

## Addressing Problems

New staff members sometimes forget the guidelines about how to keep their environments clean and healthy. Read these scenarios and describe how you would respond.

Scenario	I would...
<p>Felicity is a parent of a 10-month-old child in your program. She comes to you very upset one afternoon. "I'm the first to admit that I'm a bit of a clean-freak," she begins, "but my baby has been sick since the day she started in this program. The kids just trade chew toys back and forth. When I came in today, another child had my baby's pacifier in his mouth. I can't take it. I've talked to the teacher a million times, but nothing has changed. I don't know what to do."</p>	
<p>You walk into a preschool classroom during lunchtime. You hear Bryce call out, "I'm finished ..." from the restroom. Before the teacher has a chance to respond, Bryce walks out naked and hands his underwear to the teacher at the lunch table. "They got wet," he declares.</p>	
<p>The four staff members in your school-age program are generally very laid-back and relaxed. The kids love them and they all have a lot of fun. You are growing concerned, though, that they are not taking their cleaning responsibilities seriously. You have noticed that the snack table often looks sticky and covered in crumbs.</p>	