using the <i>Program Administration Scale—Measuring Early Childhood Leadership and Management</i> <i>Attach copy</i></li> <li><input type="checkbox"/> Improvement plan based on self-study <i>Attach copy</i></li> </ul>



## WHAT TO SEND IN

- The *Business Practices* section of the *Application for a Facility Profile*
- Copies of any written policies currently in place
  - Label each policy with post-it note OR
  - Highlight each policy in yellow if submitting a copy of a policy in a parent or staff handbook
- Copy of any forms currently in use in the facility; label the forms with a post-it note:
  - Child enrollment form
  - Insurance certificate
  - Satisfaction surveys for staff and/or parents
  - Emergency & field trip authorization forms
  - Form used for documenting Operating budget (does not need to be filled in with financial information)