

Date: 4/18/08
To: Whom It May Concern
From: Jeff Purdy
Re: DHS Report No: 20073062/Heather Quale

As the parent of the child involved in this incident, I was deeply troubled when I learned that Heather had been disqualified because of it. Based on my observations of her over the past year while acting as my daughter's teacher, her passion for children and teaching assures me that this incident could be nothing more than an accident.

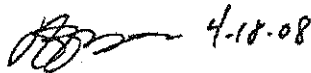
In fact, I recently wrote a letter of recommendation for Heather as the BSC center's "Teacher of the Year." I commented on her attention to detail and enthusiasm in creating lessons and activity plans for each day. Heather's caring personality and pure joy from watching children grow & learn is infectious in the classroom. In my nomination, I even cited my daughter's accident so that I could highlight how much I appreciated Heather's handling of the situation - her concern for my daughter's well-being was obvious.

While I appreciate the DHS's diligence to reduce the chronic rate of finger-related incidents, this judgment is, in my opinion, extremely excessive. When I arrived at the center shortly after the incident, Carina had already calmed down. While at the urging of New Horizon, we did seek medical attention and Carina's pinky finger was taped to her ring finger for a brief period of time, Carina was immediately back to her normal self and returned to the center on her next scheduled day. Carina quickly had a 100% recovery. In fact, her doctor did not require any additional follow up medical care or attention.

Further, during the investigation, I would have appreciated if someone had contacted me to assess my perspective on the proposed judgment. Based on the minimal details I did provide in a brief conversation with the investigating agent, I was shocked by this outcome.

Without hesitation, I am absolutely certain that this incident was an accident. I strongly believe that the children at the BSC New Horizon would be far better served by returning this talented teacher to work and am hopeful that you will reconsider your decision.

Sincerely,
Jeffrey Purdy
651.895.7338

A handwritten signature in black ink, followed by the date "4-18-08" written in a similar style.

The logo for Boston Scientific, featuring the company name in a serif font with a stylized 'S'.

April 14, 2008

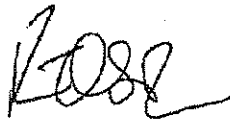
To whom it may concern,

We are writing in support of Heather Quale. Heather has been in our lives for the past five years. She was a caregiver to our oldest daughter Kaisa when she first came to New Horizons and our youngest daughter, Siri, has been in her room for the past 10 months. Siri loves going to the red room. She is very comfortable in her surroundings and is happy with Heather and the other teachers. This is evident by the fact that she never has a problem when being dropped off. We trust Heather's judgment and the care she has shown our daughters has been exceptional. As a new family to the area, she directed us to community activities to help us make the area our home.

We understand that accidents easily happen and find the actions taken as a result of the incident on August 8th, 2007 to be inappropriate and very unfortunate. This is translating to a loss of an extremely talented and caring teacher at this New Horizon's site. It appears that this ruling has gone beyond the intent of the regulations.

We truly hope that this ruling can be reviewed and reversed so that our children can have their teacher back and that Heather can get back to doing what she loves to do and what she is very gifted at doing, caring for children.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kira Stolen'.

Kira Stolen

A handwritten signature in black ink, appearing to read 'Craig Stolen'.

Craig Stolen

Boston Scientific

Cardiac Rhythm Management

4100 Hamline Avenue North
St. Paul, MN 55112-5798

651.582.7667 Tel
651.582.2897 Fax

www.bostonscientific.com

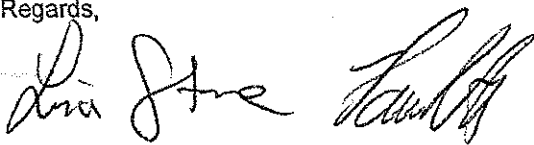
April 8, 2008

To Whom It May Concern,

We want to express our shock and disbelief regarding the recent news surrounding Heather Quale. We have always felt very honored and secure knowing that our children were in the care of Heather each and every day. Our older son Ian was in her class and when it was time for our younger son to transition to Toddlers, we requested Heather's room due to the great care Ian had received. Not only does she relate well to the children, get down on their level to communicate and create a well-rounded educational opportunity for them... she is also a great resource for the parents and keeps the communication lines very open. In addition to all of that, she is a leader amongst the other teachers at the center. All of this leads to a positive experience for both the children and the parents alike. We know first hand that accidents can happen; unfortunately, that is part of having a young and adventurous child. However, we also know first hand that Heather does all of the necessary paperwork, calls parents as needed, makes changes if necessary and communicates openly and honestly to prevent future instances as much as possible.

Based on our experience, as well as the experience of other parents, we sincerely hope that you reconsider this decision. Removing Heather from our New Horizon's Center would be a huge loss for all of us... especially our children and her fellow teachers. In addition, many children outside of the center would also lose out in that they would not have the opportunity to experience her love of teaching and her passion for the children. We respect a strong process to maintain high standards for the state's childcare, but hope the review process is balanced and fair. In this case, we are disappointed in the initial decision and truly hope to see Heather in the classroom soon.

Regards,



Lisa and Paul Stone
--Parents of Ian and Griffin



4100 Hamline Avenue North
St. Paul, MN 55112-5798

www.bostonscientific.com

April 10, 2008

To Whom It May Concern:

This letter is in regards to an accident that occurred with a New Horizon Teacher and a child who attends the New Horizon Daycare Center located at Boston Scientific Corporation in Arden Hills.

I realize that I was not witness to the incident; however, I have known Heather Quale for nine years and fully believe that it was an accident as I am certain Heather would never willingly hurt a child or put a child in danger. Over the past nine years, three of my children have been in Heather's care. Heather is very well respected and trusted as a Teacher and care giver at this center. I truly feel that this was an accident and no one is at fault. Please reconsider the facts and parent testimonies in your review of this issue.

If you would like to speak with me directly, my daytime phone number is 651-582-7410 and my home phone number is 651-351-7359.

Sincerely,

A handwritten signature in cursive script that reads "Lynn C. Zurn".

Lynn C. Zurn

Krishna Sridharan
Bharathi Rajan

4/14/2008

TO WHOM IT MAY CONCERN,

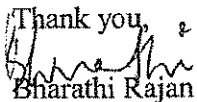
Our daughter Amrita has been a student of New Horizon at Arden Hills (For employees of Boston Scientific Corporation) for 15 months now. Heather Quale has been her Class room teacher all this time.


We have had no problems with Heather in the past 15 months that we've known her. She has been a wonderful teacher and Amrita absolutely adores her. Our daughter enjoys her time in daycare and we think (and have a strong reason to believe) that it is partly because of Heather and her style of teaching. Heather has always been very attentive and understanding to our daughter's needs. We, as parents, believe that Heather has been a positive influence on our daughter.

As a teacher, Heather has been strict to follow rules but has made it fun for the children to follow the rules which makes them want to do it rather than rebel.

All of our interactions with Heather have been positive as well. She is very knowledgeable and knows her stuff.

We would love to have Heather back at New Horizon and have the other children benefit from the teaching which she imparts so well.

Thank you,

Bharathi Rajan


Krishna Sridharan



April 7, 2008

To Whom It May Concern:

I am writing this letter of recommendation for Heather Quale. I am very disappointed to hear that Heather may be disqualified from working with children due to an accident that happened at our Boston Scientific New Horizon Academy last summer. Heather has worked for New Horizon Academy as a toddler teacher since we took over the child care center at Boston Scientific in February 2005. Prior to our taking over the facility at Boston Scientific, she worked for Busy Bees since 2000.

The incident that occurred last summer was simply an accident that caused injury to a child. It was not maltreatment. You would be providing a huge disservice to Minnesota's children by disqualifying Heather from working with children.

Heather has always been, and still is, an excellent teacher. She was even a recipient of the Teacher of Distinction Award at New Horizon Academy in 2007. Heather comes to work each day with a smile on her face, ready to face each new day with a positive attitude. Heather is a warm and caring individual and the children are drawn to her like a magnet. She provides a fun and nurturing learning environment for the children each day. Heather is an excellent communicator with the children, the parents, and her co-workers. She is dependable, loyal, and trustworthy.

Heather Quale should not be disqualified. If you have any further questions or would like to discuss further, please contact me at 763-383-6211.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chad Dunkley', is located below the 'Sincerely,' text.

Chad Dunkley
Chief Operating Officer



April 7, 2008

To whom it may concern:

I am writing in support of Heather Quale who is one of the toddler teachers at our Boston Scientific location in Arden Hills. I have had the pleasure of knowing Heather for over three years since New Horizon Academy assumed management of the on-site child care center at Boston Scientific.

Throughout the three years, Heather has proven herself as a dedicated individual who cares deeply for the children in her room, their families and her co-workers. Heather has been a teacher at this location since 2000 under the previous management and has been an asset to our team throughout the transition and over the years since then. She is well-liked by the families and children alike and strives to constantly provide the best care possible. She has been instrumental to New Horizon as we are constantly implementing higher expectations such as accreditation. Heather is often requested as a teacher because of her warmth and enthusiasm. The parents enjoy her as much as their children do.

Heather is an intelligent, warm, caring individual who is very involved with the children at our center, but also with her own daughter. She is actively involved in her daughter's Girl Scout troop and takes on a lot of responsibility and leadership roles as well. Working with children consumes much of Heather's life.

Unfortunately, Heather has recently been disqualified through the State of Minnesota due to an accident which occurred in her room nearly a year ago. It saddens me that Heather may never be allowed to work with children again due to this accident and that someone who is so good at what they do and who has dedicated her life to working with children may not be able to continue with her life's ambition. My hope is that she can be reinstated in her position and that the disqualification can be overturned.

Thank you for your time in reviewing Heather's appeal.

Sincerely,

A handwritten signature in black ink that reads "Jessie Watson". The signature is written in a cursive style.

Jessie Watson
District Manager



To Whom it My Concern:

I have worked closely as a co-worker and director of Heather Quale since the year 2000. In the past 8 years I have gotten to know her well enough to know that she consistently goes above and beyond what is expected of her on a regular basis in both her professional and personal life. Just getting the job done is not enough for Heather, as her motto is "I am not going to do the job unless I can guarantee that it will be done with perfection."

Not only have I known her for many years as an employee, but I have also known her as a parent who has 2 children be in her classroom. Both of my children have loved being in Heather's classroom and have greatly benefited from the many fun and exciting activities that she does with the children on a daily basis.

Heather has such a strong influence on EVERYONE in our center that she was also recently chosen to be the "Teacher of Distinction" for our center. Unfortunately for us, we have really seen even more now that Heather has been put on leave, the impact that she had on every staff member, child, and family in the center. I am asked on a daily basis by someone "When is Heather coming back, because we really miss her" I am hoping that we can all stop asking this question soon, because we would all benefit so much more from having her in the classroom than we currently are by having her on leave.

Sincerely,

A handwritten signature in black ink that reads "Tina Vandervort". The signature is written in a cursive style with a large, flowing "T" and "V".

Tina Vandervort
Director

Como Park Lutheran Church

REACHING OUT IN CHRIST TO A CHANGING WORLD

1376 Hoyt Avenue West
St. Paul, MN 55108-2300
651-646-7127 Fax 651-646-2879
www.comoparklutheran.org
cplc@mninter.net

To: Concerned Parties
Department of Human Services
Licensing Division Legal Office

From: Pastor Martin Ericson
Como Park Lutheran Church
1376 Hoyt Ave. W.
St. Paul, MN 55113

Re: Heather Quale
Child Maltreatment Proceedings

Date: April 4, 2008

Dear Concerned Party,

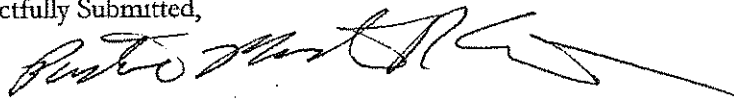
Heather Quale is a valued member of the congregation I serve. She is deeply involved in the life and worship of this community of faith. And she is a trusted and respected teacher and role model for our children and youth.

Her involvement with children as a Sunday School Teacher, Vacation Bible School Teacher, Nursery Attendant, Youth Trip Chaperone and her support of Girl Scout activities is significant and laudable. At no time, over many years, and in many situations, has she ever been regarded as anything other than a trusted, trustworthy and caring adult presence for youth in her care.

Heather has never placed children at risk or been accused of poor judgment. And as we presently are looking for adults to prepare a child safety plan for this congregation, her work, experience and ability make her a strong candidate for this work-group.

There's nothing in our experience to suggest that the findings with regard to her disqualification at New Horizons could be anything other than a gross misappraisal of her abilities and care.

Respectfully Submitted,



Rev. Martin R. Ericson, St. Pastor
Como Park Lutheran Church
St. Paul, MN

Como Park Lutheran Church

REACHING OUT IN CHRIST TO A CHANGING WORLD

1376 Hoyt Avenue West
St. Paul, MN 55108-2300
651-646-7127 Fax 651-646-2879
www.comoparklutheran.org
office@comoparklutheran.org

April 8, 2008

To whom it may concern:

I am writing this letter on behalf of Heather Quale, and of all the children she has the potential to positively impact.

Let me begin, though, by sharing who I am. My name is Mary Kaye Ashley, and I am the associate pastor here at Como Park Lutheran, where I've served a little over 3 years. I've served in children, youth & family parish and camping ministries in Lutheran churches since 1974. My responsibilities at Como Park over the last 3 years have included working with the early childhood/nursery committee, youth & family committee, and serving alongside Heather on the worship committee, and on a variety of events. I supervise the Sunday school superintendent, nursery caregivers, and have supervised our youth ministers.

My credentials are a B.A. from the College of Saint Catherine in home economics education, where I was an adjunct in parenting education for 4 years. I have a Master of Divinity from United Theological Seminary, and a certificate of graduation from Youth Ministry Certification School at Wartburg Seminary.

I have worked in Early Childhood/Family Education for all but one of the years since 1987, teaching parents, working with young children, and assisting with early childhood screening. I'm a MN licensed parent/family educator.

Heather has been a valued, trusted, caring, creative co-worker in every endeavor I've worked with her on. This last Saturday, we were both part of a banner-making event for kindergarten-5th graders, and I watched her work positively, supportively, respectfully, and appropriately with all the children with whom she come in contact. I believe that she has the trust & respect of everyone who knows her.

Heather volunteers in our Sunday School, and has taught children for 2 of the last 3 years. She is a person of generous heart. She is on my list of substitutes for our church nursery, and wouldn't be there if I had any concern about the safety of children in her care. I emailed her this afternoon about helping Sunday. I do not believe she would intentionally hurt anyone. She has wise boundaries and gentle ways.

Please let me know if there's anything else I can address that might be helpful.

Pr. Mary Kaye Ashley

Pr. Mary Kaye Ashley

April 10, 2008

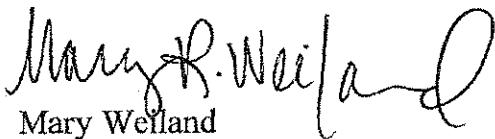
To Whom It May Concern:

I am writing in support of Heather Quale. I have known Heather for the past five years, when our children met in first grade at Linwood A+ Elementary School. I knew very quickly after meeting Heather and getting to know her that she is a person with whom I felt very comfortable leaving my child in her care. Over the years, my son has spent countless hours in her care during play dates and special events and outings. Heather has consistently used good judgment, careful and mindful supervision, and appropriate decision-making when it came to the care of my child.

As an employee of the Minnesota Children's Museum, I am aware of the warning signs of abusive and/or neglectful treatment of children. Never, ever has Heather Quale exhibited any such traits. I would, and have, trusted Heather with the care and supervision of my own children--the highest form of trust any parent can give to another person. Even after Heather made me aware of the ruling from the Department of Human Services, I did not hesitate to allow my child to be in her care.

Any parent would be lucky to have Heather as their child's caregiver, and I urge the DHS to overturn their recent ruling. The childcare field cannot afford to lose such a qualified early childhood teacher.

Sincerely,



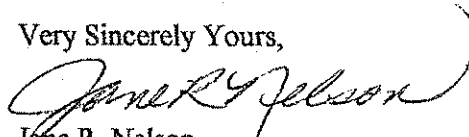
Mary Welland
651-698-3448

April, 07, 2008

To Whom It May Concern:

My name is Jane Nelson, and I am the Superintendent of Sunday School at Como Park Lutheran Church. I have know Heather Quale since she was a child and am well acquainted with her parents, grandparents, and extended family, many of whom are, or have been members of our church as well. I have worked closely with Heather throughout the last 4 years, and have had many oppourtunities to observe her work with children. Heather has taught Sunday School, has been involved with Christmas pageants, children's choirs, vacation Bible school both as a parent and as a teacher. I have been very aware of Heather's teaching style, her conversations with the children in her class, her patience and tolerance and care when working with children. I have complete confidence in her responsibility and conscientious care, and I encourage her involvement.

Very Sincerely Yours,



Jane R. Nelson
Superintendent of Sunday School
Como Park Lutheran Church
651-484-7978

Nancy M. Finney
PO Box 106
St. Joseph, IL 61873
NMFinney@aol.com
217-778-0339

Jill Gilbertson
New Horizon Academy
Suite # 700
16355 36th Ave N
Plymouth MM 55446

April 15, 2008

To Whom It May Concern:

I have known Heather Quale for thirty-seven years—we met when we were both five years old. Heather was my closest friend when we were in elementary school, we remained friends when she moved to a different school system for middle school, and we were college roommates for two years at the University of Wisconsin-Madison. I lived in St. Paul, Minnesota from 1996 to 1999, and Heather and I saw each other weekly, if not daily during that time because we were both at-home mothers with small children. I am still very, very close to Heather, even though I now live in St. Joseph, Illinois.

In all that time I have never known Heather to physically or emotionally hurt anyone, let alone a child.

Frankly, I do not believe that Heather is capable of intentionally inflicting harm on a child. In fact, when Heather told me she had sought a job as a child care worker, I thought how lucky the parents of the children she cared for were to have such a loving, dedicated, and conscientious woman looking after their children. I witnessed Heather bringing up her own daughter, Stella, and she is a loving, patient, and simply wonderful parent. I have witnessed Heather babysit a mutual friend's children, and she has been nothing but patient and kind. Heather has babysat my own children and I would certainly trust her to do so again without any qualms whatsoever.

Sincerely,


Nancy M. Finney

April 14, 2008

To Whom It May Concern:

This letter is written to support and testify to the character of Heather Quale. I've known Heather for about 5-6 years now. I met Heather though a mutual friend and now consider Heather to be a good friend.

I've seen Heather and her daughter interact in many situations. Heather is patient, kind and loving. Heather is a great mom and has a really good relationship with her daughter.

Heather is involved in a lot of activities that develop, nurture and cultivate admirable characteristics in her daughter as well as other young girls. Heather not only participates in these activities but also leads and plans many of these events. Heather has been a Girl Scout leader for many years and has managed the cookie sale for many troops. Heather has also taught Sunday School for many years.

The only characteristics that can be associated with Heather are those of a positive nature. Anyone who knows Heather knows that she is incapable of doing intentional harm to anyone, much less a child. It is utterly ridiculous! Heather is creative, kind, compassionate, giving and caring. If there were more people like Heather, our world would be a better place in which to raise our kids.

Sincerely,

A handwritten signature in cursive script that reads "Kaye Mulder". The signature is written in black ink and has a long horizontal line extending to the right from the end of the name.

Kaye Mulder
1813 15th Ave So
Minneapolis, MN 55404

14 April 2008

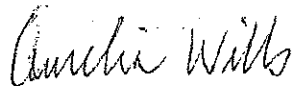
To Whom it May Concern :

I am writing in regards to the recent DHS decision involving Heather Quale, an employee of the New Horizon Center at Guidant Corporation.

I have known Heather for five years. We are friends and fellow parents at Linwood Elementary in Saint Paul, where she is considered a leader of our school community. I have observed Heather on countless occasions in her capacity as a parent, as a Girl Scout leader, and as a school volunteer. If one thing is clear about Heather, it's that she loves children. On dozens of occasions she has expressed the joy she experienced working with the two-year-olds at New Horizon. Heather is known as an incredibly generous woman who always gives of herself far beyond what anyone would expect.

The consequences of the recent DHS ruling - depriving Heather of her livelihood, preventing her from working in the field to which she was devoted her adult life, and branding her as an abuser - are horrific and bear absolutely no relation to the incident that actually occurred. I strong appeal to people with authority within the DHS to revoke this grossly unjust decision and allow Heather to return to the work she loves and for which she is so gifted.

Sincerely,



Aurelia Wills
955 Lombard Avenue
Saint Paul, MN 55105
651-225-1439

Date: April 7, 2008

From: Michelle Peterson
940 James Avenue
St. Paul, MN 55102
(651) 227-0677

Re: Heather Quale

To Whom It May Concern:

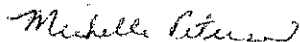
I have been requested by Heather Quale to submit on her behalf this letter of reference of which I am most pleased to do.

I first met Heather six years ago when our daughters were in the same Kindergarten class. I have since come to know her through school functions and as the leader of my daughter's Girl Scout Troop. She has always been the first to volunteer to help at school functions and did not hesitate to volunteer as the Girl Scout Troop Leader, making it possible for my daughter and many other girls to become connected to a positive, self-esteem building after school activity.

Heather is a kind-hearted person whom I entrust with my daughter. I have seen her interact with the girls in the troop and they adore her, as much as she adores each one of them. Her energy and enthusiasm always shines through, leaving my daughter and the other girls looking forward to the next Girl Scout meeting or outing. Heather is a very patient, insightful, and empathetic person always looking to do the most good for others.

Please feel free to contact me with any additional questions.

Sincerely,



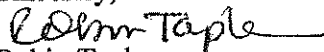
Michelle Peterson

April 8, 2008

To Whom It May Concern,

I am writing this note on behalf of Heather Quale. I have known Heather for 5 years. She has been a Girl Scout Leader since the beginning with my daughter Miri in her troop. We recently this year changed schools, but we remained with the troop, in fact I am co leader this year with Heather. We remained with the troop because of Heather's dedication to this group of girls, in keeping the troop active and organized, and making sure these girls have long lasting friendships and times together. Heather is a truly devoted leader, and has so much energy for it and love for what she is doing and for all of the girls in the group. I realize these children are in 5th grade and 10-11 years old, and older than the children she works with in her day care role. But it would seem, she would be as loyal, loving and devoted to that young age as well, and treat every child as important and individual and with care. It is unfortunate that a relatively minor accident, in the scheme of things, which we all know to be part of children's lives, is treated so harshly. We have all experienced kids and minor accidents as a part of parenting, teaching, and mentoring kids as they grow. This does not indicate negligence in my eyes. I hope this can be put behind Heather and she may continue her devoted work with children

Sincerely,



Robin Taple

St. Paul

Capitol Hill Parent and

Linwood Girl Scout Troop #51326 Co Leader

April 8, 2008

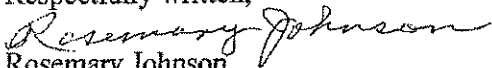
To Whom It May Concern,

I have known Heather Kelsey Quale since she was a teenager. She has always been a caring, thoughtful and kind person.

In the last several years as I've observed her as an adult, her interaction with children has been responsible and loving. As a regular member of Como Park Lutheran Church as is Heather, I have had many occasions to see her and the activities she participates in with her daughter and other children of the church. I've never seen any behavior that would be construed as careless or inappropriate. I've watched and listened as she's taught her daughter the reasons for doing something a particular way with patience and understanding - not just "because I said so" as I've heard other parents say.

I would be happy to put my grandchildren in Heather's care and know they would be safe. (As you know grandchildren are very special people!!!)

Respectfully written,


Rosemary Johnson

710 Emerald Ridge
Roseville, MN 55113
(651) 484-1506

April 5, 2008

New Horizon Academy
Attn: Jill Gilbertson
16355 36th Avenue N.
Suite 700
Plymouth, MN 55446

APR 10 2008

To Whom It May Concern:

I am writing in response to the allegations made against my sister-in-law, Heather Quale.

I have had the pleasure of knowing Heather for 10+ years. As a mother and mentor, she is unmatched by anyone else I know. She is patient, kind, caring, creative, intelligent, articulate, and an excellent example for children on how adults (should) behave/conduct their lives.

Please consider the facts in this situation. Accidents do happen, even to the most careful and caring people.

If you need to discuss this further, I am available through my email at:
lyford1@netzero.net.

Sincerely,



Laura Quale
2074 Rustad Lane
St. Paul, MN 55112

April 4, 2008

To Whom It May Concern:

I am writing this letter to attest to the character of Heather Quale, and to discuss my knowledge of her work with children. I have known Heather for several years as we are both members of Como Park Lutheran Church. I have served on the same church committee with Heather and have worked with her on a variety of projects at the church. I also know Heather's child, and her family of origin.

In my estimation Heather is a person of extremely fine character. She devotes much of her time to volunteering, and I am aware of her significant involvement not only with the church, but with the Girl Scouts. She is a person of sincere Christian faith, and tries to live her life in accordance with the principles she believes. I have found Heather to be a faithful friend, and conscientious daughter, daughter-in-law, wife and mother. She is sensitive to the needs of others, works hard to communicate well, and is mindful of the impact of her words and actions. Recently, Heather was elected to the Council, (the governing board), of our church. I take this, along with my own observations, as evidence of the quality of her character.

Although I have not observed Heather in a childcare setting, I have observed her work with children at church, and have heard her concern about and for children at church. In our committee work together she has often been the member of the committee who notes a safety risk to children in a proposed idea, and is always mindful of what the impact of decision-making will be on children. This past Christmas Heather and I worked together to prepare the costumes for the children who were participating in our church Christmas pageant. Heather was helpful, and careful, and behaved in fully appropriate and beneficial ways with the children whom we were outfitting. Her daughter is a well-adjusted, articulate, friendly and happy child. I believe all of this information supports the conclusion that Heather's work with children has been of a very high quality.

Thank you for this opportunity to write on Heather's behalf.

Sincerely yours,



Stacey Hunter Hecht
1394 Iowa Ave. W.
St. Paul, MN 55108

4/8/08

Dawn Manning
531 11th Avenue South
South St. Paul, MN 55075

To Whom it May Concern:

I have had the pleasure of knowing Heather Quale for five years and she is a good friend. During this time, I have had many occasions where I have been with her and her family. She is a very good mother and spends quality time with her daughter. I have always been impressed on how she handles normal everyday situations that come up. She is very patient, sets an excellent example and takes the time to to teach her daughter. She is heavily involved in her daughters activities and a Girl Scout Troop Leader.

Heather is intelligent, capable, dedicated and personable woman. She is always quick on her feet with sensible reactions in all the circumstances I've seen her in. I feel these attributes demonstrate someone with exceptional character.

Sincerely,



Dawn Manning

April 7, 2008

To whom it may concern,

This letter is on behalf of Heather Quale who I have known since September 2006 when my daughter started at her daughter's school. Heather was one of the very first people who openly and whole heartedly welcomed our family into the school community.

Heather integrated my daughter into girl scouts as if she had been with the troop from the first year and has provided an environment that fosters creativity, independence, open thinking, and acceptance of all girls where they are. Heather also places significant emphasis on creating physical and psychological safety. That was very important to us as we came from a school environment where subtle girl bullying was part of the culture. In order to allow our child to join girl scouts we had to ensure that the girl scout leader knew and understand how to help girls support healthy relationships. Each time I work with Heather on a project I see her foster this with the girls and I marvel at how much she gives to the children in her care.

I have observed Heather in the school office when younger siblings come to greet their brother or sister at the end of the day. She is the first one to engage the toddler that enters the office not with a mere greeting but with a depth that brings a smile or a giggle to a child who at first looked tentative entering" the big kid's school."

Heather is open, honest, genuine, warm, caring, loyal and dedicated—all of the traits that you would hope are modeled by a girl scout leader! And from the best that I can tell Heather would put her life in front of a child's to save theirs.

Sincerely,

Allyson Perling

651-690-1227



Joan Little

April 4, 2008

To whom it may concern:

This letter is on behalf of Heather Quale. I have been a Girl Scout leader with Heather for the last 5 years. We do not lead the same troop so my experience is limited to large events that both of our troops have attended. During those 5 years, she and I have also served on a leadership team that meets monthly, often in either of our homes where our own children are present.

Heather is a dear and kind soul. Her smile is contagious and her warmth is radiant. Kids feel good when they are around her. What I think makes her special is that she is also consistent and appropriate. We have many rules and regulations in the Girl Scout environment. Heather follows them explicitly. I have witnessed her with girls at campfires modeling safety, in industrial kitchens giving cautions, driving in a car with gear and girls safely stowed, hiking with care and alertness, even with our two daughters in my home playing and having fun.

2192 Wellesley Ave.
St. Paul, MN 55105
651.642.1050 home
651.210.1860 cell
jlittle@visi.com

Heather is careful that activities are appropriate for the environment and that each child's needs are being addressed fairly. I recommend Heather as a troop leader or child care provider with no hesitation.

Please feel free to contact me directly if I can elaborate on any of the above points or answer any other questions.

Respectfully,

A handwritten signature in cursive script that reads "Joan Little". The signature is written in black ink and is positioned above the printed name.

Joan Little

April 06, 2008

To Whom It May Concern:

I have known Heather Quale as my daughter's Girl Scout leader for six years. She is honest, generous, reliable, concerned, caring, and, loving. She is a natural leader and teacher. I always trust and count on her.

My daughter was afraid of going to overnight camp. She has trouble with sleep over without me. I wanted her to go to camp but concerned she might bother other people because of crying. Heather understood my hope and concern and encouraged me to send my daughter to camp. Heather stayed with my daughter and comforted her all night long. Since then, my daughter has been OK to go to the Girl Scout camp and always has great time.

When I went Girl Scouts overnight at the Minnesota Zoo, I saw Heather checked each girl was OK during the night. She hardly slept.

I know she even takes kids her home after girl scout meeting until their parents pick them up later, so they can attend girl scout meeting. She always care about each of them and take care individually.

Once I asked her "Do you feel tired?" She said "Yes, but I love my girl scouts and enjoy being with them" I feel so lucky to have Heather as my daughter's mentor. She is the first person ask for advice if I have trouble with my daughter.

I'm not a native English speaker, so it is difficult for me to write a letter in English. I hope you understand my English and this letter will support Heather.

Sincerely,


Miyuki Yamamoto

April 6, 2008

To Whom It May Concern:

I am writing this letter in support of Heather Quale.


I have known Heather for four years. I have experienced first hand her interactions with children. She has cared for my own child in her capacity as a Girl Scout leader and her involvement in school functions. She has shown nothing but respect and care for any children I have ever seen her interact with.

Heather freely gives hours of her time so the children who's life she touches will not only be safe but so they have opportunities that may otherwise not be available to them.

She is always the one who steps up to volunteer. Her energy, enthusiasm, and generosity benefit all who interact with her. She is the person who thinks of everything to make the experience safe and enjoyable for everyone. Removing Heather from the care of children would be a grave mistake.

I would not hesitate to put my child in her care again. Please feel free to contact me for any further information.

Sincerely



Liz Williams
651-247-4177

Sunday, April 6, 2008

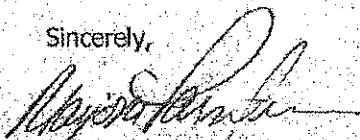
To Whom It May Concern:

In May of 2007 my daughter joined Heather Quale's Girl Scout troop at Linwood A+ Elementary School. I allowed my daughter to join with the stipulation that I would be one of the parents accompanying any overnight events. After the first overnight trip I realized there was nothing to worry about.

Heather's interaction with the girls is amazing. She could give classes on how to communicate with children. She pumps up their self-confidence, she's respectful of their individuality, every moment (including chores) is a fun, positive event. As for the girls safety, it's like watching a mother bear and her cubs. She is diligent about safety not only in her actions as a leader but also in making every situation a safety learning experience for the girls.

There are very few people with whom I trust my daughter. Heather is one of them. I know she will do more than just keep her safe, I know she will inspire my daughter in ways that will be apparent for the rest of her life.

Sincerely,



Marjorie Parmenter

I am writing on behalf of my friend of six years, Heather Quale. In all that time, I've known her to be kind, loving, and completely dependable.

During this time she has been the leader of my daughter's Girl Scout troop. As her co-leader for one of those years, I saw first-hand, at meetings and overnights, that Heather was fully prepared to insure the safety of all seventeen girls no matter what their surroundings.

I'm always impressed at how Heather maintains a positive and upbeat attitude while being in charge of a large group of energetic and active girls. She strives to better their lives through scouting, and is successful in that regard.

Heather is a dedicated mother and is very involved in her daughter's life. She is an extraordinary volunteer and gives a lot of her time to Linwood At. She is the kind of person who, time and again goes above and beyond the call of duty. She is extremely generous and capable, and cares deeply about the children at Linwood At. She demonstrates this over and over by her actions and devotion to the school.

I personally find it completely ironic that Heather's character is being called into question. She is, in my mind, impeccable and lives her life with integrity, with a wonderful heart and a caring soul. This inquiry is a horrible travesty of justice.

*Kathleen Beckman
768 Summit Avenue
St. Paul, MN 55105*

April 8, 2008

RE: Heather Quale

New Horizon Academy
Attn: Jill Gilbertson
16355 36th Ave N
Suite 700
Plymouth MM 55446

To Whom it May Concern:

I have known Heather Quale for more than five years. Our children attend school together and we have served together as members of the school's PTA organization and as PTA officers. I was president of PTA in 2003-2004 and Heather was Treasurer during that term.

I am honored to call Heather a friend and am proud to have served with her on school committees for many years.

I believe Heather to possess the utmost personal and professional integrity. She has a unique combination of organizational skills and human compassion. I would never hesitate to leave my children in her care.

I ask that you consider a reinstatement of Heather's license as soon as possible. She is a gifted child care provider, and the children at New Horizon would greatly benefit from her return to work.

Regards,

Kate Beckman

April 7, 2008

To Whom It May Concern:

I am writing a letter to express my concern about Heather Quale's dismissal from her place of employment due to an accident involving one of her children. I feel that this was an unjust decision. I have known Heather for the past three years. I am a teacher in her daughter's school, and my daughter is in Heather's Girl Scout Troop.

I have had several opportunities to watch Heather's interactions with children involved in Girl Scouts. In each of these instances, I have found Heather to be an outstanding educator and role model for all children. She is extremely well organized, enthusiastic, entertaining, educational, and conscientious. I trust my daughter to be safe in her care, especially after observing Heather with the children at the Minnesota Zoo overnight. Throughout the night, Heather checked on the children to make sure they were safe and comfortable. She planned and implemented curriculum which was enjoyable and entertaining. The students were constantly supervised by Heather and three other chaperones. She had thought of everything from a first aid kit to cold medicine (which I needed).

She constantly is working to enhance the lives of all of the girls through teaching them about bullies, and other adolescent issues. She is honest, caring, and appropriate in her discussions with children.

I have taught in the St. Paul Public School system for over twenty five years, and in my experience it is rare to find such a dedicated individual who takes the time to volunteer to work with children. She should be praised for all that she does, rather than disciplined for a "freak accident". I strongly recommend that you overturn your decision. If you would like to contact me personally, please call me at 651-2934-6606, or e-mail me at Terry.Meryhew@spps.org.

Thank you!



Terry Meryhew
Nationally Board Certified Teacher