

## Communication

### **Phone Calls and Email**

Communication is always welcomed at Play & Learn! It's easy to reach both our Administrative and Accounting offices and your child's center.

The Administrative and Accounting Offices are open from 9am-5pm, Monday through Friday. Contact information can be found in the front of this handbook. Messages left after normal business hours will be attended to on the next business day. Please contact your child's center directly for matters other than Administrative and Accounting needs. Your centers phone number and email can be found in the front of this handbook and on the Parent Portal website under the "Important Contacts" tab. In the event that you are unable to contact the center, call or email the Administrative Office and an Administrator will contact the Center Director for you.

Your Director will relay messages to your child's teachers and when necessary, the teacher will return your call.

### **Parent Portal**

Communication with our families is very important to us at Play & Learn. To keep our families informed of upcoming events, important forms, monthly newsletters, adorable photos and more, we have developed the Play & Learn Parent Portal. Play & Learn's Parent Portal provides access to all the important information about individual center happenings as well as organization wide information. Make sure to visit regularly for up-to-date information at [www.playandlearn.com](http://www.playandlearn.com) and click on the "Parent Portal" tab on the main page.

### **Online Communication**

Play & Learn also has its very own Facebook, Twitter and YouTube pages as well as a blog. We are excited that lots of you have found us and are following us regularly. Our goal is to share some great information with you about nutrition and recipes for kids, fun community events, educational articles, great things that your children are doing during the year and much more! You can follow us on all social media by visiting [www.playandlearn.com](http://www.playandlearn.com) and clicking on the social media icons on the bottom of the page.

### **Photos**

Play & Learn staff are snapping pictures regularly of the children learning, creating art and enjoying in-house activities to share with you! These pictures are posted on the Parent Portal as the events unfold for you to enjoy. Pictures may also be spotlighted on our Facebook, Twitter or YouTube page. We also share center happenings with our local communities and use photos for promotional materials. At Play & Learn we are excited to watch your children grow and we are proud to share their accomplishments. In order for us to do so, parents are asked to sign the photo release on the Emergency Contact form. We know you'll enjoy sharing the photos with friends and family!

Professional photographs are taken at the Center in the fall, spring, and during summer camp.

### **Reports**

1. **Daily Reports:** In our infant and toddler rooms, daily sheets are sent home every day informing families about their child's day. In every preschool classroom, a communication board is updated daily to inform families of the day's activities.
2. **Assessments:** For Infants and Toddlers, our centers use the nationally recognized 'Ounce Scale.' Assessments for Infants and Toddlers are conducted on a rolling basis according to the child's birthday at the following checkpoints: 4 months, 8 months, 12 months, 18 months, 24 months, 30 months and 36 months. For Preschool and Kindergarten, our centers use the nationally recognized 'Work Sampling System' as our assessment tool. Assessments are conducted 3 times per year: October 15th, February 15th, and May 15th.

3. **Incident Reports:** Minor incidents that occur at the center are recorded on an Incident Report Form and reviewed with the Director who will share the information with families. Families are asked to sign with complete signature the incident report which will be kept in your child's file. When more than one child is involved, the other child's name will not be disclosed due to confidentiality.

### **Screening, Observation, Assessment & Family Conferences**

1. **Screenings:** Developmental screenings using the 'Ages and Stages Questionnaire' are conducted within 45 days of program entry for each child. The Ages and Stages tool evaluates a child's progress in four developmental domains of social/emotional, cognitive, physical and language/literacy. Results of these assessments are used for referral to community resources as needed.
2. **Observation:** Teachers collect information about each child's development through on-going observations. The results of these observations are used for curriculum planning, assessment, and individual child planning and referral to community resources.
3. **Assessment and Family Conferences:** After completion of assessments according to details described above, family conferences are offered to discuss the child's developmental progress and behavioral, social and physical needs. Specific dates will be posted at those times. Conferences may also be requested by families or the Center Director at any time, to discuss issues that may arise.

### **Family Questionnaires**

Each January, we email families a link to fill out an annual questionnaire about Play & Learn. The confidential results are tallied and comments are shared with Center Directors and Staff. This information lets us know what we are doing well and how we can improve our services.

### **Back to School Night**

Parents are invited to a Back-to-School Night held each September. This is a night where parents come to school and meet with their child's teachers to learn about classroom curriculum and activities.

### **Careline**

Our CARELINE is available to you daily to assist parents with child care concerns and to offer professional advice. When you use the CARELINE, a Play & Learn Administrator will respond. Prior to using the CARELINE you may want to speak with your Director who is the best source of help and information for matters at the Center. Careline contact information can be found in the front of this handbook.

