**Ambassador Family Program**

Thank you for volunteering for this valuable and important program. Your time and efforts are very much appreciated!

**Objective of the Ambassador Family Program:** Each year, St. Edward-Epiphany School welcomes new families. The students of these families may be starting school for the first time as a pre-kindergartener or kindergartener, transitioning from another local school, or may be new to Richmond altogether. The objective of the ambassador family is to help new families become acquainted to the school by serving as a resource for questions, proactively providing information about events, activities, and processes, and ensuring each new family has the resources they need to understand the school while feeling welcomed into the St. Edward-Epiphany community.

**Responsibilities of the Ambassador Family:**

- First and foremost, serve as a direct point-of-contact during the new family's first year at SEES. You do not need to be an "expert," rather a welcoming resource for your new family. The needs of new families vary, so different families may have very different needs from their ambassador family. Ultimately, ambassador families should ensure that new families are connected with the right resources if unable to answer a question.

- **Please reach out to your new family as soon as you receive the packet and make arrangements to deliver the packet to your new family. Reaching out ASAP is very important and helps put new families at ease, please do wait until the last minute.** A copy of the packet will be emailed to you and contains the same information as your new family's packet. This packet includes:
  - A Brief Look Ahead
  - Carpool diagram
  - One pager on fundraising programs like Box Tops and Kroger card
- Assist in the coordination of and attend the new family snow cone social, which will be held on August 21st at 3 p.m. at the Grove. This is a key event and attending this event with your new family is a valuable way to welcome them to SEES. Invitations and Sign Up Genius to follow.

- Identify opportunities to connect and engage new families. Examples include meeting up at events such as the Golf Tournament and Silent Auction, Chili Cook-Off, Breakfast with Santa, the family dinner during the book fair, or Chick-fil-A spirit night.

**Ambassador Program Communication Structure:** The structure of the Ambassador program is critical to its effectiveness. The Program is intended to ensure that every new family receives consistent and timely information while an experienced St. Edward-Epiphany family helps them navigate through year one.

- **HSA:** All SEES families should look to the weekly email blasts for primary information regarding SEES to ensure families are reached consistently with the same message. From time to time, the new family program coordinators will reach out with special reminders to ambassadors and new families. In each communication, ambassador families will be referenced as a resource for additional information. An example of this type of communication would be reminders for ambassadors to reach out to new families about attending and meeting up at upcoming events.
- **Families:** Ambassador families should informally communicate directly with new families throughout the school year to help build the relationship and engage the new families.

**HSA Hours for Ambassador Families:** Throughout the year, the HSA is asking that ambassador families check off activities on the attached list as they are completed. After spring break, ambassador families will be asked to submit the checklist. Hours will be distributed based on the completion of these items. Once checklists are submitted, hours (up to 10) will be entered at the end of the year.


Thank you again for your commitment to this very important and valuable program. The start of the school year is an exciting time and can be nervous time for new families! Working together we can make this a fun experience for all.


Sincerely,

Sara Stamp and Kathleen Soukup

Ambassador Family Program Coordinators