



2019-2020

## Family Support Programs and Community Resources

---

Parents and guardians are a key part of a student's success. As part of our commitment to them and their children at Menlo, we aim to partner with parents and guardians not only during times of joy and celebration but also during times of need or crisis. Menlo's **family support programs** work to ensure that all families can fully participate in the life of the school. Our team works directly with families on a wide range of issues, particularly those that directly affect student learning, their sense of belonging, wellness and various forms of personal security. We aim to promote equity and inclusion by providing personalized access to resources on campus and throughout the greater communities where our families reside. We hope to serve as a liaison between families and the school in the following areas listed below:

- **Alternative communication methods** - In addition to the email communication methods available for all Menlo families such as eNotes, zipNotes, Knightline editions, or correspondence directly from the Head of School and division leaders. Families can also request to receive communication from the school in a format that is more accessible to their needs (e.g. SMS-text messages, paper copies, or personalized calls if applicable).
- **Translation services and interpretation support** - While parent meetings, community events, and communication from teachers and the school are in English, we are mindful that English is not the first language of every household in our diverse community. In an effort to ensure that all families can fully participate in the life of the school, we have translation services available for all of the school's communication needs. Translated documents are usually made available within 24-hours. Menlo also has in-person interpretation support for families in need at events like Back-to-School Night, parent-teacher meetings, parent learning nights, and the annual parent education conference. *These services are currently available for Spanish-speaking families but can be deployed to include other languages if needed.*
- **Academic necessities at home** - Menlo is proud to have a generous tuition assistance and financial aid program to ensure that all students, regardless of income or financial hardship, have all of the tools and resources they need to fully access their Menlo education. If there is an impediment to learning at home, including hardware or internet, families can request additional assistance for educational materials and/or connectivity devices.
- **Specialized transportation assistance and support** - As part of our transportation and sustainability efforts, Menlo aims to make it as easy as possible for students to commute

to and from campus via a network of school-provided buses, shuttles to the train, carpool networks and support for biking. When this is not enough, Menlo will work with families to assist with emergency carpools, alternative transportation, bus tokens and clipper cards for public transit.

- **Goods and services that support immediate concerns/needs during crisis** - One of Menlo's greatest strengths is how we respond as an inclusive community, especially during times of difficulty. When one of our families is experiencing food insecurity, housing complications, and/or loss of employment, we can help connect individuals to food, emergency health benefits, shelter services, and other essential resources. This might come in the form of providing temporary gift cards and food vouchers, but also by committing to personally assisting families with navigating public service programs.
- **Consultation for family transitions** - Life happens unexpectedly and we know that there are many things that may impact a student's wellness (e.g. divorce, medical illness, loss of life, homelessness, natural disasters, pandemics, etc.). Menlo has a team of individuals ready to partner with students and families when an unexpected change disrupts standards of living and overall quality of life. Our student and family support teams include our school counselors, health services coordinators, academic deans, the department of student life, athletics, college counseling, financial aid and diversity leaders.
- **Personalized advocacy, community referrals and guidance to public resources** - Whether a minor concern, an unexpected roadblock in life or major emergency, our team will strive to ensure that every Menlo family has the access and personal guidance to resources on campus or in the greater community that meet their basic needs.

While we hope for the continued wellness and security of all our families during their time at Menlo, these programs have been developed to assist any family in need. Our team will continue to evaluate the necessities of our community to enhance Menlo's family support and assistance services. To learn more about these resources or to inquire about accessing these programs, please contact [Roger Zamora](#).

### **Additional Community Resources**

The community service agencies listed in the links below are a great first place to contact for public emergency assistance. They can provide or locate emergency food, clothing, shelter, deposit and rental assistance, utility assistance, short-term counseling and/or employment information. Most provide translation services.

#### [San Mateo County - Human Services Agency](#)

- [Community Information Handbooks, 2020 \(English\)](#)
- [Community Information Handbooks, 2020 \(Spanish\)](#)

**Closest to Menlo:** [Fair Oaks Community Center](#) - 2600 Middlefield Road, Redwood City, CA  
Services available: public assistance programs, employment services, community resources, housing and transportation, legal services (income eligibility required for some programs).