Standard of the Week, May 21—25 (Week 21)

## Body language sends a strong message.





How do you appear to parents, children, colleagues & visitors?

- Smiling, approachable, confident?
- Frowning, aloof, arms crossed?
- Happy, warm, actively engaged?
- Stressed, tired, uninterested?

OCFS Regulation 418-1.13(a) These employees must be mature, of good character and possess suitable personal qualifications.

MSA High Quality Indicator 6.1a Families feel respected and welcomed by administrators and staff.



**Children's Centers** 

