

Scenarios & Scripts for Dayhome Providers

These scripts are designed to help you respond professionally in common but tricky situations with families. Each scenario includes:

- **The Challenge** (what's happening)
 - **Suggested Script** (what you can say)
 - **Preventative Strategy** (how to reduce issues in the future)
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1. Parent Criticizes Program at Pick-Up

The Challenge: A parent voices concerns about your program in front of other families during pick-up.

Suggested Script:

"I hear your concern, and I want to make sure we give it the attention it deserves. Let's set up a time after pick-up today or tomorrow when we can sit down privately to talk about it."

Preventative Strategy: Create regular feedback opportunities (monthly check-ins, surveys, newsletters) so parents know their voices are valued and don't feel the need to raise concerns in public.

2. Late-Night Texts and Boundary Setting

The Challenge: A parent sends schedule changes or questions late at night, expecting immediate replies.

Suggested Script:

"Thanks for your message. I'll review it during my office hours tomorrow (between 7 am–6 pm) and get back to you then."

Preventative Strategy: Include your communication hours and methods in your parent handbook or welcome package. Politely remind parents if they text outside those hours, and redirect them to your set boundaries.

3. Addressing Repeated Aggressive Behavior

The Challenge: A child has been hitting during play, and the parent hasn't been informed yet.

Suggested Script:

"I've noticed some repeated hitting during playtime. Here's what I've tried so far: redirecting, role modeling, and positive reinforcement. I'd like to partner with you on strategies that work both at home and here, so we can support your child together."

Preventative Strategy: Share updates consistently — even small behavior changes. This builds trust and reassures parents that you are proactive, not reactive.

4. Handling a Late Pick-Up

The Challenge: A parent is consistently late for pick-up without notice.

Suggested Script:

"I understand things come up sometimes, but our agreed pick-up time is 5:30. When pick-up runs late, it impacts my schedule and family time. Please remember that late fees apply, as outlined in our contract. I'll need your support in making sure this doesn't become a pattern."

Preventative Strategy: Review late pick-up policies during enrollment and reinforce them in writing. Post reminders in newsletters or handbooks to reduce repeat issues.

5. Responding to "Why Should I Choose You?"

The Challenge: A prospective parent asks why they should enroll with you instead of another program nearby.

Suggested Script (Mini Elevator Pitch):

"Our smaller group size means your child will get more one-on-one attention. We spend time outdoors every day, and I provide home-cooked meals. Families tell me they appreciate the warmth of a home environment with the structure of a professional program."

Preventative Strategy: Prepare a confident 3-sentence elevator pitch highlighting your unique strengths. Practice it so you're ready for casual conversations, phone calls, or social media posts.

✨ **Tip for Providers:** Scripts are starting points. Adapt the wording to your own communication style so they feel authentic, warm, and professional.