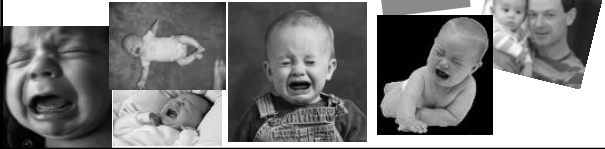




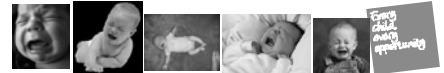
Service challenges for managing infant crying

Anthony Raitman
Assistant General Manager
Early Childhood Programs



Overview

- Service Challenges
- Workforce Challenges
- Systems based approach
- Partnerships with parents
- Role of Dads



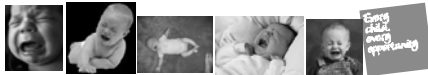
Services

- Episodic
- Short duration
- Appointment driven
- Business hours
- Centre/ telephone based
- Non-emergency
- Some overnight stay services

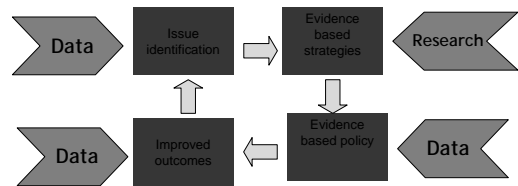
Challenges

- Continuum of qualifications in different settings
- Theoretical frameworks
- Experience
- No diploma in "settling techniques"

Workforce



Systems based approach



Partnerships with parents

- Acknowledge parent's "gut feeling"
- Reassurance and Support
- Regular contact as necessary
- Offer a range of strategies
- Developmentally appropriate (4 weeks c.f. 12 months)
- Treat underlying cause if diagnosed

