

Who to Call - KPP or Mentor?

Commonly Asked Questions	KPP*	Mentor*
A Roots of Empathy book hasn't arrived yet. When can I expect it?	√	
My Roots of Empathy mom wants to use toys from home. Is that ok?		√
I am missing a book for Theme 4. How do I go about getting a copy of it?	√	
I'm teaching a different grade from last year and don't know the replacement books. Who can help me?		√
My teacher is sitting at his/her desk marking papers while I am doing the Roots of Empathy program. She/he also refuses to take photos during the Family Visit. What can I do to get him/her involved?		√
My Roots of Empathy family has just told me they are moving away and can't continue with the program. What do I do?		√
I have had the flu and am 3 weeks behind. What do I do?		√
My principal has never come out to see a Family Visit. How can I encourage him/her to do so?		√
In my one Roots of Empathy class the principal wants me to teach all the Grade 5 classes (two classes combined) at the same time. What should I say to him/her?		√
My teacher is on long-term sick leave and there is constantly a stream of supply teachers. What should I do?	√	√
I am missing my classroom information form. Can you please send me another one?		√
Which are the most current Student Flashback and Teacher Feedback Forms?		√
The classroom I teach the Roots of Empathy program in is too small to do a Family Visit. What do I do?		√
Some students are very quiet and aren't speaking up. How do I get them to participate in the program?		√

***KPP:** Responsible for the logistics, organization and administration. Matching Instructors to schools and collecting forms (i.e. Classroom Information Form).

***Mentor:** Responsible for quality assurance of program delivery.