

# Identifying and Resolving Concerns

## A Consultation Process for CCHCs Activity

### Intro

<b>Heading</b>	<b>What steps should you take as a consultant?</b>
<b>Intro text</b>	<p>As a CCHC, you should work together with your programs to empower them. Your partnerships will be most effective when programs can acknowledge and resolve their problems in the ways that work best for their staff, families, and children. Taking concrete steps to identify and resolve concerns can help you work collaboratively with programs.</p> <p>In this activity, you will learn about a five-step process, then apply the process to five-real scenarios.</p>
<b>Button text</b>	Next

### Process Click-Reveal

#### Instructions

<b>Instructions</b>	There are five steps to the process. Select each step to learn more.
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#### Interactive content

<b>Step / clicked item</b>	<b>Revealed content</b>
Observe	Observe the <b>early care and education</b> environment for health and safety issues, with attention to areas the director has identified as possible concerns. As you are observing, identify both strengths and areas that need to be improved.
Address Crises	If you see a situation that requires an immediate response (such as an imminent safety concern), clearly identify the issue and let the staff member know what needs to be done and help them make the change before leaving.
Dig Deeper	Gather more information about identified areas of concern through focused and targeted observation, document review, reviewing procedures or activities, and discussions with directors, caregivers/teachers, and other staff involving reflective listening and open-ended questions.
Explore Solutions	Engage with the director, caregivers/teachers, and other staff focusing on their strengths to address concerns and discuss possible solutions that reflect the program's strengths and capacity. You should work together with the program to empower staff to solve problems themselves.
Support the Solution	In collaboration with the program, support their solution by providing training as needed, reviewing and revising policies, assisting with implementation of policies or procedures, and identifying available community resources. Help the program develop a follow-up plan to evaluate whether the solution is working as expected.
<b>Button text</b>	Next

### Scenarios

#### UI text

<b>Popup text</b>	<p>Now you will see a series of five scenarios. For each one, indicate which step of the process to identify and resolve concerns is represented, given the available information.</p> <p>If you need a reminder about any of the steps, use the Hint icons.</p>
<b>Instructions</b>	<i>Select the step of the process to identify and resolve concerns represented in the scenario below.</i>
<b>Hint icon</b>	[Each term's content is duplicated from the click-reveal earlier in the module.]

## Scenario 1: Mary

Scenario text	<p>Mary is reviewing a health and safety checklist with a caregiver when she notices a crib next to the window. The cord from the window blind dangles down and could be within reach of a child standing in the crib.</p> <p>Mary explains to the caregiver that the cord could wrap around the child’s neck and cause strangulation. Mary plans to bring some cord wraps next week to wind up the cord out of reach, but today, she helps the caregiver move the crib away from the window.</p>
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### Options & feedback

Option label	Success / Choose Again	Feedback
Observe	Choose Again	This is not the time to simply “observe.” This is a situation that could pose a <b>strangulation</b> risk.
Address Crises	Success	Yes! Because this situation poses a <b>strangulation</b> risk, the <b>CCHC</b> should intervene before moving on to another task. Mary can continue her observations and dig deeper into why this situation occurred after the immediate risk is addressed.
Dig Deeper	Choose Again	While the <b>CCHC</b> will want to dig deeper into why this situation occurred to prevent future similar situations, the situation could pose a strangulation risk at any time.
Problem-Solve with Director	Choose Again	This situation poses a risk of <b>strangulation</b> , so the <b>CCHC</b> must address it right away to ensure no children are injured. The <b>CCHC</b> will need to work with the caregiver and other program staff to consider how to prevent similar situations from occurring in the future.
Support the Solution	Choose Again	Once the caregiver and program staff determine how to prevent this situation from occurring again, the <b>CCHC</b> can work together to support that solution. However, at this point, the <b>CCHC</b> need a more immediate response.
<b>Button text</b>	Next	

## Scenario 2

Scenario text	<p>Josh observes a classroom from the side of the room to stay out of the teachers’ way. He uses an evidence-based health and safety checklist. He observes the diaper-changing routine and is pleased to see the caregivers’ technique follows the poster they have displayed in the diapering area.</p> <p>He notices the cabinets beneath the sink are not equipped with safety latches. He waits until the teacher has finished diapering and handwashing to ask if he can look in the unlocked cabinets.</p>
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### Options & feedback

Option label	Success / Choose Again	Feedback
Observe	Success	Yes! This <b>CCHC</b> is doing an excellent job of collecting data in a way that is both thorough and respectful. Waiting to explore a cabinet that is within reach of the children is respectful of the teacher’s work.
Address Crises	Choose Again	At this point, there is no situation that needs to be addressed immediately because you do not know what is in the cabinet.
Dig Deeper	Choose Again	At this point, the <b>CCHC</b> is collecting data and, while he may need to dig deeper later in the process, right now this does not appear to be the case.

Problem-Solve with Director	Choose Again	At this point, the CCHC has not discovered any problems that will need to be solved with the help of the director.
Support the Solution	Choose Again	At this point, the CCHC has not discovered problems that need a solution.
<i>Button text</i>	Next	

### Scenario 3

Scenario text	<p>Upon entering the preschool room, Linda goes to the sink to wash her hands. She discovers the hot water is too hot, and she must add cold water to wash her hands. She is concerned since water over 120 degrees F can quickly burn a child. Linda asks the teacher if the water is always so hot, and the teacher explains children do not use the sink until an adult adjusts the hot and cold water.</p> <p>After her classroom observation, she questions the director about how the staff control the water temperature, handwashing practices, whether any children have been burned by the water, and how the program addresses safety concerns.</p>
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### Options & feedback

Option label	Success / Choose Again	Feedback
Observe	Choose Again	The CCHC has already observed the potential problem and has clearly moved on to a conversation with the director. The CCHC needs more information than she can receive through observation.
Address Crises	Choose Again	While this could definitely be a dangerous situation, the CCHC has confirmed that the staff are aware of the situation and have a solution in place (adjusting the water temperature for the children). This is a reasonable short-term solution, so the CCHC can now focus on a more sustainable and safer solution.
Dig Deeper	Success	Yes! The CCHC has confirmed with the teacher that children cannot access the hot water without adult supervision, and she followed up with the director to explore the issue and learn more about how they have tried to resolve the water temperature concerns. She is now trying to learn more about how to support the program in addressing safety and handwashing concerns. The best way to do this is to ask questions (rather than jumping straight to solutions).
Problem-Solve with Director	Choose Again	The CCHC does not yet have enough information to start problem-solving. Without finding out more information, the CCHC may suggest incomplete or inaccurate solutions that do not account for what the program has already done to address this issue.
Support the Solution	Choose Again	The CCHC has not yet worked with the director to come up with a solution that will address the problem, so there is not yet anything to support.
<i>Button text</i>	Next	

### Scenario 4

Scenario text	Carol is coming today for a planned two-week follow-up visit. During her previous visit, Carol and the director explored issues related to the documentation of medication. They planned to review the medication administration policy with the staff and then do a return demonstration on proper documentation. They also developed a plan to ensure a second staff person checks the logs each day to make sure they are filled out completely.
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	Carol is back to assess the program's progress towards solving the medication log issue. She will check the administration logs for complete documentation and will see if the staff have additional questions about medication administration documentation.
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#### Options & feedback

Option label	Success / Choose Again	Feedback
Observe	Choose Again	While the CCHC will use observation skills today, she is following up with the director to determine the status of correct medication log documentation.
Address Crises	Choose Again	The CCHC addressed the medication error during her last visit. This is a follow up visit to determine if the interventions have resulted in improved documentation.
Dig Deeper	Choose Again	The CCHC and director have already explored the concern fully and created and implemented a plan to address the documentation concern.
Problem-Solve with Director	Choose Again	While errors in the medication log warrant further problem-solving conversations, it appears that the CCHC has already engaged the program staff in this important process.
Support the Solution	Success	Yes! It appears the CCHC and the director have already worked together and acknowledged there is a problem. Together, they have worked out a solution and now Carol continues to support the solution by observing and talking with the teachers. Carol and the director have created a plan to support ongoing follow-up to ensure the solution is working.
Button text	Next	

#### Scenario 5

Scenario text	<p>During a visit, Claire removes ant bait from an unlocked cabinet. After completing her visit, Claire praises the director on the program's overall approach to meeting health and safety standards and tells her she removed the ant bait. They discuss the ant problem and Claire learns more about the program's approach to pest management.</p> <p>Together they consider different strategies to manage the pest problem, and Claire mentions an approach called <b>Integrated Pest Management (IPM)</b>, which might safely get rid of ants. Knowing the director is concerned about her budget, Claire offers to help the director research cost-effective ways to address the problem that are also safe for the children.</p>
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#### Options & feedback

Option label	Success / Choose Again	Feedback
Observe	Choose Again	The CCHC has already observed the problem and taken steps to address any immediate danger.
Address Crises	Choose Again	The CCHC has already observed the problem and taken steps to address any immediate danger by removing the ant bait.
Dig Deeper	Choose Again	The CCHC has already observed the problem and taken steps to address any immediate danger. She has already dug deeper into the problem with the director by asking additional questions and is ready to start coming up with solutions with the director.
Problem-Solve with Director	Success	Yes! While it may be tempting to dictate the best solution for pest management to the director, working together with the director to determine a solution that will work for the center is the better choice. The CCHC is doing an excellent job of including the director in the problem-solving process, while providing evidence-based options that reflect the program's strengths and concerns.

Support the Solution	Choose Again	It appears that no clear solution has yet been identified, so there is nothing for the CCHC to support at this time.
<i>Button text</i>	Next	

#### Activity Conclusion

<b>Heading</b>	<b>Wrap-Up</b>
Page text	A collaborative approach to working with a program to identify and resolve concerns involves observing the environment, immediately addressing crises, digging deeper to learn more about the situation, and exploring and supporting solutions together with the director and staff. This is an approach to problem-solving that is sustainable and supports the health, safety, and wellness of the children, their families, and the staff.
<i>Button text</i>	Finish