

**APPENDIX B:  
Phone Screen Checklist**

This form may be used by parents when conducting a phone screen of a childcare center or family care home. These are intended as model or core questions. Parents should add additional questions that make sense for their particular needs.

**Questions to Ask**

- Where exactly are you located?
- Do you provide care for (infants, toddlers, school age children)?
- What are your hours of operation?
- What would full-time/part-time care cost per week for an (infant, toddler, school age child)?

**Notes Regarding the Phone Call**

<b>Question</b>	<b>Yes</b>	<b>No</b>
Was the phone picked up within an acceptable number of rings (3-5)?		
Did the person immediately help you or were you put on hold?		
If put on hold, was it an acceptable amount of time (no more than a minute) and did they apologize when they came back on the line?		
Did you feel the person was generally helpful or simply trying to get you off the phone?		
Was he/she able to answer all of your questions quickly and without difficulty?		
Do you wish to schedule an on-site visit to this center/home?		

**Other Notes/Comments:**