

# Delaware Child Development Resource and Referral

A Program of the Washington County Child  
Care Foundation  
PO Box 968  
Bartlesville, OK 74005  
**RETURN SERVICE  
REQUESTED**

Resource and Referral is funded in part through a block grant from the Department of Health & Human Services, the Oklahoma Child Care Resource & Referral Association, Washington County Child Care Foundation and the Oklahoma Department of Human Services, Division of Child Care.

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# November/December 2006



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## **Eight Steps to Headache-Free Fee Collections**

One of the most frustrating aspects of being a child care professional is late parents. Sometimes parents forget that you are running a business and have a right to be paid on time. Other times, there are specific situations that may cause the late payment. If you provide parents with a clear written payment policy, take a problem-solving approach, and use effective communication techniques, you are more likely to avoid late payments. Here are some things to help you with this problem.

- 1. Spell out fee policies on day one**- Fee payment schedules are should be clearly presented verbally and then provided to parents in writing
- 2. Keep in close touch with parents**- There are two types of late or non-paying parents. Ones who are unhappy with the program and ones who are having financial difficulties. Staying on good speaking terms with parent can help when an issue arises. Dealing with a concern early can keep it from getting out of hand and becoming a crisis.
- 3. Take the pain out of paying**- The easier you make it for parents to pay their fees, the less likely it will become a problem. Several ideas are: self-addressed-stamped envelopes so parents can drop the check in the mail, a locked payment box in the entry hall for when parents pick up their children, payment plans to assist with those having financial difficulties.
- 4. Collect fees in advance**- Fees collected in advance can be in two months, one month or weekly increments. If parent have different income schedules then payment plans can be worked out for services.
- 5. Collect a deposit**- This fee is help and applied toward a parent's final fee payment.
- 6. Enforce late payment penalties**- Many centers have successfully discouraged late payments by charging penalties.
- 7. Act quickly**- quickness counts. When negotiating with a parent over a late payment, it is important not to show anger or disrespect. Work at maintaining the dignity of the parent, and your own dignity will remain intact.
- 8. Stop providing care**- The ultimate penalty is to stop providing services to families who fail to pay their fees. Ideally, your deposit policy and your termination policy should be coordinated so that the deposit covers any unpaid balances upon termination.



## **New Resource and Referral Specialist in Ponca City**

The Delaware Child Development Resource and Referral office in Ponca City has a new Specialist, Debra Gibson. She is pleased to fill the position and is now in the office. Bobbi Krob, the previous Specialist, has been wearing the hats of both the Ponca City and Stillwater offices and will be moving in the Stillwater office full time.

Debra has a Master's degree in Behavioral Science and is a licensed counselor in Oklahoma (LPC). She worked for Edwin Fair Community Mental Health Center for the past 6 years and worked as a Bereavement Counselor with Hospice for 5 years before that. Debra also founded Raindrops, a 501 (c) 3 non-profit organization that provides support and resources to families of pregnancy loss or the death of a child of any age. I continue to work with Raindrops on a volunteer basis.

## **Bartlesville Resource Room Grand Opening!**

**December 11, 9:30AM- 7:30PM**  
**5510 Tuxedo Blvd, Bartlesville**

The Delaware Child Development team would like to invite you to tour our new Resource Room on December 11 from 9:30AM to 7:30PM. New resources have been added since your last visit! New thematic kits are available. Additional resource books have been added. Die cuts and laminating are also available. Call your Resource and Referral staff if you have any questions.

**Everyone who visits us that day will be entered to win one  
of many prizes!!!**



## Tulsa Community College is Coming to Bartlesville!!!

The Delaware Child Development program is happy to announce that Associate level TCC classes will be offered in our new training facility beginning in January! This exciting collaboration will bring Child Development and Early Childhood Education courses in a traditional classroom format, as well as training and a computer lab for those interested in online courses. We hope to offer degree plans for both an Associate of Applied Science in Infant/Toddler Development and an Early Childhood Education Associate degree.

There are excellent scholarship opportunities available through TCC!

Those interested should call Danielle at 918-337-6505 or Heather at 918-337-6509 by November 15th!!!

We would love to help you with a professional development plan to set you up for success!

You Can Do It!



### FREE CPR & First Aid

Tara Miller, with Osage Nation, is offering **FREE** American Heart Association CPR and First Aid. If you are interested in attending a class please call Tara at 918-287-3286.

Dinner is provided. Transportation and child care is also available with advance notice. Certification cards will be handed out that night.



[www.delawarechild.org](http://www.delawarechild.org)

## Family Child Care Home Accreditation Support Project

Delaware Child Development Resource and Referral and Success by Six/Smart Start is seeking 10 Family Child Care Homes to participate in the first Family Child Care Home Accreditation Support Project. Enrollment is limited to ten-2 star providers *or* providers who have a CDA. Upon completion of the project, the opportunity to apply for funds will be available. Providers will also have the opportunity to apply for two enhancement mini grants during the project.

Training will be from 7-9PM at the Delaware Child Development Education and Training Center. Each night a different criteria will be covered. Technical Assistance and home visits will be available each month.

<b>November</b>	Introduction to Accreditation
<b>December</b>	Relationships
<b>January</b>	The Environment
<b>February</b>	Developmental Learning Activities
<b>March</b>	Health & Safety
<b>April</b>	Professional and Business Practices
<b>May</b>	What's next? How do I become Accredited and apply for funds to pay for it? Accreditation. How do apply for the grant?
<b>June</b>	Home Tours
<b>July</b>	Graduation

Dinner will be provided each night. Training hours will meet CDA requirements and certificates will be provided each night.

Call Sammy at 918-337-6507 or Heather at 918-337-6509 for more information.

## Training Opportunity: Family Life Symposium

Scholarships are available for Early Childhood Professionals interested in attending this event featuring Phil DeVol presenting **Bridges Out of Poverty**. He will be presenting the evening of February 8th and Tier 2 training hours will be available for attending the all day event on February 9th.

For more information or to register, call Heather at 918-337-6509.

## Nutrition Additions to the Resource Room

We are so excited to tell you that we have added over 60 books to the Nutrition section of our Resource Room. The new additions include books you can read to children such as "Baby Brains" by Simon James, "Pumpkin Soup" by Helen Cooper and "Those Mean Nasty Dirty Downright Disgusting but....Invisible Germs" by Judith Anne Rice.



To help providers and parents as well, we purchased several books on nutrition that range from Poor Eaters to the Yale Guide to Children's Nutrition. Want a cook book? We got that too. "Idea Bags for the Kitchen" gives you lots of easy take-home cooking activities. This helps parents get involved in your daily lesson plans.

Know a mother who is expecting a baby? You may want to check out "Eating Well When You're Expecting." Also added are books on Baby Signs and Food Signs, feel and touch as well as several multi-cultural books.

There are just too many to list. These books will be available soon for check so please come in and see what we have for you.

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