



## **All Parent Family Partnership Meeting held on November 9, 2021**

**Meeting was held Virtually on Microsoft Teams from 12:00 pm to 1:00 pm**

### **Welcome- Jason Vance, Interim Director**

- Thanked those in attendance for joining
- Welcomed Monique Wilson as our new Center Director

### **Monique Wilson Meet & Greet**

- We are excited to have Monique Wilson on our team
- Ms. Monique gave a brief introduction into her background in childcare and with Bright Horizons
- She has hit the ground running with our Educational Program and Staff Support in the classroom

### **Leadership @ JCCC Timeline Discussion**

- Reviewed the leadership changes that will be taking place at the JCCC
- We are excited to have Jacqueline Radcliffe join our team as the new Executive Director. Her first day will be January 3, 2022
- Mr. Jason's last day at the JCCC will be January 14, 2022
- Mr. Jason and Ms. Jacqueline will overlap for 2 weeks to allow Ms. Jacqueline to get acclimated to our center and processes
- Ms. Rosalind's Regional Manager duties will change as of December 3, 2021
- Will continue to be the RM for JCCC but will take on several other client and community centers in her role as Regional Manager

### **Hiring Updates**

- Our goal is to open new rooms and we are actively recruiting new teachers to do so
- Hiring is still a slow crawl across the industry, but we are making small strides every week
- We will open new rooms and offer spaces as we hire the staff; we do not have an exact timetable for this task
- We are also heavily focusing on staff retention to contribute to the center's long term success
  - Staff Appreciation Efforts
  - Focus on new teacher's development
  - Building the classroom teams with existing and new staff
  - Regular check-ins with the staff to make sure their needs are being met

## Health & Safety Updates

- Staff members who are not vaccinated and asymptomatic are testing every Sunday before the start of their work week
- We have gone digital with our daily staff health screenings. The staff members are able to fill out their health questionnaire ahead of time, similar to My Bright Day for families. This will speed up the temperature checks for staff and families now
- As we continue to battle this pandemic, we ask that staff and parents continue to answer the health screening questions truthfully and honestly
- We feel our Enhanced Protocols keep the center safe and healthy
- Please contact the center if you are having any of the Big 6 symptoms so we can be proactive with next steps
- Carpool: We hope you have seen a change in wait times for Carpool as we have diligently looked at our schedule and feel like this has improved

## New Enrollment Agreements/Payroll Deduct Forms

- With our tuition increase that goes into effect on January 1, 2022, we are required to update all Enrollment Agreements and Payroll Deduct forms
- We will be holding a raffle for those who are able to turn their forms in on November 16<sup>th</sup>, 17<sup>th</sup>, and 18<sup>th</sup>
- We encourage you to turn them in before Thanksgiving to avoid having to worry about it over the holiday

## Center Updates/Activities

- **Harvest Celebration:** We had a great weeklong celebration in the classrooms to discuss the fall season. We explored pumpkins, leaves, apples, and fall colors. The highlight of the week was our Pajama Day and being part of Read for the Record
- **Art Auction:** Our children have been working very hard on their art canvases. They will be auctioned off next week. An overview of the canvases and what the children did will be sent out on Monday for you to view. The auction will start on November 16<sup>th</sup> at 7:30 AM and will conclude on November 18<sup>th</sup> at 6:00 PM. Bids will be submitted virtually.
- **Apple of My Eye Week:** Next week we are having a parent-led staff appreciation effort where staff will have an apple flavored treat each day and notes will be delivered to staff letting them know why they are the "apple of your eye". If you need further details, reach out to your classroom Parent Rep
- **Creating the 2022 Family Calendar:** We are in the process of putting together our 2022 calendar to share with you. It will include center events, parent meetings, and center closures. It will be your one stop shop for the upcoming year

## Parent Experience @ JCCC

- Chick-fil-A and Bright Horizons' both share a passion for customer service which is why our two entities work so well together

- Your experience at JCCC is of the utmost importance to us. We are always open to feedback to make ourselves better or to celebrate our successes with our team
- We have shared some feedback received with our staff in our weekly communication to them
- Your feedback is always valued and welcome