

Behavior Policy

Setting expectations

At Prairie Flower Children's Center we prioritize the safety and well-being of each child in our program. We want every participant to thrive, feel supported, and feel good about the memories they've made. Each week, children in Prairie Flower's school-age summer camp and summer preschool programs will be part of the discussion to establish expectations and will be expected to respect and care for themselves, the other members of the group and the environment by following these community expectations.

Behavior plans

In order to support a nature-based and child-led learning and playing environment, we communicate quickly and clearly with families when a child is struggling with nature school expectations. When children's safety or other well-being is being impacted, teachers will initiate a behavior plan. We will contact parents or guardians for the following reasons:

- if a child is unable to adjust to the play-based, nature school experience
- if a child poses a threat to other children, staff or self
- if a child has special needs which staff cannot adequately meet
- if a child does not follow the boundaries set by teachers
- if parents physically or verbally abuse staff

A teacher will work with each family to try to resolve the challenging behavior or make a plan for improvement over the course of the rest of the week. If a family is unavailable or unwilling to work with staff to work toward a resolution of the behavior, the child may be asked to stay out of camp until a meeting can take place.

Disenrollment

Prairie Flower reserves the right to accelerate the behavior policy as the teaching team and director see fit, based on severity of behaviors. Situations that threaten the safety and well-being of others in the group will be taken especially seriously. The severity and persistence of a challenging behavior in these situations will determine whether or not a child will be able to continue their time at Prairie Flower. The decision to discharge a child from the Prairie Flower programming will be made by the director with input from the child's direct teachers. However, if a parent or guardian disagrees with the director's decision, a grievance may be filed by contacting our nonprofit Board of Directors (awa-president@prairieflowercc.org) in writing.

If a child is discharged from the camp program, tuition will not be refunded for the remainder of a camp, following a child's discharge, but they will not be expected to pay (or will be refunded) the tuition for future weeks for which they had registered.

Payments

- A \$25 deposit is required per week enrolled, to reserve your child's spot. The deposit will be applied towards the balance due for that week of camp. Deposits are non-refundable and non-transferable to another week.
- The remaining balance is due by the Wednesday before the start of each week of camp for which your child is registered (specifically, by 11:59 pm Wednesday). If payment in full has not been received by this time, their space in the camp will be forfeited.
- Payment must be made via Brightwheel. Payment methods accepted are online bank transfer (comes with 90 cent transaction fee), or credit card (comes with 2.9% transaction fee).

Refunds and Cancellations

- Cancellation requests must be made by emailing awa-treasurer@prairieflowercc.org
- Cancellation requests made by the Tuesday before the start of the camp (at least 6 days before the camp starts) will receive a refund of everything but the initial \$25 deposit.
- Cancellation requests made within 6 days of the camp starting will not receive a refund. This is because staff, food and materials need to be arranged in advance. Refunds *will* be given in special cases of family or medical emergency or death in the family. If this is the case, please contact us to discuss your situation.
- If a child is discharged from the camp program, tuition will not be refunded for the remainder of a camp, following a child's discharge, but they will not be expected to pay (or will be refunded) the tuition for future weeks for which they had registered.
- If in the unlikely event Prairie Flower needs to cancel part of some week of programming, a full refund will be given for the period of time that was canceled.

Late Pick-Up

- A late fee may be charged if your child has not been picked up at the dismissal time. A late fee of \$15 will be charged for the first 15 minutes a parent or guardian is late picking up a child. A \$1 per fee will be added for each minute after that. This fee will go toward paying the staff member that needed to stay with the child.

Absences

- If your child will not be coming for the day, the director should be notified before the end of drop-off time via a Brightwheel message or phone call to (515) 292-4312.