

NAFCC Accreditation Observer Agreement

To be an observer in good standing with NAFCC and eligible to complete accreditation observation visits, observers must agree and adhere to the following policies and procedures.

As an observer, I understand and agree to the following:

1. Observer Code of Conduct

I will be professional in all correspondence, maintain confidentiality, understand and practice the [NAEYC Code of Ethical Conduct](#), be unbiased, and have the ability to separate my role as a NAFCC observer from other professional roles (i.e., mentor, regulator, or educator).

When accepting an observation, I will contact NAFCC within 48 hours of receiving the packet with two possible observation dates. One date will be scheduled during the first two weeks of the month, unless a visit later in the month was previously approved by NAFCC. A back-up date will be provided in case of a conflict with the first date. I will commit to completing the observation on the first date unless there is an unforeseen circumstance that prevents travel.

I should not contact the provider I will be observing unless I have arrived at their program on the visit date and no one answers the door.

When I arrive at the provider's home, I will make every effort to ensure the observation takes place. If the provider is not home, I will wait near the home for a minimum of 30 minutes or more and will then call the provider and attempt at the provider's door again. If the provider still cannot be reached, I will call NAFCC before departing from their home.

If there are fewer than 3 children present, I recognize that it is the provider's decision whether to go forward with the visit but that I must communicate the following:

- If the provider chooses refuses the visit, a reschedule fee may be assessed
- If the provider chooses to go forward, I may struggle to observe many of the standards with limited attendance.
- If I proceed with the visit and mark too many standards as "not observed" and another visit is deemed necessary by NAFCC, the provider may be required to pay a partial-observation reschedule fee

After the observation visit is complete, I will make a copy of the observer workbook for my records and return all observation documents to NAFCC within 48 hours. NAFCC's preferred



method is to receive by electronic scan or fax, but also accepts workbooks submitted via trackable mailing service. I understand that the provider will return their own self-certified standards, the parent surveys and their conflict of interest form. I understand that I must retain a copy (electronic or physical) of my completed observer workbook until I have received my stipend and am notified that the provider's scoring process is complete, after which I understand that I am to delete or destroy the copy I retained.

2. Stipend, Travel, and Payment

I will receive observer stipends and reimbursement through **bill.com**, which will involve creating a profile and connecting my bank account. If I have any concern about receiving my payment through bill.com, I will contact NAFCC Accounting. I understand that my payment will arrive to me between 4 and 6 weeks after NAFCC receives my workbook and completed payment form with all receipts.

I recognize that I my stipend may not be paid in full if I do not complete a full visit and return my thoroughly completed paperwork.

I understand that NAFCC may require me to use a rental car service if drive-time is over 5 hours one-way.

I understand that my mileage driven in a personal car over 100 miles will be reimbursed at the GSA non-profit rate

When traveling more than three hours to a provider's home (one way), I understand that accommodations will be preauthorized to allow me to arrive a hotel for one night, a meal allowance of \$25 per observation, and additional mileage or airfare will be reimbursed as preauthorized.

I understand that NAFCC can only pre-authorize expenses over \$500, and that these preauthorized expenses may take 3 weeks to be disbursed to my bank account.

I will be paid a small stipend of \$125 per observation to offset any expenses incurred for completing the observation visit. I understand that I volunteer my time, and the stipend is intended to cover necessary expenses such as:

- Mileage/Gas: First initial 100 miles
- Travel expenses such as parking and tolls
- Copies: Approximately 80 pages
- Postage (by trackable mail system)
- Phone calls to NAFCC
- Lunch between the observation and the interview





- Supplies: Felt tip markers, post it flags, pens, etc...

I understand that NAFCC observers must be current members of the organization. I may choose to have the membership fee withheld from the stipend if membership is expired. If I select the option to pay my membership on my own but do not respond within 1 week of NAFCC's inquiry to do so, NAFCC will proceed by removing my membership from my stipend.

3. Observer Performance Policy

Observers will be scored in the following areas after each observation visit:

- Following protocol and procedures
- Following the LSCAN model (legible, specific, clarity, accurate, and non-judgmental)
- Provider's evaluation of the observer

Observers scoring consistently low in the above-listed areas or that are not abiding by the code of conduct or payment policy will receive feedback and opportunities to improve. Failure to improve could result in removal as a qualified observer.

NAFCC may update this agreement periodically, and will notify observers in this case. For any questions or concerns with the agreement, please email accreditation@nafcc.org or call our office at 801-886-2322.

We are very fortunate that there are individuals like you who are willing to conduct observation visits! Thank you for supporting family child care accreditation. Your commitment to improve quality child care in your community is commendable.

