



Key Terms: Session 9

Keeping Families Engaged

Protective Urges: The biological drive to protect children; Strong emotions around caregiving practices

Family Interview: Time scheduled with prospective families who are looking for a child care program to place their child(ren); Opportunity to answer questions and show the benefits the parents and children will receive if enrolled.

Family Orientation: Time scheduled with parents who have agreed to enroll their children in child care program; Opportunity to review policies and procedures and complete necessary paperwork.

Family Engagement: A process used to build genuine relationships with families.