



## Saplings Nature School Communication Procedure 2025/2026

<p><b>Lillio</b> Parent to Staff communications platform</p> <p>Spruce: Kyra, Mako, Cecily</p> <p>Cedar: Megan, Ishwar, Trevor, Parisa,</p> <p>Pinecones: Jessica, Mahi, Ylene,</p>	<p>Teachers stay in regular communication with parents through casual conversations, scheduled meetings and sending out Weekly Updates to share upcoming important dates, classroom news items and photos etc.</p> <ul style="list-style-type: none"> <li>• Contacting teachers regarding late drop off &amp;/or early pick up</li> <li>• Attendance- with reason for being away</li> <li>• Check ins &amp; updates</li> <li>• Classroom inquiries</li> <li>• Student-related inquiries</li> </ul> <p>When a student's performance or behavior requires attention, teachers will typically communicate with parents to discuss concerns, provide updates, and collaborate on solutions.</p>
<p><b>Cecily</b> Head of School School Safety coordinator</p> <p><a href="mailto:Cecily@saplingsoutdoorprogram.ca">Cecily@saplingsoutdoorprogram.ca</a> 236-992-4111 school phone 604-313-9362 direct line</p>	<p>Should anyone have any questions, issues with a staff member, questions about procedure or policy, or need to discuss scheduling or planning</p> <ul style="list-style-type: none"> <li>• School-related inquiries</li> <li>• Student-related inquiries</li> <li>• Staff-related inquiries</li> <li>• Taking days off</li> <li>• Questions and concerns</li> <li>• Curricular &amp; Planning inquiries</li> </ul> <p>If a situation cannot be resolved at the teacher-student or teacher-parent level, it may be escalated to the Head of School. This could involve issues with student behavior, safety concerns, or complex academic/emotional matters.</p>
<p><b>Jen</b> Head Administrative Coordinator Nature School Enrollment</p> <p><a href="mailto:nature_school@saplingsoutdoorprogram.ca">nature_school@saplingsoutdoorprogram.ca</a></p>	<p>Larger-scale communication, such as announcements about school events, policy changes, or emergency situations, may involve Jen communicating with the broader school community (parents, staff, students).</p>

<p><b>Heather</b>  Nature School Program Director  SAP Board Chair  Secondary School Safety coordinator</p> <p><a href="mailto:saplinfo@gmail.com">saplingsinfo@gmail.com</a>  778-838-0335</p>	<p>Should staff or parents require another view point, clarification about the general program, or have concerns they wish to discuss with Heather directly</p> <ul style="list-style-type: none"> <li>• Program inquiries</li> <li>• Questions and concerns</li> <li>• SAP Association Board inquired</li> <li>• WCB</li> </ul> <p>If an issue persists after a staff or parent has spoken with the Head of School the next step is to contact the Program Director</p>
<p><b>Odessa</b>  Accounts &amp; Finance Manager</p> <p><a href="mailto:saplinfo.acct@gmail.com">saplings.acct@gmail.com</a></p>	<p>Financial &amp; Billing inquiries for all programs</p>