

Saskatoon Family Child Care Homes Association

Consultant Evaluation Form

Please send completed forms to:

SFCCHA
Box 8821
Saskatoon, SK S7K 6S6

**Please be assured that all answers will be kept confidential within the consultant evaluation committee. The names of those providers that submitted this evaluation will not be given out to anyone. This evaluation will be used as a tool to try and help all providers with any problems they may have with a consultant as well as to pass on positive feedback to those consultants that deserve recognition.

Name of Consultant: _____

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
1. Does the consultant demonstrate effective communication skills and active listening? (Correctly repeats what you mean back to you)					
Comments					
2. Does the consultant give realistic advice on changes to your day home in a professional manner?					
Comments					
3 Does the consultant respect your wishes with door etiquette? (Knock before entering)					
Comments:					
4 Does the consultant give you the support needed during a complaint investigation?					
Comments:					

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
5. Does the consultant listen to and counsel you about your rights during a complaint investigation?					
Comments:					
6. Does the consultant respect your personal time and or holidays?					
Comments:					
7. Does the consultant effectively use her time at a provider's home during a drop in visit (under 60 minutes)?					
Comments:					
8. Does the consultant allow you to continue your programming during a drop in visit so that your schedule is not disrupted?					
Comments:					

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
9. Is the consultant easy to talk to and approachable?					
Comments:					
10. Do you feel that the consultant is overly critical with you or your home?					
Comments:					
11. Does the consultant send you/fax you/e-mail you or hand you daycare related reading material for yourself or your parents on a regular basis?					
Comments:					
12. Does the consultant offer good and realistic suggestions?					
Comments:					

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
13. Does the consultant accept that your ideas may be different than hers and still be acceptable?					
Comments:					
14. Is your consultant knowledgeable and helpful regarding grants?					
Comments:					
15. Does the consultant want you to change things that have been acceptable in the past based on something other than safety or regulation and did you feel this change was necessary or helpful?					
Comments:					
16. Does the consultant demonstrate an understanding of her roll in our business?					
Comments:					
	Strongly	Disagree	Agree	Strongly	Not

Question	disagree			agree	applicable
17. Upon entering your house does the consultant make sure her purse/bag is put away where a child cannot get into it and be harmed by medications or cosmetics?					
Comments:					
18. Does the consultant respect your personal boundaries? (Feel free to wander around your house while you are outside with the children or rifle through drawers in your private bedroom where the children do not go into are a couple examples)					
Comments:					
19. Does the consultant demonstrate an understanding of the uniqueness of our business? (That this is your home and you are not required to fill every wall and cabinet with daycare items for example) (That this is a home first, and business second, not a daycare center)					
Comments:					

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
<p>20. Does your consultant have realistic expectations of changes to be made to your home, and offer constructive suggestions? (Accept that clients often prefer homes to centers and not expect you to change your home to look like or become like a center)</p>					
<p>Comments:</p>					
<p>21. Does the consultant demonstrate an understanding of her limitations with regards to your business? (Wants to control or intimidate for example)</p>					
<p>Comments:</p>					
<p>22. Does the consultant show respect for you and your business by her words and actions?</p>					
<p>Comments:</p>					

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
23. Does the consultant develop a positive provider relationship during a drop in visit?					
Comments:					
24. Does the consultant demonstrate positive reinforcement?					
Comments:					
25. Does the consultant mentor new providers in a helpful manner?					
Comments:					
26. Does the consultant demonstrate an ability to show empathy?					
Comments:					

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
27. Does the consultant demonstrate an understanding of provider's challenges?					
Comments:					
28. Does the consultant always treat you with dignity and respect?					
Comments:					
29. Does the consultant demonstrate a desire to see you successful as a childcare provider?					
Comments:					
30. Does the consultant demonstrate an appropriate level of commitment and enjoyment with their position?					
Comments:					

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Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
31. Is the consultant able to effectively manage their workload? (Return calls promptly or get paperwork such as the grant application submitted or rating scale scores back to you in a reasonable amount of time for example)					
Comments:					
32. Do you feel that the consultant has the skills appropriate for her position?					
Comments:					
33. Does the consultant demonstrate an adaptability and flexibility to your schedule and daily program?					
Comments:					

Question:	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
34. Does the consultant demonstrate an interest in outside professional development and involvement in child care issues and is willing to discuss this with you?					
Comments:					
35. Does the consultant have a good, useable and helpful knowledge concerning the Child Care field that she shares with you in a helpful and constructive manner?					
Comments:					
36. Does your consultant act in a pleasant and professional manner while she conducts visits with you?					
Comments:					

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
37. Do you feel that your consultant shows competency while administering the rating scale? Please give examples as to why or why not.					
Comments:					

38. Does your consultant make you feel comfortable during her visit?					
Comments:					
39. I feel free to call my consultant and ask her for advice on a particular problem in my childcare home?					
Comments:					

Question	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
40. Is your consultant familiar with childcare issues that she is responsible for in her line of work? (For example: regarding child care policies or regulations)					
Comments:					
41. Does your consultant get back to you with answers in a timely manner?					
Comments:					

42. How do you feel after the rating scale is administered? Is it a positive or negative experience? Please give examples.

43. Do you feel you were marked fairly during the FCCERS? Why or why not?

44. When you get your scores returned do you feel that they are an accurate rating of your childcare home? Why or why not?

45. Does the consultant listen to your point of view when you talk about the score discrepancies if you felt there were any? Do you feel she is fair?

46. Are your FCCERS marks consistent year after year if you are doing the same things, or do your marks change depending on the consultant?