

**Communicating with Families Checklist**

*Use this checklist to evaluate family communication in your program. For each item, place a check in the column that applies. Use “We’ve got this!” for items that are working well. Use “This is a work in progress” for your growth areas. After you complete the checklist, think about how your responses might point you to a place to start your quality improvement work.*

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|  | **We’ve got this!** | **This is a work in progress** |
| We ask families to share their child’s needs, strengths, and interests  |  |  |
| We help families access special education services as appropriate    |  |  |
| We regularly discuss children’s developmental milestones, positive behaviors, and accomplishments with their family  |  |  |
| We respect the confidentiality of all family and child information  |  |  |
| We communicate promptly with families about learning or behavioral concerns  |  |  |
| We have a space in our common area to share information with families, including the program’s mission and vision statements  |  |  |
| We provide a Family Handbook to families to explain our policies and procedures  |  |  |
| We host at least one open house or orientation for all families each year  |  |  |
| We communicate with families using multiple methods such as phone calls, e-mails, newsletters, school website, social media  |  |  |
| Families can communicate with us using multiple methods such as phone calls, e-mails, newsletters, school website, social media  |  |  |
| We provide written and verbal communication in families’ home language. We arrange translation services when necessary  |  |  |
| Our Family Handbook includes policies to address disagreements between the family and the program |  |  |