



community connection

September 2009

Special point of interest:

September is National Baby Safety Month. Read some tips for home on page 2.

Inside this issue:

Director's Corner	2
Q & A	3
Interim Plans for Business Operations	3
Family Survey Results	4
Customer Service Awards	6

The Child Care Program will be closed on:

SEPTEMBER 7:
LABOR DAY

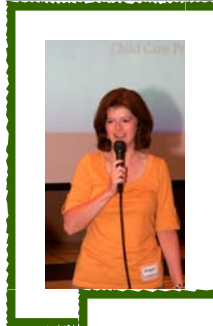
The Ohio State University

Professional Development Day

Each year, the Child Care Program sets aside two days in which the entire full time staff can participate in professional development. We consider ourselves very fortunate to be able to do this, given a staff our size (over 90 teaching, administrative and office personnel), and we relish these opportunities to share information and ideas and to conduct training.

On our recent Professional Development Day, August 21st, we had a very productive and enjoyable time, as evidenced by the photos below, and we appreciate more than we can express your support in making it possible.

Professional Development closure dates for 2010 are planned for Friday, February 26 and Friday, August 20.



Director's Corner



Maggie Summers
Program Director

You can view the survey results on pages four and five of this newsletter. If you are interested in reading all of the written comments, please e-mail [Amy Brandon](mailto:abrandon@hr.osu.edu). She will e-mail you the information.

I want to extend my thanks to all the families who took time from their busy schedules to complete the Child Care Program Family Survey. It is so important to our continued growth and excellence in serving children and families to have your input. Last year we were able to make several important changes and enhancements because of your thoughts and ideas. This year's results are in and I am pleased with the overwhelmingly positive response to all aspects of our program.

We always pay particularly close attention to the written comments that many families provide. These comments are a starting point for identifying specific areas for improvement. After spending just a brief time with the survey comments, the following topics appear to be of greatest interest:

- Tuition
- Teaching Aides - greater

consistency and information about them

- Communication - between classrooms and families, from the program to families
- Parent Involvement

As we have more time to spend with these comments we will determine what course of action we should take in each area of concern. We will keep you updated in upcoming newsletters.

You can view the survey results on pages four and five of this newsletter. If you are interested in reading all of the written comments, please e-mail Amy Brandon at abrandon@hr.osu.edu. She will send you the information.

As always, please feel welcome to raise a question, concern or compliment at any time with one of the program administrators. We enjoy hearing from you!

September is National Baby Safety Month

When was the last time you looked at life through the eyes of a young child? As September is National Baby Safety Month, we encourage you to take some time to do just that, only with safety in mind.

- Check the condition and sturdiness of children's materials and toys
- Make (or review) fire escape plans
- Conduct car seat safety tests
- Check children's clothing for loose buttons; remove cords or strings

- Get down on your hands and knees and crawl through your house. See what your child is seeing. Have you missed anything?

Parents may not always be aware of hidden hazards that could be potentially dangerous to young children. By focusing on home safety this month, you can help create a safe and well-protected environment for your family.

Q and A

What is the best way for me to contact my child's teachers during the day? All classrooms at Buckeye Village and the infant and kindergarten classrooms at Ackerman Road have telephones. All other classrooms at Ackerman have intercoms. Families are welcome to call the program during the day and either speak with or have messages passed to their child's teachers. Additionally, all classrooms have email; email addresses follow the format:

- *Ackerman Road facility-*
[roomnumber]@hr.osu.edu
Example: A2@hr.osu.edu
- *Buckeye Village facility-*
rm[room number]@hr.osu.edu
Example: rm165@hr.osu.edu

Keep in mind, classroom email is typically checked each morning and thereafter only sporadically throughout the day.

How should I expect to receive communications from the Child Care Program?

At the classroom and program-wide level, communications are shared via email and in some cases hard copy. Each family has a mailbox located in or near their child's classroom and all families that provide an email address are included on our distribution list. The distribution list is used to send updates and reminders of program initiatives and events as well as links to the monthly newsletter and menu once they are posted on our website. Hard copies of the menu, newsletter, and other items of interest to families are available in our program offices.

Interim Plans for Business Operations

Kathy Cochran's final day as Business Operations Manager of the Child Care Program was August 31. Final interviews for the position are taking place the first week of September. It will be several more weeks before a selected candidate will be in place and oriented to all of the financial processes and procedures.

In the interim, several other administrative staff have assumed various fiscal responsibilities. Families may want to contact the following administrators should specific questions arise:

- Contact Jean Dodson, jdodson@hr.osu.edu, for questions about funded child care.
- Contact Carrie Sweeney, csweeney@hr.osu.edu, or Maggie Summers, msummers@hr.osu.edu, for questions about your child care account.

We are looking forward to announcing a Business Operations Manager very soon. Thank you for your understanding during this time of transition.

"NUT FREE" REMINDER

Both the Ackerman Road and Buckeye Village facilities of the Child Care Program are nut free. No nuts, foods containing nuts, nut butters, or foods processed where nuts may be present are served nor may they be brought into the buildings by parents or staff. If staff notices that food from home contains nuts or nut products, they will not be able to serve the food. In addition, if families wish to bring in food for a special classroom celebration, it must come individually wrapped and labeled.

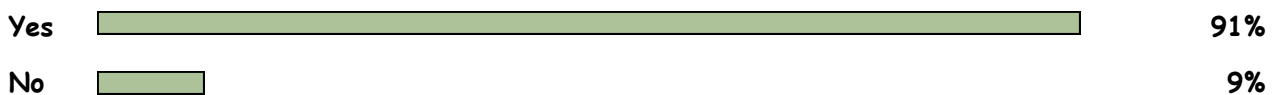
Family Survey Results

Our on-line Family Survey was designed with three different methods for giving feedback: six yes-no questions, six statements to rate on a scale of 1 (very dissatisfied) to 5 (very satisfied), and three opportunities for commenting. The results of the yes-no and rating scale items are included in this newsletter issue. If you are interested in receiving a copy of the comments portion of the survey, please email Amy Brandon at abrandon@hr.osu.edu.

1. I feel that I have regular contact and communication with my child's teachers.



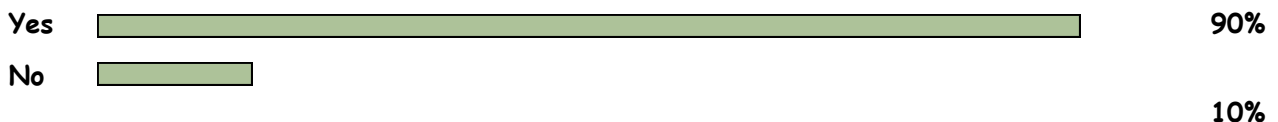
2. I feel that the curriculum in my child's classroom is appropriate and interesting.



3. When I have a concern about my child or the classroom, I feel that I can have a positive conversation with my child's teachers and develop satisfying solutions.



4. I feel that the program administrators provide the necessary support to maintain a high quality program for children and families.



5. When I have a concern about the program, I feel I can have a positive conversation with a program administrator and develop satisfying solutions.



6. I feel that my family has been given appropriate information in order to understand program policies and procedures.



8. The care and education provided in my child's classroom.



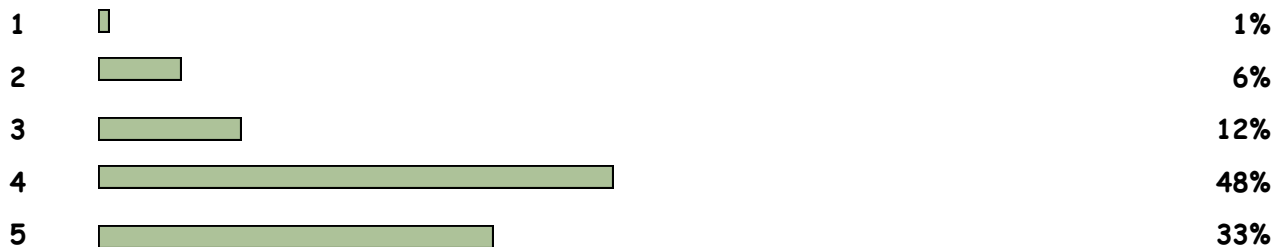
9. The support of the program administrative staff.



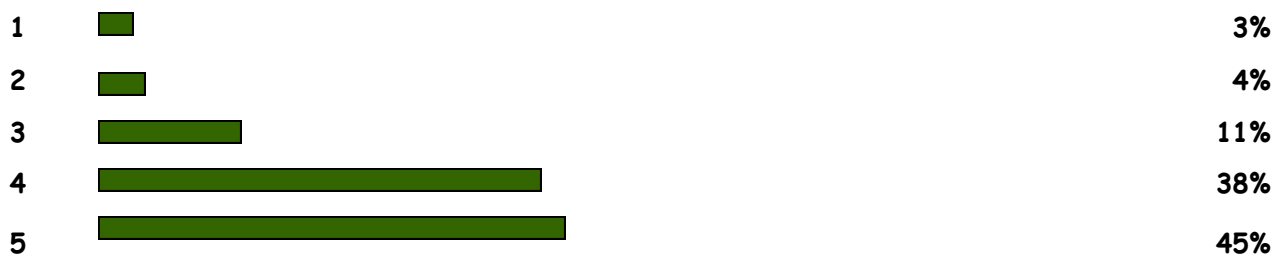
10. The tuition.



11. The program's policies and procedures.



12. Communication from the program.



Continued on page 6

PROGRAM CALENDAR

2009 Closures:

January 1

New Year's Day

January 19

Martin Luther King Day

March 20

CCP Professional
Development Day

May 25

Memorial Day

July 3

Independence Day

August 21

CCP Professional
Development Day

September 7

Labor Day

November 11

Veteran's Day (observed)

November 26

Thanksgiving Day

November 27

Columbus Day (observed)

December 24

President's Day
(observed)

December 25

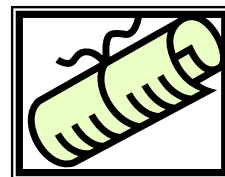
Christmas Day

...Director's Corner

Natasha Hall and Angelica Gutierrez:

Former B3 parent Jessica Olms nominated Natasha and Angelica for the nurturing and creative care shown to her daughter. "My six month old daughter was placed in their room for only two weeks," writes Jessica, "With such a short placement I was concerned that the teachers might not have a vested interest in learning about her but I could not have been more wrong. After only one day I could tell that B3 was a special place."

Congratulations Natasha and Angelica!







To recognize a member of our child care community for demonstrating outstanding customer service, please email Amy Brandon at abrandon@hr.osu.edu or complete a nomination form available in our program offices.

... Family Survey

Continued from page 5

13. Overall experience with the program

1		1%
2		1%
3		7%
4		42%
5		47%

PROGRAM DIRECTORY

<http://hr.osu.edu/ccc/home.htm>

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Infant Age-Level Specialist: **Anna Long**-along@hr.osu.edu

Toddler Age-Level Specialist: **Paula Young**-pyoung@hr.osu.edu

Preschool Age-Level Specialist: **Karen Crockett**-kcrockett@hr.osu.edu

Human Resource Coordinator: **Carrie Sweeney**-csweeney@hr.osu.edu