Forest Preschool Program

Family and Volunteer Handbook

~ 2021/2022 ~

Table of contents

The Forest and Nature School (FNS) Approach 3
Land Acknowledgement 3
About the Purcell Forest Preschool Program (PFPP) 4
Our Team 4
Our Mission, Vision and Philosophy 5
Program Information
Learning Expectations 5
Potential Learning Outcomes 6
A 'Typical' Day 7
Preparing for Forest Adventures 8
Our Policies
Privacy 9
Social Media 9
Electronics, Toys and Valuables from Home 9
Behaviour Guidance Approach 9
Volunteer Involvement 11
Environmental Stewardship 12
Food and Drink 13
Nut-free 13
Snack-sharing 13
Litter-less Lunch 13
Drinking water 13
Risk Management
Supporting Risky Play 14
Illness Policy 16
Allergies and Health Concerns 16
Medication Policy 17
Tick Policy 17
Weather Policy 18
Emergency Procedures and First Aid 18
Educator Responsibilities 19
Staff-Participant Ratios 19
Accessibility Policy 19
Attendance and Security Protocol 19
Reporting Child Abuse or Neglect 20
Communication Strategy
General Communication 20
Emergency Communication 20
Questions or Concerns 20
Grievance Policy 21
Termination Policy 21

The Forest and Nature School Approach

The Forest and Nature School (FNS) approach to learning can be summarized as one which puts the child at the centre of their own learning. It is the child who makes the decisions about which activities to participate in, how to approach and solve problems, what they need to reflect on, what their strengths are and what they want to learn next. All of this is achieved in our richest of classrooms – the outdoors.

Children are given room to have real life experiences. They are encouraged to think 'outside of the box', make mistakes, direct their own learning, and take risks. All of these factors culminate in producing children who have increased confidence levels, developed independence, raised self-esteem, great communication skills, resilience and high levels of motimation. FNS is frequently described as a 'magical' thing to witness, as it's often a microcosm of collaboration, communication, and trust building.

Forest and Nature School programs, while sharing space on the outdoor learning continuum with other outdoor and environmental education programs, adhere to basic principles that design and distinguish them:

★ regular and repeated access to natural space

★ child-centred, inquiry-based, interest led, educator supported and learning through play on the land.

Land Acknowledgement/First Nations Engagement

We acknowledge that the Purcell Preschool campus sits on the traditional, ancestral homeland of the Ktunaxa peoples. We are grateful for the opportunity to live, learn, play and work on this special land for this important purpose: to connect our educational environment to the natural environment, fostering learning and inspiring leadership in the Ktunaxa way--as keepers of the land and waters. In partnership with the ʔaq̓am Community of the Ktunaxa Nation, we will work to ensure that the First Peoples Principles of Learning and Indigenous Ways of Knowing are incorporated into the learning opportunities we provide.

About the Purcell Forest Preschool Program

Our intention is to provide Kimberley with an outdoor learning program for children 4-5 years, focused on building empathy, developing awareness and fostering community. The focus of the program is on experiential learning in the natural outdoor environment. Our educators aim to support children in their learning experiences by putting nature and the child at play at the centre of learning.

Our Team

Jodi Eskelin, Educator

Jodi grew up in Nova Scotia but has now called BC her home for 20 years. She has a Degree in Nutrition and a Degree in Child and Youth Care, with over 20 years experience working with children and youth of all ages (inside and outside the classroom). She is a certified Forest and Nature School Practitioner through the Child and Nature Alliance of Canada. Jodi is passionate about play-based learning and is committed to encouraging children and youth to connect with nature. Jodi enjoys spending time with her family mountain biking, skiing, hiking, kayaking, paddle boarding, camping and wandering in the wilderness.

Liz Dowling, Educator

Liz has been exploring the Kootenays since moving here in 2004 from Nova Scotia. She is a certified Early Childhood Educator and is working toward completing certification from the Child and Nature Alliance of Canada for Forest and Nature School Practitioner. Liz is supportive of every child's right to place and play-based learning as a means to foster their holistic development. Liz may sometimes be found adventuring with her family, gardening, star-gazing or out on the water.

Our Vision

We believe that deepening our relationship with the natural world is crucial for healthy bodies, minds and hearts. We aim to foster empathy and inspire confidence, resilience and community by interacting with the natural world.

Our Mission

Our mission is to empower Kootenay children to spend more time connecting meaningfully with nature. Our program will help deepen a sense of wonder and curiosity within each child through interacting with the wilderness.

Our Philosophy

Our educational philosophy is built on the concept of nature mentorship. We encourage children to develop a deep sense of place through understanding their role in the natural world. By building trust, modelling positive behaviours, and inspiring meaningful connections to the land, our aim is to empower young children to feel confident, aware, empathetic and connected to their community. We are guided by their passions, and we customize our programming around each unique group of students, based on their interests, needs and desires. We believe strongly in fostering curiosity and we strive to hold space for learners to come to answers at their own pace.

PROGRAM INFORMATION

Learning Expectations

We respect all people, regardless of age, ability level, interests and cultures. We speak and act with care towards ourselves, others and the natural world of living things and are conscious to minimize our environmental impact where we play.

Programming at Purcell Forest Preschool is delivered in the wild and magical outdoors. It is child-led, imaginative and focused on nurturing curiosity and wonder. The daily learning and exploration is fluid, sparked by the interests of the children and shaped by our environment that day (i.e. fresh tracks in the snow, fallen trees or branches, animal scatt, etc.).

Targeted and/or Spontaneous Learning Outcomes:

Within the context of the BC government's Early Learning Framework and Purcell Preschool's educational mission, philosophy, and approach, we will seek to:

Language & Literacy	Math	Science
Explore and recognize nature-inspired letters **Tell a story-of-the-day using natural items** **Read books exploring empathy, land and community** **Learn rhymes and songs** **Write your name with natural materials**	**Recognize and create patterns** **Count wildlife tracks, cones, rocks, and sticks** **Compare and measure natural items** **Measure and build with items of varying length**	**Explore similarities/ differences in materials and places** **Build outdoor homes for animals** **Recognize and explore the differences in seasons** **Learn to dress and pack for different seasons** **Pack in/pack out**
Social Emotional Learning	**Fine Motor Skills**	**Gross Motor Skills**
Adopt the principles of *'We Thinkers!'* **Develop resiliency, problem solving and critical thinking skills through play** **Learn to make group plans** **Develop and learn to respect group guidelines** **Become a Trail Steward (help look after the forest)**	**Weaving natural materials** **Whittle using carrot peelers** **Tie knots using rope** **Use carabiners and pulleys** **Drawing and painting using a variety of materials** **Supervised tool use**	**Tag, team-building and cooperative games** **Hiking and exploring** **Crawling over logs/rocks** **Climbing trees** **Fundamental movement skills (balancing, jumping, hopping, skipping, etc.)** **Supervised risky play**
Sensory Play	**Music**	**Indigenous Learning**
Learn to use our *'Owl Eyes, Fox Feet and Deer Ears'* in the forest **Smell plants and flowers** **Mixing and dumping with various materials**	**Sing songs around the fire** **Create instruments with natural items** **Design objects that make sound in the wind**	**Listen to visiting Elders share stories** **Learn about medicinal plants** **Learn Ktunaxa names for flora, fauna, and other relevant language**
Art	**Imagination**	**Reflection**
Paint using natural pigments **Build natural sculptures** **Create paint brushes from nature** **Explore and design with clay** **Draw what I see/hear**	**Small world play** **Stick play** **Create homes using natural materials** **Memory games**	**Sit spots used for reflection and calmness** **Wonder and inquire** **Mindfulness practice** **Reflective practice activities: reporter of the day, yarn time and favorite place race, etc.**

A 'Typical' Day in the Forest

Days of operation:
Monday - Friday

Program hours: 8:00am - 5:30pm

Dates: Year round

Actual times may vary depending on weather, types of activities, and needs of the children on a specific day.

Time	Activity
8:00 - 9:00	Drop-off in classroom and Exploratory Play
9:00 - 9:15	Gratitude circle + Welcome (song, story)
9:15 - 10:15	Outdoor Routine + Exploratory Play
10:15 - 10:45	Snack & Story
10:45 - 11:45	Outdoor Routine + Exploratory Play
11:45 - 12:00	Gathering Circle
12:00 - 12:45	Lunch
12:45 - 1:00	Cloud time/Sit spot
1:00 - 1:45	Indoor Play Space Learning
1:45 - 3:00	Field Play
3:00 - 3:30	Snack & Story
3:30 - 3:45	Gathering Circle
3:45 - 5:30	Play Yard to accommodate Pick-Up

Preparing for Forest Adventures

Our program will be based almost 100% outside, and children should come dressed and prepared for the weather every day. We run programs year-round, including in cold winter temperatures. While we have our classroom to use in case of extreme weather conditions (below -20 including wind chill), the plan is to be out and about as much as possible. We aim to accomplish this by making sure that everyone has the right gear to remain warm, dry, and happy. We are hoping to establish a 'gear lending library' in case children's gear gets wet or things have been forgotten at home. Below is a general list of what your child needs for a great day in the forest:

Supply list for Fall and Spring:

- ★ Backpack
- ★ Water Bottle
- ★ Healthy nut-free snacks & lunch
- ★ Long sleeve shirt/t-shirt
- ★ Long pants/shorts
- ★ Long socks
- ★ Close-toes shoes (i.e. running shoes)
- ★ Sun hat, buff, non-cotton hat
- ★ Rain gear (waterproof boots, pants, jacket)
- ★ 1 extra change of clothes (including underwear and socks)
- ★ Sunscreen on sunny days
- ★ Bug spray (optional)

Supply list for Winter:

- ★ Backpack
- ★ Water bottle
- ★ Healthy nut-free snacks & lunch
- ★ Warm hat
- ★ Base layers - synthetic long underwear and top (no cotton please)
- ★ Snow pants and jacket or snowsuit
- ★ 2+ pairs of waterproof mittens
- ★ Buff or balaclava on colder days
- ★ Warm boots with great traction
- ★ 1 extra change of clothes (including underwear and socks)

POLICIES AND PROCECURES

The Purcell Forest Preschool Program is designed for children ages 4-5 years. It is generally subject to Purcell Preschool's policies and procedures as articulated in its Policy Manual which is divided into four sections: Administration, Operations, Personnel, and Emergency Management. Application of those policies and/or additional procedures specific to this program are explained below. If you have questions or concerns about these policies and/or procedures, please do not hesitate to ask us.

To download the Policy Manual, visit www.purcellpreschool.ca.

Electronics, Toys & Valuables from Home

We ask that **NO ELECTRONICS, TOYS/VALUABLES/TOOLS** be brought into the program from the children's homes. This includes phones, music devices, money, toys, special items and valuables, tools, etc.

Behaviour Guidance Approach

Your child is participating in a program that is challenging, active and fun. We recognize that a successful program requires everyone's cooperation to ensure positive social interactions. In order to ensure a safe, fun program for your child, staff carry out a set of guidelines that promote inclusion and respect. Each child is expected to be a respectful, responsible member of our group. This ranges from children cleaning up their own "messes" to using manners and politeness when speaking with staff, families, and each other, all within the grander scheme of Purcell Preschool's Social and Emotional Learning (SEL) curriculum, currently the **We Thinkers!** program (2021-22).

Staff are committed to working with your child to ensure positive play experiences and interactions. Staff are well-trained and educated and work effectively to apply appropriate guidance/support to help children be aware of how their behaviour affects others and their forest community. Strong emphasis will be placed on promoting risk management in an environment free of bullying and violence.

Families can expect Staff to:

- ★ Supervise children responsibly
- ★ Demonstrate appropriate, respectful behaviour at all times
- ★ Encourage children to understand and follow rules and meet expectations
- ★ Promote the development of positive and empowering social skills and attributes (i.e. self-esteem, self-control and risk-management awareness).

Staff will do their best to:

- ★ Establish clear, consistent and simple explanations
- ★ Implement appropriate consequences if required
- ★ Discourage aggressive play and assist children to learn and practice problem solving skills
- ★ Help children develop self-regulation and self-confidence skills
- ★ Acknowledge and validate children's feelings and seek their input, offering choices that are developmentally appropriate
- ★ Provide positive verbal direction and re-direction as the main way of guidance.

When a child's behaviour is inappropriate and interferes with the safety or rights of others, the following guidelines will be followed:

1. A verbal reminder will be given to the child, including a discussion as to why the behaviour is inappropriate, and a discussion on what the child can do differently next time. If the behaviour is repeated;

2. A second verbal warning and another discussion will occur. The child and staff member will work collaboratively to resolve the behaviour and determine a fair consequence for the repeated behaviour. The child will be redirected to another activity for a period of time. The behaviour will be documented and the family will be informed of the behaviour. If the behaviour is repeated;

3. A discussion with the family will take place to establish a team support network for the child in their efforts to change their behaviour. If the behaviour does not change;

4. Family members will be consulted as to whether or not outside resources would be beneficial; and

5. As a last resort, if the staff determine that the behaviour is consistently and severely disruptive, and jeopardizes the safety and welfare of others, a family member will be required to pick up the child.

When unacceptable behaviour is exhibited, staff will apply **We Thinkers!** strategies and mechanisms and/or engage the use the **A.C.T.** model to help redirect the child in a positive way. Staff will take the time to connect with the child to figure out the root cause of the behaviour.

- ★ **A → Acknowledge** the wants, feelings and wishes of the child
- ★ **C → Communicate** the limits
- ★ **T → Target** two reasonable alternatives

Volunteer Involvement

Our doors are always open to families who would like to volunteer and be involved in their child's education. We also welcome comments or suggestions from families. If families wish to volunteer on site or on outings, please contact us so we can make any necessary arrangements and ensure we have required the documentation on file. Please note that pandemic-related measures and/or other public-health mandates may limit the program's ability to permit volunteer participation in the program.

Examples of volunteer opportunities we hope to cultivate include:

- ★ Supporting children's participation when guests are visiting
- ★ Helping with activity set up and clean up; helping children get ready for outdoor activities
- ★ Supporting staff with exploratory play or other core routines (i.e. sharing a story, cooking over the fire)
- ★ Accompanying the group on field trips
- ★ Guest-teaching/presenting opportunities for parents/guardians with relevant expertise and experience

Environmental Stewardship

We believe in supporting children to foster a deep and respectful relationship with the land they spend time on. While we do not aim to leave spaces untouched, we are aware that exploration and immersion and repetitive use of outdoor spaces can leave impacts such as plant trampling, removal of vegetation, disturbed soil, potential litter/left behind items, and more.

As part of this respectful relationship, program staff will help participants to see how they can become stewards for the lands and waters they love and learn on. Staff will help minimize program impact on the land through ongoing ecological assessments, seasonal and sessional rotations of program spaces, and positive reminders to participants of how they can help minimize unnecessary impacts to the land (removing litter, gentle handling of plants not being harvested for a specific purpose, treating animals with respect, celebrating and respecting water, etc.).

FOOD PROTOCOLS

We are active and outdoors for the majority of our program and encourage children to eat/drink when they are feeling irritable, fatigued or cold. You know your children best, so please prepare them for an active day (especially during cold weather). A full water bottle and/or thermos is encouraged (depending on weather) - water is our drink of choice or warm tea on colder days.

Nut-free zone

Purcell Preschool + Daycare is a nut-free facility and we are a nut-free program! Please pack nut-free food and snacks for your child.

Snack sharing

Due to extensive food allergies and food sensitivities, we ask that children do not share or trade snacks. Exceptions will be made for special celebrations or sharing food over the fire together. Families will be notified prior to the occasion when food may be offered to the whole group.

Litter-less lunches

We encourage families to try to provide a litter-less lunch, as children will be packing their garbage home with them. Please consult with staff if you require suggestions or support to achieve this.

Hand washing and drinking water

Children will be asked to wash their hands before eating snacks and after using the bathroom. Potable water will be available on site to refill their water bottles.

RISK MANAGEMENT

Supporting Risky Play

An essential component of healthy child development is the access to active play in nature and the outdoors. Risk is an inherent component of this type of play and the Purcell Forest Preschool team endeavour to co-assess and co-manage these risks with the children. We believe that children who start developing their sense of risk awareness as young people are better equipped to make better choices about risk management as they grow older.

For this reason, our programs are as “safe as necessary” rather than as “safe as possible.” On our adventures, we engage in activities with certain levels of risk (i.e. running through the forest on uneven ground, playing with sticks, using tools, the presence of animals, tree climbing, or inclement weather, etc.) and we encourage the children to consider their roles in managing risk while outdoors. When participants are given some autonomy to help make decisions, it leaves room for their brains to develop. We hope to empower our little ones to learn to take responsibility for their part in risk management.

Staff conduct seasonal and daily site-risk assessments, as well as activity and individual risk assessments on an ongoing basis - always considering the balance between risks and benefits when doing so.

To support risky play, we are:

- Always assessing level of risk and, when the level of risk is too high, altering the risk to an appropriate level (rather than remove/avoid the risk every time)
- Supporting children in becoming aware of and managing risk (ie/ for themselves and others)

Hazard: Something that can cause surprise and/or injury (ie/ broken glass in the forest, rusted metal, pieces of barbed wire fence, a broken tree limb or a patch of ice on the hill, etc.). These are things staff members will aim to remove from play spaces prior to our adventures.

Risk: An activity with the possibility of physical injury (i.e. tree climbing, tool use, campfires, hiking near a cliff, rough and tumble play, etc.). It is imperative that we don't remove risk, since risk taking is crucial for healthy development. Instead, we coach children on how to navigate their risk taking in safer ways.

Illness Protocols

Please ensure you have carefully read and understood Purcell Preschool's Policy 1500 (Health and Wellness) as it relates to illness. If your child is sent with any of the listed symptoms, or these develop during the day, the family will be notified and a plan will be made for pick-up. Children should NEVER be medicated and then brought to the Purcell Forest Preschool Program (i.e. given Tylenol to break fever). Please arrange for back-up care should your child be sick. There are no refunds or discounts for days that your child does not attend the program.

Allergies and Health Concerns

You are required to provide our staff with a list of your child's allergies, as well as a list of any existing health conditions/diagnoses that are necessary for the staff to be aware of (i.e. diabetes, asthma, ill-functioning organs, ASD, ADHD, etc.), when registering your child. It is your responsibility to keep staff up to date with any changes in your child's medical conditions/diagnosis.

If necessary, staff will meet with you to develop a 'Care Plan' for your child based upon their specific health care needs, and the 'Care Plan' will be shared with all relevant program staff to protect confidentiality.

A note from your child's physician indicating the symptoms to be aware of, as well as the appropriate first aid protocol to follow, is also required if your child has an existing medical condition/diagnosis and/or life-threatening allergies.

If your child suffers from severe allergies (e.g. anaphylaxis), you are required to supply the program with an EpiPen and/or Ana-Kit (whichever your child's physician recommends). A "Permission to Administer Medication" form must be filled-out and signed by yourself and your physician BEFORE your child begins attending the program.

All allergies and/or medical conditions, as well as appropriate first-aid protocol, will be clearly posted for staff and written on the child's emergency info/consent cards.

Medication Protocols

Please ensure you have carefully read and understood Purcell Preschool's Policy 1500 (Health and Wellness) as it relates to medication. Staff are not medical professionals and are not permitted to use their personal judgement to administer medication to children without written family consent, other than in life-or-death and emergency situations. For example, staff are permitted to administer Epinephrine in case of anaphylaxis).

If your child requires regularly-scheduled medication it is preferable to administer this at home before arrival. If this is not possible you must inform us in writing on the **"Permission to Administer Medications Consent"** form. A child's medication must be hand-delivered and include instructions for administering. Medication must be in the original bottle, with original labels, including a list of possible side effects. The medication will be stored and locked appropriately.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. And in all instances staff need to know when the child received their last dosage of the medication, to ensure medication is given at appropriate times consistently. If the medication is to be administered "as necessary" (i.e. asthma medication), the family must state, on the Purcell Preschool medication form, the types of symptoms/reactions to be observed when the medication is necessary.

Ticks

Ticks are present throughout our forest playground during the Spring and Fall. To limit exposure, we strongly recommend that all children wear:

- ★ Long pants
- ★ Long-sleeve shirts
- ★ Long socks
- ★ Closed toed shoes
- ★ Hat

We suggest that children pull their socks over their long pants to limit possible tick exposure. If a tick is noticed on a child, it is brushed off. If a tick is attached, it will be removed using tweezers and educators will inform the parents. After a day at Purcell Forest Preschool, we recommend you do an all-body check upon arriving at home.

Weather

Educators consult the weather forecast regularly, and weather-related safety is considered in all decision making (i.e. how far we can venture from the school, how long we can be outside in cold temperatures).

- ★ In the case of predicted thunder and lightning, staff will ensure the children play close to the school. During a thunder and lightning storm, children will safely participate in activities inside the school.
- ★ In extreme heat (30℃+), staff will limit exposure to direct sunlight and continually monitor children's comfort and safety, watching for signs of heat exhaustion and offering ways to keep your child cool (i.e. wearing a wide brimmed hat, playing with water or finding a shady spot to play).
- ★ In extreme cold (-20℃ or colder), our program will continue to run. Staff will stay close to the school and continually monitor children's comfort and safety, watching closely for signs of frostbite. Staff also take frequent warm-up breaks, inside the school, as needed.

Emergency Procedures and First Aid

Staff have a written emergency plan which is always carried in the backpack. In case of emergency (fire/flood/otherwise), children and staff will be evacuated to the play-yard of Purcell Preschool where emergency services will be contacted. Your child's emergency contact information is always carried by staff, so you will be contacted to pick up your child.

Staff are fully certified in First Aid and always carry a radio, first aid kit and cell phone with them during exploratory play and adventures. A fully-stocked first aid kit is also kept inside the school and a copy of our emergency plan is posted beside the door.

Educator Responsibilities

The responsibilities of a Purcell Forest Preschool Educator are wide-ranging and include, but not limited to the following:

- ★ Ensure the physical and emotional safety of children, by co-assessing and co-managing risk with them on an on-going basis
- ★ Foster a caring and respectful community so risk taking and inquiry-based learning can occur
- ★ Model care and respect for the natural world
- ★ Play with and closely observe children to support their learning and growth

Staffing (Participant Ratio)

The Purcell Forest Preschool team members are experienced and qualified educators with First Aid training. Our maximum ratio of children to educators is 8:1 to prioritize safety and maximize learning, enjoyment, and overall benefit.

Accessibility Policy

One of the primary goals of the Purcell Forest Preschool Program is to make the forest accessible and enjoyable to all families, regardless of race, religion, gender, language, physical ability or socioeconomic status. We aim to decrease the barriers to participation by making our site physically accessible for everyone. We hope to establish a 'gear bank' of outerwear (boots, rain gear, snow pants, etc.) over time so this will not be a barrier for families to participate in the program.

Attendance and Security Protocol

Attendance is taken daily at Forest Preschool and staff will sign in your child and sign them out at the end of the session. Please be sure to contact program staff no later than 30 minutes prior to the start of the session should your child not be attending.

If you have other people dropping off or picking up your child, please ensure they are listed on your child's registration form. The person will also need to show a photo ID the first time they drop off or pick up your child. Children will not be released to unauthorized individuals or individuals who cannot show proof of identification.

Reporting Child Abuse or Neglect

The safety of the children in our care is our top priority. When your child is in our program, we have a responsibility as child care providers to report any suspected child abuse. Mandatory reporting of child abuse and neglect is required by the Child, Family and Community Service Act. Reporting procedures and training are provided to all staff.

Children will not be released to an adult under the following circumstances:

- To an adult who is visibly impaired (alcohol and/or drugs)
- Staff have witnessed abusive, violent, or harmful behaviour from the adult.

COMMUNICATIONS

General Communication

Generally, Purcell Forest Preschool Program will communicate with families via the Seesaw App, email or directly by phone. To reach us in a timely manner, please send a message through Seesaw or an email to jodi@purcellpreschool.ca and/or liz@purcellpreschool.ca. Please understand that when we are outside of the school, communication online may be limited.

Emergency Communication

In the event of an emergency, families will be contacted by telephone once emergency personnel (if needed) have been contacted.

If you need to reach staff during your child's session, please phone or text Jodi Eskelin at (250) 908-7345 or Liz Dowling at (250) 427-1194.

The landline phone number for Purcell Preschool + Daycare is 250-427-3969.

Questions and Concerns

Our goal is for all participants in our program to feel comfortable and supported as they learn about the natural world. Should you have any questions or concerns regarding your own or your child's experiences with the program, please start by connecting with Jodi and/or Liz directly. They will make every effort to answer questions, address concerns, and resolve issues in a timely manner.

Additional Support

If you have a complaint or concern that cannot be resolved directly with Jodi and/or Liz, please bring situation to the attention of the Purcell Preschool ECE Manager, Cheryl Anderson, at cheryl@purcellpreschool.ca.

In the unlikely event that a complaint or concern cannot be resolved by the Manager, the Purcell Preschool board of directors will be engaged and/or a third-party mediator can be brought in to support finding a resolution.

Termination of Services

We are committed to providing children and families with a positive program experience. If a conflict arises, it is our goal to resolve differences in a peaceful way and find solutions that everyone can accept. However, termination of services without refund may be required if:

- The family does not abide by the program expectations and policies and a successful resolution of differences cannot be achieved.
- The program is unable to satisfactorily resolve problems of late pick up with a family or the family has an overdue payment.
- A family member harasses, threatens abuse or commits a violent act toward a staff member, child or other program-related person (e.g. a family member, volunteer, etc.).
- The child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children or staff and additional avenues of support to accommodate the child are unavailable.

Confirmations and acknowledgements in this regard are further articulated in the Purcell Preschool registration form as signed by each Parent/Guardian.

Resources:

Principles of a Forest and Nature School: https://childnature.ca/wp-content/uploads/2021/02/2020-Principles-of-Forest_Nature-School-.pdf
Rivers to Ridges Youth Programs. www.riverstoridges.org
Purcell Preschool Policy Manual: https://purcellpreschool.ca/policy-manual