

Directors as Leaders Conference

Friday, February 26, 2010

What is it?

4th annual local conference designed exclusively for all **early childhood administrators**, including:

- Center Directors
- Assistant Directors
- Program Coordinators
- Group Family Child Care Owners
- Center Owners
- You!

Where is it?

Conveniently located at the
Hearthstone Manor
333 Dick Road
Depew, NY 14043
1/8 mile north of Walden Avenue

How do I register?

It's easy!
2 convenient options:

1 - By Mail:

Complete registration form;
mail registration & check payment to:
Child Care Resource Network
1000 Hertel Avenue
Buffalo, NY 14216
Attn: Jill Boeck

2 - By Pay Pal:

Complete registration form
AND complete payment via Pay Pal
at www.wnychildren.org



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|--------------------------|-----------------------------------|-------------|
| Early Bird Registration: | Postmarked by February 1, 2010 | \$60 |
| Regular Registration: | Postmarked after February 1, 2010 | \$80 |

Roll Out the Red Carpet:



Why should I attend?

Leaders who attend this event will:

- Participate in the **ONLY** local Early Childhood leadership conference
- Improve your understanding of Quality Stars NY, OCFS compliance, and other local hot topics
- Interact with nationally recognized early childhood experts, right here in Western New York
- Enhance overall program quality through quality leadership!

Supported by the
Child Care Resource Network,
the **Directors as Leaders**
committee is proud to feature:



Keynote address and accompanying
workshops presented by
Todd Mohrmann

& 12 additional outstanding workshop
choices for your professional growth

Your conference registration includes:

- Continental breakfast & full lunch
- Free, convenient parking
- After hours networking opportunity with colleagues from 4:30 - 5:30PM

Schedule of Events

8:30 AM

Registration
Continental Breakfast

9:00AM

Announcements &
Introduction of
Keynote Speaker

9:15AM—10:15AM

Keynote Address:
Todd Mohrmann

10:15AM—10:30AM

Exhibits

10:30 AM - 12:00PM

Workshop
Session 1

12:00PM

Lunch
Giveaways
Exhibits

1:45 PM - 3:00 PM

Workshop
Session 2

3:00PM

Afternoon Snack

3:15 PM - 4:30 PM

Workshop
Session 3

Descriptions listed
on reverse.

Keynote Address: If you don't keep your families satisfied, someone else will!

Title presented by Todd Mohrmann

9:15 AM - 10:15 AM

Child care is a business and currently enrolled families are your valued customers. In this interactive keynote address, you'll leave with tips for:

- Ensuring that your families feel valued
- Cultivating a warm and responsive relationship with each family
- Keeping your families satisfied with the quality of your program
- Going the extra mile in terms of:
 - * Your physical environment
 - * Your communication
 - * The special services you provide

From 10:15AM—10:30, exhibits will be open! Please visit our vendors!

Workshop Session 1

10:30 AM - 12:00 PM

- A. Internal Customers Count Too!** Todd Mohrmann, Keynote Speaker
 Employees are your most important resource and should therefore be considered our internal customers. What do you do to attend to your internal customers? How do you keep your employees satisfied? How do you create a culture in which staff fully understand and embrace their integral role in customer service? Come to this participatory workshop and learn some practical and concrete ideas related to these questions.
- B. Avoid The Most Commonly Cited Regulatory Violations** Susan Singer & Roxane Morgan, OCFS
 Quality leadership begins with a commitment to regulatory compliance. Don't be caught off guard—find out the most commonly cited violations and learn more about how to dot your 'i's and cross your 't's when it comes to OCFS!
- C. Quality Stars New York** Kristen Kerr, NYSAEYC; Tracy Touris, CCRN
 QUALITYstarsNY is a Quality Ratings and Improvement System that is running a field test in 13 communities, including Buffalo. Once completed, the field test will help evaluate the process, validate the standards, and estimate the cost for statewide implementation. Learn more about how QUALITYstarsNY will affect your program!
- D. Children Don't Drive Themselves in the Morning—Their Families Do!** Kate Dust, EduKids, Inc.
 Families are your partners in quality experiences for children. Families are your business partners, your education partners and your community partners. This interactive workshop will 'partner' ideas, activities, goals and methods that drive quality business and program practices.

Beginning at 12:00PM, enjoy giveaways, exhibits and complimentary massage during lunch!

Workshop Session 2

1:45 PM - 3:00 PM

- A. Internal Customers Count Too!** Todd Mohrmann, Keynote Speaker
 See Session 1A description
- B. What You Really Need to Know About New Employees** Robert Miller, R.W. Miller Jr. & Associates
 You need to know the laws, regulations and requirements concerning new employees. This training will offer some of the "do's and don'ts" to keep in mind when bringing on new employees to your organization and making them part of your team.
- C. Quality Stars New York** Kristen Kerr, NYSAEYC; Tracy Touris, CCRN
 See Session 1C description.
- D. Environments, Ratings & Scales— Oh My! (Infants & Toddlers)** Ellen Hamm, Canisius College; Amanda Kelkenberg, CCRN
 The Learning Environment plays a key role in your programs. The way your staff and children interact, play, and utilize the classroom space is very important. Come & learn more about using the ITERS-R to assess and improve program quality.

At 3:00PM, enjoy a complimentary afternoon snack before your final workshop!

Workshop Session 3

3:15 PM - 4:30 PM

- A. Employment Hot Buttons** Robert Miller, R.W. Miller Jr. & Associates
 Learn more about employment laws, most recent changes, and significant changes on the horizon, and the most recent HR "Hot Buttons", such as wage and hour requirements, I-9 and employee status. The objective is to inform trainees on topics they need to be aware of in the area of employment law and to help prepare you concerning pending legislation.
- B. Engaging Parents in the Pre-school Experience—An Active Approach!** Dee Ippolito & Francis Braxton, Read to Succeed Buffalo
 This workshop provide information on how to build successful parent and teacher partnerships in a preschool setting.
- C. "Do We Need a Time Out?"** Rita Markle, Performance Management Partners
 Awareness is the first step to making positive change in your life. Increase your awareness of how stress impacts you personally and professionally, then create an action plan for making specific changes to reduce your stress and increase satisfaction in all areas of your life.
- D. Environments, Ratings & Scales— Oh My!** Ellen Hamm, Canisius College; Tracy Touris, CCRN
 The Learning Environment plays a key role in your programs. The way your staff and children interact, play, and utilize the classroom space is very important. Come & learn more about using the ECERS-R to assess and improve program quality.

New Exciting Exhibitors providing gift baskets to be raffled off. Each registrant will be given free ticket for gift basket! Extra tickets may be purchased day of conference!

Directors as Leaders Conference Registration

Roll Out the Red Carpet: Your Role in Quality Customer Service

Registrant Information—Please return completed form with your payment.

Last Name: _____ First Name: _____
Contact Phone: _____ E-Mail: _____ Title _____
Company Name: _____
Mailing Address: _____
City/State/Zip: _____

Payment Information

- Your \$80 payment includes full day programming, breakfast, and lunch
- Early Bird Special: Complete registrations postmarked by 2/1/10 pay only \$60!**
- Payment must accompany this form. Payment is non-refundable and non-transferable.

Two Convenient Payment Options:

1-Pay by Mail:

Complete registration form;
mail registration & check payment to;

Child Care Resource Network
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Buffalo, NY 14216
Attention: Jill Boeck

2-Pay by Pay Pal:

Complete registration form, **AND** complete payment
via Pay Pal at www.wnychildren.org

Workshop Preferences

Please indicate your preferences by marking your first & second choices with a 1 and 2, for each session.

Every effort will be made to accommodate your request, but space is limited. Registrations will be processed in the order they are received.

Workshop Session 1, 10:30AM - 12:00PM

- A. Internal Customers Count Too!
- B. Avoid Most Commonly Cited Regulatory Violations
- C. Quality Stars NY
- D. Children Don't Drive Themselves in the Morning

Workshop Session 2, 1:45 PM - 3:00 PM

- A. Internal Customers Count Too!
- B. What You Really Need to Know About New Employees
- C. Quality Stars NY
- D. Environments, Ratings and Scales—Oh My! (Infants & Toddlers)

Workshop Session 3, 3:15 PM - 4:30 PM

- A. Employment Hot Buttons
- B. Engaging Parents in the Pre-school Experience—An Active Approach
- C. Do We Need A Time Out?
- D. Environments, Ratings and Scales—Oh My!

Roll Out the Red Carpet:

