Welcome Center Design Team Meeting NOTES

Meeting held on 2/11/2025

Meeting Agenda

- General Updates
- January 14 Meeting
- Design Team – Kristi and Keri
- Marketing Team - Marta
- Family Resource Center Team – Julie/Ricardo
- Bus Stop Update - Danya
- Timeline (between now and June)
- Human-Centered Relationships Scenarios

Updates / Key Conversations / Recommendations

- School vendors sourced for Welcome Center build out (furniture, fabrics etc.)
- Marketing update: subcommittee secured & communication team coordination set to define program strategy / disseminate awareness of welcome center and news.
- Bus stop update: Multi contact coordination needs are being flushed out (accessibility, city permitting, METRO application etc.)
- Timeline update:

  Goal: To systemize our practices to support buildings.

  - February 11: The Foundation – scenarios
  - March 11: Start Drafting Processes & Procedures
  - April 1: Continue Drafting Procedures
  - May 6: Revise Recommendations and Prepare for June Meeting
  - June 10: Celebrations and Share with Dr. Aramaki

- "Human-centered systems and relationships" explored by reviewing 5 scenarios, each one analyzed is small groups and reported back to the working group.
  - ✓ Listen. Why are they here?
  - ✓ Check your own bias.
  - ✓ What does their experience look like, sound like and feel like at the Welcome Center?
  - ✓ Identify themes needed in all BSD locations and during any/all interactions.

Common themes / observations

- Keep things child centered
- Listen with empathy
- Don't fall into making assumption based on first impressions

- Universal Greeting and closings:
  - Hello! My name is _____. How can I help you?
  - Thank you for coming in. Here's my card. Let us know if you have any questions.
- Paraphrase back to visitor. Allow for validation and two-way conversation
- Ask for desired setting to continue conversation and when applicable language preference.
- Warm handoff from the Welcome Center to the school(s) - building a bridge
- Strategies for centering ourselves, self-care is important, being grounded
- Asking colleagues for support
- Need protocol for aggressive behavior

Create visual flows for training purposes. Develop muscle memory

Reminder

To facilitate third party visibility in the Welcome Center development workflow, an addition is live on the Bellevue School District website.

https://www.bsd405.org/community/community-engagement-groups/welcome-center-design-team