



Child Care Quality System Participant Code of Conduct for Observation Feedback Meetings

Expectations for Planning the Feedback Meeting: I understand that the Child Care Quality System (CCQS) Observation Specialist will contact me to schedule feedback within 15 calendar days of the last observation. This meeting will last no more than two hours and may be shorter if all of the information is covered to my satisfaction in a shorter period of time. If more time is needed, additional time may be arranged at the discretion of the Specialist. An email will be sent by the Specialist to confirm the date and time agreed upon for the feedback meeting. The expectation is that feedback for programs in their first three years of CCQS participation be conducted in-person and on-site. However, feedback meetings may be conducted remotely via phone or video conferencing if travel distance or inclement weather prevents a timely meeting, or if a virtual meeting is requested by the program. Programs who have participated in CCQS for four years or more will receive the full Childcare Quality Improvement (CQI) report, and have the option of whether or not to choose feedback. A copy of the current observation report will be provided to you.

During the phone call to set up the feedback meeting, the Specialist will speak with you about who you would like to have as part of the feedback process, with the understanding that discussions with all those involved will need to fit into the two hour allotted time. This may include owners, directors and caregivers as appropriate. All participants in the feedback process will be required to follow the expectations for the day of the meeting as listed below.

If the Specialist has made two phone calls and sent two emails in an attempt to schedule a feedback meeting without a connection or response from the program, the CCQS report will be emailed to the program without feedback. If the program requests to reschedule the feedback for another day or time, the Specialist may accommodate the request. Rescheduling will only be accommodated once.

Expectations for the Day of the Meeting: I agree that the purpose of the feedback meeting is to review the scores that were determined on the day(s) of the current observation, not to dispute the scores, or talk about past observations or other observers. If I feel that a score is inaccurate, or an error has been made, I have the right to submit a request for a review to the Office of Child Care after I receive my certified rating notification. I understand that the Specialist cannot change scores.

I agree to set aside time in my schedule for the meeting, and agree to start and end at the scheduled times. I agree to provide a space to meet that will minimize distractions such as children, telephones and other staff who are not a part of the feedback process. If disruptions occur, I understand that this will not change the end time of the feedback meeting. I agree that if the feedback is done virtually, I will have my camera on and be in a space that is free of distractions, including while driving.

I agree to be respectful and professional to the Specialist who does my feedback meeting. I will refrain from using obscene, profane, threatening, discriminatory, harassing or abusive language.

Accommodations: I understand that if I would like to request an accommodation, I should contact the Specialist prior to the meeting to facilitate that accommodation.

Non-Compliance: I understand that if the items outlined in this Code of Conduct are not followed, the Specialist will end the feedback meeting and email the report to the program. The Office of Child Care will be informed of the occurrence and will follow up with the program.