



A call from a parent

Excuse me, do you work here at the daycare?

Yes, I do . How can I help you?

Anas was very upset today when he came home.

Really? Why so?

He kept holding his ears and said someone was yelling at him.

Well Anas did get into some trouble today.

Really? What did he do?

He took a toy away from another child and made them cry.

So you thought you would make him cry.

I was just doing my job.

Let me speak to your supervisor.

What is the parent's concern?

What did the daycare worker do wrong?

Why is it wrong?

What will the parent say to the supervisor?

What will the supervisor say to the childcare worker after?

Daily Schedule

6:00-7:30 AM	Free play
7:45-8:00 AM	School kids brush teeth, get ready for bus
8:00-8:15 AM	Breakfast
8:15-9:00 AM	Free Play, Clean Up, Brush Teeth
9:00-9:15 AM	Morning Meeting
9:15-10:30 AM	Guided Play, Learning Centers
10:30-11:30 AM	Outdoor Play
11:30-12:00 PM	Fine Motor Skills, Lunch Prep
12:00-12:30 PM	Lunch
12:30-1:00 PM	Potty/get mats out/read
1:00-3:00 PM	Quiet time/nap/ books
3:00-4:15 PM	Free Play
4:15-4:30 PM	Snack
4:30-6:00 PM	Free Play

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1. How long do kids have to eat breakfast?
2. How much time do they get for Outdoor play?
3. How much time do they get for free play?
4. How much time do they get for Quiet time/nap and books?
5. How long is this person's workday?