

Teen Program Relocation Communication Guidelines

As teen programs relocate from the Old Fire H House Teen Center to other locations, please follow these communication guidelines when interacting with the community on or after March 12, 2025.

Communication Expectations

- Your role is to provide program information and direct people to official resources, not to explain City decisions or policies.
- Keep interactions brief and focused on your area of expertise (programs, registration, schedules).
- When questions go beyond your talking points, direct people to the website.
- It's perfectly acceptable to say, "That information is available on redmond.gov/TeenServices," rather than attempting to explain details.
- You are not expected to defend or elaborate on the relocation decision - that's the role of designated City spokespersons.
- If pressed for more information, politely restate: "I understand you have questions. The best resources for finding those answers are our website or the QAlert system where your questions will be directed to the appropriate staff."

What You CAN Say:

- Teen programs are being relocated from the Old Fire H House Teen Center to the Redmond Community Center at Marymoor Village and other facilities due to substantial long-term challenges with the building.
- Programs will begin transitioning to new locations later this month (March 2025) with the goal of having everything operational in new spaces by late April 2025.
- Registration for spring and summer activities and camps will proceed as planned, with program locations already updated in the registration system, Smart Rec.
- Specific logistical information about any programs (times, locations, etc.).
- The building is currently safe for occupancy because of our careful maintenance protocols, but relocating programs now is a proactive decision to ensure ongoing safety without requiring increasingly demanding resources and maintenance efforts.
- Beginning in April, the City will launch a comprehensive engagement process to understand what teens need, how we can best serve their interests, and where services are needed most. This will include opportunities for teens, families, and community members to provide input that will help shape the future of teen services in Redmond.
- "For more information on the transition, visit redmond.gov/TeenServices where you can find Frequently Asked Questions (FAQ) and submit questions or comments."
- The future of the building will be determined through a separate public process with City Council.

What You CANNOT Say:

- Any speculation about the future of the Old Fire H House Teen Center building.
- Personal opinions about the decision to relocate.
- Detailed information about the facility assessment findings.
- Promises about future uses of the building.
- Timelines for decisions about the building.
- References to "the City" as a separate entity (we are all the City).
- Any information that hasn't been included in the official public announcement.

Referral Process:

If asked questions beyond your authorized talking points, say: "I'm not able to answer that question, but I can direct you to redmond.gov/TeenServices where you can submit your question."

- Media inquiries → [Brant Delarme](#) (Communications)
- Council member inquiries → Loreen (Parks & Rec Director)
- Public questions beyond the approved talking points → redmond.gov/TeenServices
 - A [QAlert](#) has been set up that will be directed to Brittany, Erica, and Zach.
- Staff questions → Brittany, Erica, Zach

Important Reminders:

- We are all part of the City team - avoid saying "the City is doing this" as if you're separate.
- Don't let perfect be the enemy of good enough during this transition.
- The decision about teen programming (both relocation and the engagement on needs and wants) is separate from decisions about the building's future.
- Our focus is on continuing quality programming while the separate public process with City Council determines the building's future.
- Remember that teens and families may have strong emotional connections to the Old Fire H House Teen Center. Acknowledge these feelings when appropriate, while focusing on the continuing programs and future opportunities.
- The FAQ document contains more detailed responses to anticipated questions. When in doubt, refer to the FAQ or direct people to the website and QAlert where it's posted.