

BRIGHT HORIZONS AT CLASSROOM HIGHLIGHTS The Harbor

From the Director

Thank you to all that completed the parent survey. We are very excited about the results and happy to share that our center made the top 10 highest scores within the company. I am proud of the scores, proud of our team, and excited that we have accomplished so much in the three years that I have joined the Harbor community. It is a wonderful feeling for the second year in a row that we made the top 10 centers in the company.

The Parent Satisfaction Survey provides us with a better understanding of what keeps parents satisfied with Bright Horizons and why you choose to keep your child/children enrolled here. Our team plays a key role in parent satisfaction and in making Bright Horizons a great place for children and families. Although our scores were phenomenal, we still have some areas to improve.

In the upcoming months:

- I plan to schedule time with my supervisor to review our results and share/determine next steps.
- The leadership team will plan to meet with the Board members to review and share results share/determine next steps.
- Once a plan has been developed, I will use it as a framework to guide us to continuous improvement. We will refer to this plan at future staff/team/parent meetings, providing regular updates on actions taken.
- At our April staff meeting we will share parent feedback to the staff.

The responses from the survey also gives us an opportunity to make improvements to the center. For example, several concerns that were brought to my attention that we will work to resolve are:

- Milk: there have been requests to offer organic milk at the center. This is a possibility and I will inquire with our food supplier about how to do so and what is involved in the process. If the majority of the families want organic milk I will do my best to transition us.
- Book fair location: a request was made to move the location of the book fair from the front lobby to a different location. Going forward, I am happy to relocate the book fair to an area away from the direct line of vision of the children during drop off and pick up.

Unfortunately, I am not able to address all of the concerns from the surveys. This is because some of the feedback may have been related to policies set into place by our corporate office, our partnership with operations, or standards set into place by best practices and industry standards. However, for any of these things that are outside of my control, I assure you that I am sharing the feedback with my Regional Manager and informing our executive team on requests made from the families. I look forward to working alongside Kerri, my Regional Manager and our Harbor team on the slight changes we can do to support our families to make their experience even better. Thank you for your ongoing partnership!

Jacqueline Radcliffe

Important Dates

Friday, 4/5: DC Librarian Visit
Monday, 4/8-Friday, 4/12: Week of the Young Child
Monday, 4/8-Friday, 4/12: Harbor Open House
Monday, 4/22: Earth Day
Thursday, 4/25: Take your Child to Work Day
Thursday, 4/25: May Tuition due

Reasons to Celebrate



**Felix
Sonia
Teddy
Eli
James
Ms. Tearra
Ms. Celfa
Jax
Aidan
Ms. Elizabeth
Mason**

It's all in the Family! Activities to Build Memories

Enjoying family activities is a precious gift to give our children and ourselves. Time with people we love fosters feelings of belonging and intimacy, builds trust, instills a sense of security, and creates lifelong memories. Below are fun, inexpensive activities for all ages:

- ▶ **Gaze at stars:** Explain to children that stars form patterns that we call constellations and then research them online and in books. Go outside on a clear evening and try to identify constellations or have fun making up your own. Draw the formations on paper or lay them out using pipe cleaners and small rocks. With younger children, focus on the shape of the moon.
- ▶ **Visit farmers markets:** An excursion to a farmers market provides an opportunity to smell the scents of fresh produce, enjoy tasty samples of nutritious foods, hear local musicians playing music, and participate in the coming together of the community.
- ▶ **Go for a hike or walk:** Hiking or walking connects family members to nature, as well as each other. On walks, you might take photographs, collect special rocks, leaves, and sticks, or just enjoy the world's natural wonders and time with each other.
- ▶ **Institute a family fitness program:** This could include age/stage-appropriate push-ups, sit-ups, stretching, walking, hopping, skipping, jumping, or jogging. Family members might keep a fitness log, use a pedometer to count steps, or count your heartbeats before and after exercise.
- ▶ **Volunteer:** Have you considered making volunteering part of your family culture? Adults inspire empathy and compassion by volunteering as a family at a soup kitchen, nursing home, homeless shelter, or other local organizations. For activity suggestions browse sites such as Doing Good Together: doinggoodtogether.org.
- ▶ **Build a cozy fort:** You might use branches and wood, blankets and chairs, or a giant carton (from an appliance store), to design a cozy den. After you build this comfy place to congregate, your family can cuddle up to read, snack, tell stories, or play games.

All the activities above enhance relationships because family members enjoy simple activities, share rewarding adventures, and make memories.

Ask About Our Summer Camp Program!

Join us for a Summer of Fun, Friendships, and Exploration

Through Camp Explorations, our summer camp program at **Bright Horizons®**, your child will have the opportunity to enjoy everything summer has to offer. During action-packed days, your child will experiment with science and technology, engage in the creative arts, discover nature, and explore the world. With experienced teachers, a curriculum based on each child's interests, engaging projects and activities, special visitors, and more, summer will be fun and educational at the same time.

Camp Explorations Highlights

- ▶ Programs for two different age groups:
 - Preschool Adventures (ages 3 – 5)
 - School-Age Adventures (ages 6 –12)
- ▶ Age-appropriate, engaging themes that incorporate children's interests
- ▶ Field trips, special guests, and daily fitness activities
- ▶ Flexible weekly schedules with full- and part-time options
- ▶ Health, safety, and security policies that meet or exceed local, state, and national standards

Featured Family Webinar

Working Moms, Natural Leaders

Whether you're a new mom getting ready to return to work, or you've been a working mom for a while, you might be curious about the expectations — or lack thereof — you'll face in the office. Watch this recording of our webinar, as we discuss results from the **Bright Horizons®** Modern Family Index survey and learn what research says about working motherhood.

Family Webinar Recording –

Working Moms, Natural Leaders

brighthorizons.com/webinarWMNL



Bright Horizons at the Harbor

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Monday – Friday 07:00 a.m. to 06:30 p.m.

