

**From Survive to Thrive – Webinar
Chapter 2 – Program Context and Culture**

Webinar Chat

- 13:06:41 From Michelle Goosey : Hi I'm Michelle and I'm from Rochester. Director of Park Ridge Center
- 13:15:32 From Barb : Hi Steve
- Chat Prompt: Share one strength and one need of your program today. What is one of your program's strongest attributes? What is an aspect that requires attention and improvement?**
- 13:25:20 From Cassandra : Strong: we have some long lasting teachers one teacher 27 years, 13 years, 10 years
- 13:25:34 From Michelle Goosey : Need: Hiring more staff
- 13:26:30 From Nikki D : Getting to know our families better. Some need extra help. Mine is trying to help them the best I can.
- 13:26:31 From Michelle Goosey : Strength: Team Dynamics
- 13:26:35 From Cassandra : Need: Resources for updating areas in the building such as large motor, new hands on activities, the money for these
- 13:28:15 From Barb : Longevity of Staff 27years, 25 years. Strength we are the people that parents look to for answers for those questions that they need answered right then and there.
- Chat Prompt: What are some strategies you have used to strengthen relationships or new ways you have adapted in the COVID context?**
- 13:41:20 From Michelle Goosey : More frequent email communications
- 13:41:51 From Michelle Goosey : Yes
- 13:41:51 From Nikki D : I welcome each parent by name when dropping off or picking up now that families can come into our building.
- 13:41:59 From Barb : Have taken the time to ask how everyone is doing either at pick up or drop off time.
- 13:42:14 From Michelle Goosey : It's helpful for reminders, updates, activities
- 13:42:56 From Michelle Goosey : Yes
- 13:43:05 From Nikki D : We do rounds in our classrooms and greet the teachers daily. We do a weekly memo to our staff.
- 13:43:45 From Nikki D : Reminders, Praise, Upcoming events
- 13:43:51 From Barb : We also use Procure where we can communicate through out the day and send pictures of their child doing activities throughout the day
- 13:44:31 From Cassandra : We have procure Barb but we are having a hard time setting it up
- 13:45:23 From Barb : Cassandra once you get it set up you are going to love it.
- Chat Prompt: What strategies and methods of communication do you use with staff and families that ensure your interactions are meaningful and reciprocal?**
- 13:46:13 From Michelle Goosey : Staff Appreciation Week.
- 13:46:22 From Michelle Goosey : Dinner in their honor
- 13:46:38 From Cassandra : Staff we always have goodies in the staff lounge
- 13:46:51 From Barb : Nikki and I work together so we take turns so the staff is not seeing the same person all the time
- 13:46:54 From Cassandra : may 1st through may 8 app.
- 13:46:59 From Cassandra : yes
- 13:47:27 From Nikki D : yes
- 13:50:03 From Michelle Goosey : Don't multi-task during conversations
- 13:50:31 From Barb : We have monthly staff meeting, and leave time for questions
- 13:51:15 From Nikki D : Have them write it down concerns or ideas on my weekly memo's. I leave room for this.
- 13:51:35 From Nikki D : yes

13:51:41 From Cassandra : we always have our door open so that staff feel they can come in and chat with us

13:52:19 From Cassandra : having a Q and A at the end

Chat Prompt: How would you describe your program's physical and emotional environment? How does it make you feel?

13:56:15 From Michelle Goosey : Clean/uncluttered

Chat Prompt: How has your program culture and climate changed, particularly in light of the COVID 19 pandemic? What are ways it may have changed for the better? What are ways your climate or culture may have been impacted negatively?

14:03:26 From Nikki D : During the pandemic we had to shut down 2 months. We are now back open and our enrollment has increased.

14:03:47 From Barb : staff morale went down ,but right now we are in the up swing.

14:13:08 From Michelle Goosey : I haven't used it

14:21:14 From Cassandra : Yes as we can hit the topics as they are brought up where at the end I may forget

14:21:21 From Barb : The format was great

14:21:26 From Michelle Goosey : Works well

14:21:46 From Cassandra : thank you

14:21:49 From Michelle Goosey : Thank you

14:22:12 From Barb : Thank you

14:22:27 From Nikki D : Thank You

14:22:56 From stevecstar : Thank you for joining us today.

14:24:57 From Kristen Rogers : kristen.rogers@cuny.edu

14:27:06 From Barb : yes

14:28:00 From Cassandra : Thanks again everyone

14:28:16 From Barb : Everyone have a great day