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## Program Session Policies

To ensure the highest level of attention to your children's learning needs we have outlined Program Policies that provide answers to cancellations, missed sessions, schedule changes, and technology issues.

Policies will be updated as needed. If more information is required, please contact [info@ldsociety.ca](mailto:info@ldsociety.ca).

Parental help and involvement with their children's education can be very constructive, both at school and at home. While showing an active interest in your child's education can greatly benefit engagement and motivation, please be cautious about providing too much help. Unconstructive assistance can include telling your child the right answer or taking over for them when they are completing learning tasks. Your positivity and encouragement will make a big difference as you help us promote responsibility and independence!

### Cancellations

**Effective May 1, 2020** - To cancel a session, LDS MUST be informed in writing to [info@ldsociety.ca](mailto:info@ldsociety.ca) with 14 days' notice. If adequate notice is not provided, the session will be charged.

### In case of illness

If for any unseen circumstance adequate notice is not be provided, such as a child being sick, LDS will do its best to offer a Family Coaching session with another instructor, if available.

### Missed Sessions

If a scheduled session is missed and adequate notice has not been provided to [info@ldsociety.ca](mailto:info@ldsociety.ca), the missed session will be charged.

Instructors will wait for clients for 30 minutes before leaving the online session.

If technical issues related to the session have been immediately communicated with [techsupport@ldsociety.ca](mailto:techsupport@ldsociety.ca) or the Instructor, LDS will troubleshoot to start the lesson.

### Schedule Changes

**Effective May 8, 2020** - To make changes to the time and/or days of schedule sessions, LDS MUST be informed in writing to [info@ldsociety.ca](mailto:info@ldsociety.ca) or [clairem@ldsociety.ca](mailto:clairem@ldsociety.ca) with 14 days' notice. If adequate notice is not provided, the session(s) will be charged. We will review this on a case-by-case basis.

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We will do our best to provide the same instructor, but it may be necessary to find an alternate available instructor.

### **Technical Issues**

If you are experiencing technical issues, immediately email [techsupport@ldsociety.ca](mailto:techsupport@ldsociety.ca), LDS will address any challenges related to connecting with your Instructor/Session.

Due to technical issues, if no attempt to communicate with the Instructor has been made, the session will be considered a “missed session”.

If a child misses instruction time due to a technical issue that either you or the Instructor experienced (or both), and you are unable to make up the time either at the end of the session or at an agreed-upon time, your lesson fee will be prorated accordingly.

### **Homework Support**

If your child seeks help with homework, please upload relevant documents to your upcoming TutorCruncher session, where your child will receive support for the assignment(s). Provide your Instructor with at least 24 hours to review the assignment(s) prior the lesson, and please make sure your child has attempted to complete as much of the assignment as possible on their own before receiving support from their Instructor.

Please refer to the RISE at Home Family Manual for instructions on attaching documents to online sessions or contact Melissa Sager at [msager@ldsociety.ca](mailto:msager@ldsociety.ca) for additional support.

### **Communication**

Interactions between the Instructor and the student should be confined to prearranged appointments within the learning platform. Neither the student nor their parents/guardians should communicate with Instructors outside the prescribed tutoring sessions or share personal information.