



iSocial Implementation Site Highlight: Lancaster Play & Learn Center

The [Lancaster Play & Learn Center](#) became an [iSocial implementation site](#) in September of 2019. Since then, they have participated in a variety of professional development opportunities including: Implementation Site Leadership Team Training, [Infant/Toddler and Preschool Module trainings](#), [Birth - 5 Pyramid Model eModules](#) including the Professional Learning Collaborative (PLC), and an [Early Childhood Leadership Collaborative: Promoting the Pyramid Model in Early Childhood Settings](#) offered by [Child Care Aware of New Hampshire](#) to name a few. In addition to these training opportunities, two lead staff members are participating in expert [Practice-Based Coaching](#) and the Leadership Team has worked closely with a Process Coach to support their team in building system capacity to ensure effective implementation of the Pyramid Model.

Since the beginning of this process, they have put a lot of focus on strengthening relationships, expectations, communication, and working as a team in improving the social and emotional outcomes for children. Highlights of their work include:

- Finalizing [Program-Wide Expectations](#) – This has created consistency with how expectations are talked about and taught. They are introduced upon enrollment and remain consistent moving from classroom to classroom. Any situation can be connected to these expectations to help children, families and staff make kind, safe, responsible and respectful choices.
- Continued relationship building through face-to face communication has been a struggle with the limited access families have to the building due to the pandemic. They are fortunate enough to have separate entrances for each of their classrooms to allow for short interactions to still take place between families and teachers.
- Classroom email addresses have been made available to families for easier accessibility to the teachers. A private Facebook group was created to act as another outlet for information and announcements, but also allow for the display of children’s creations that parents would normally see on a regular basis when entering the classroom.
- Routines have always been important at the center, but with the pandemic, everything changed. Completing the Birth to 5 eModules as a group reminded staff to focus on the predictability and consistency of routines to help the children.

The pandemic has created many “unknowns” and the center is fortunate to not only be a constant in the children’s lives, but also to one another. The Center was able to remain open without the need to reduce hours for care. Staff continue to strengthen themselves with consistent expectations and use of shared language. With the additional pandemic-related stressors, the eModules have helped staff recognize the importance of working as a team and being able to recognize others’ [hot buttons](#) and step in to redirect the situation when needed.

Lancaster Play & Learn is grateful for the support and benefits of being an iSocial implementation site, and appreciate the timeliness of this opportunity as they navigate the pandemic. [Nurturing and responsive relationships](#) play a major role in providing quality care and they have been able to build strong, supportive relationships amongst the staff, the children, and families as well as within the larger [iSocial community](#).

“Having the opportunity to complete the Birth to 5 ePyramid Module package including the PLC has proven to be the best way to help all staff be more successful working as a team. It allowed us to discuss real situations we were experiencing and understand the importance of shared language and using strategies consistently throughout the program.” - Amy Graham, Director

For more information about Lancaster Play & Learn, [click here](#).

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