

**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

Question	Yes	No
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: