When the observer arrives, take a deep breath, relax, and remember all the hard work you’ve already done to get to this point.

The Observer Will

- Present her I.D. or letter with Observer Serial # upon arrival
- Briefly greet you and introduce herself to children and parents
- Observe 4-5 hours
- Be a “fly on the wall”
- Look at records
- Keep the visit confidential

Chapters 10-12 in the Provider Guide to Achieving NAFCC Accreditation (P.G.) offer detailed information regarding your observation visit and accreditation decision.

The Observer Will NOT

- Mentor or offer advice
- Play with the children
- Eat lunch with you and the children
- Collect your parent surveys or other observation materials
- Give feedback on the visit

The Observation Packet
You will receive your observation packet the month prior to your visit. It includes the Self-Certified Standards book, parent surveys, provider’s evaluation of the observer, conflict of interest affidavit, and the observer’s NAFCC Serial #. Read all instructions thoroughly. Refer to Chapter 10 in the P.G.

Self-Certified Standards
Complete your Self-Certified Standards prior to your observation visit. Score each standard and write how you meet the standard. The Self-Certified Standards measures compliance of those standards that require confidentiality or which might be intrusive to the program to be observed.

Parent Surveys
Parent surveys are another way of assessing that you meet the standards. Distribute parent surveys and collect completed surveys in sealed envelopes from each family enrolled in your program. If your enrollment has changed notify NAFCC.

Preparing for the Visit
Use the Benchmarks to complete your final evaluation of your program. Let parents know the month the visit is scheduled and remind them how important it is for their children to be present. Prepare the children for a visitor. Refer to Chapter 10 in the P.G.

The Visit
The visit will last 4-5 hours. The observer must see the arrival or departure of children, so they typically plan to arrive when children will be arriving. They will document evidence that you meet the standards. After 4-5 hours the observer will take a break and leave your home to prepare for the interview. Refer to Chapter 11 in the P.G.

The Interview
The interview will last about 1.5 hours. It is best to plan on having someone available to help with the children during the interview. At this time you will have the opportunity to respond regarding standards scored less than fully met or not observed. There are also scripted questions for you to answer. Be thoughtful and take your time.

After Your Observation Visit
Within 48 hours of the visit being complete return the following items to NAFCC.
  - Evaluation of Observer
  - Signed Self-certified Standards
  - Sealed Parent Surveys
  - Signed Conflict of Interest Statement

Decision
The decision is determined by assessing compiled data from the provider, observer, and parents of children enrolled in your program.
The decision can take up to 6 weeks.
You will be notified of your accreditation decision via mail.
Refer to Chapter 12 in the P.G.

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