



December 22, 2020

Dear Merryhill families,

Thank you so much for taking the time to complete our Parent Survey! I was overwhelmed with the positivity and support that you showed to our Administration team, our teachers and to our new policies and procedures around COVID. We can (and, did!) bask in that feedback, but we also realize how imperative it is to the success of our school community to address areas of concern so that we can continue to provide your child with the best care and education possible.

As we see the COVID-19 cases increase in our region and the country in general, we are continuing to maintain the COVID-19 protocols that were put in place upon reopening the school. We thank you for recognizing our efforts regarding the Health and Safety protocols that we will continue to maintain and improve upon in any way we can. We apologize for any inconvenience caused by parents being unable to enter the building. However, our company is committed to doing whatever is necessary to maintain a safe school community while ensuring that we communicate with our parents as much as possible.

Communication is a key component in our childcare program and now more than ever, we want to make sure that you are heard and able to connect with your child's teacher and the Administration team. In order to shed light and enhance our procedures, I would like to outline our current avenues of communication as well as some new additions to our 2021 communication plan:

How does the Admin Team communicate with our Parents? Links to Home ... look for the green worm!

1. **Links 2 Home;** Consider this app mandatory. All emails, pictures and daily reports in one app! Stop getting inundated by emails, just look for the green worm in your app store when you search for 'Links to Home'.
2. **[Monthly Newsletter/Menu/Calendar](#);** Sent via Links to Home at the end of each month.
3. **Texts;** Used for quick messages to relay reminders that can fit in 140 characters or less.
4. **Drop Off/Pick Up;** You can leave notes for your child's teacher in the Links to Home app! This will help ensure nothing gets lost in the shuffle.
5. **New 2021 – Weekly Care Calls by classroom!** Each week I will be calling a different classroom to check in and make sure you and your child are happy with our school!

How do our Teachers communicate with our parents?

1. **Quick Hellos;** As ratios and pick-up/drop-off rushes allow, we are doing our best to get our teachers to bring students out so that they can chat with you quickly about your child's day. Please be patient with this avenue as we are not always able to make this happen.
2. **Care Calls:** The teachers have been doing Care Calls every 4-6 weeks and we just finished up our last round of calls on Friday. If you missed their call, they also sent you a note in Links to Home. Please call the office if you would like to reschedule, or, if a note in your child's daily report will suffice, that's fine too!
3. **Zoom-Ins/Parent Teacher Meetings;** Please speak to the office to schedule these meetings with your child's Teacher.

4. **Parent Reports;** When our next parent reports come out (Feb '21, June '21), we will send you a link to book a follow up Parent Teacher conference. Though they are optional, they are often very insightful for all parties.
5. **End of the Month Folders;** White Folders are sent home at the end of each month with 2 activities from the previous month along with descriptors, and the learning outcomes for the upcoming month. If you haven't returned your paper folder, it is sent home loosely or, in a plastic bag.

What is the best way for parents to communicate with the School?

1. Call the School 916-624-4511, press option 2
2. Send us an instant message using Links to Home
3. Leave a drop off note in Links to Home
4. Email Jill McSpadden jill.mcspadden@merryhillschool.com
5. Email Aubrey Larsen Aubrey.martinez@merryhillschool.com
6. Email Lisa Mejia lisa.mejia@merryhillschool.com
7. Say hello at drop off/pick up and we can either answer your questions at the door, or, we can call you when we are back in the office and can address your questions in a less rushed manner.

We appreciate your commitment to Merryhill School during these difficult times and I kindly ask that you call or email me directly with any concerns you may have so that I can provide both clarification and resolution on a more individual basis. General comments on the parent survey help us to make general improvements, but they don't allow me to address specific concerns due to their anonymity.

Bottom Line? Call me. Email me. Chat with me. I'm here. We're all in this together so please let us know how we can best communicate with you if any of the aforementioned avenues are unfamiliar.

I look forward to a long relationship, built on good communication and thank you again for entrusting us with your child's preschool experience.

Sincerely,

Jill McSpadden



Jill McSpadden, MA Ed.
Principal

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