

Program Policies as of May 11, 2021

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, technology use and technology issues.

Policies will be updated as needed. If more information is required, please contact info@ldsociety.ca.

Cancellations

To cancel a session, LDS MUST be informed in writing to info@ldsociety.ca with 14 days' notice. If adequate notice is not provided, the unsubsidized rate of the service will be charged for the session to the family as we cannot invoice external funders for cancelled/missed sessions.

If an instructor needs to cancel a lesson, we will inform the family as soon as possible. We will try our best to reschedule the session, schedule a substitute instructor, or schedule a Family Coaching session. We cannot guarantee the availability of these alternatives. If we cannot reschedule, the family will not be charged.

Cancellations in case of illness

Before the beginning of every in-person session, a parent or guardian **must** be present to answer our health screening questions (see our Pandemic Policy). We reserve the right to end a session if the student appears unwell.

No late/cancellation fees will be charged due to illness in order to make sure no one feels penalized for staying home. LDS MUST be informed via email (info@ldsociety.ca) or by phone, 604-873-8139. We reserve the right to ask for a doctor's note that corresponds with the missed session(s).

For mild symptoms, one-to-one students are encouraged to switch their session online to RISE at Home. If a switch from in-person to RISE at Home sessions needs to be made, we will try our best to accommodate the same instructor, days, and times depending on the circumstances.

If you have an urgent COVID-related question and can't get through to our main number (604-873-8139), please text (preferred) or call Rachel Forbes, Executive Director, at 604.345.9129

Missed Sessions

If a scheduled session is missed and adequate notice has not been provided to info@ldsociety.ca, the missed session will be charged to the family.

Instructors will wait for students for 30 minutes before ending the online or in-person session.

If technical issues related to the session have been immediately communicated with info@ldsociety.ca or the Instructor via TutorCruncher/LessonSpace, LDS will do our best to troubleshoot to start the lesson.

If a student has missed more than one session due to technology issues *without* adequate reasoning by the family, LDS reserves the right to charge full (unsubsidized) price for the session.

Schedule Changes

To make changes to the time and/or days of schedule sessions, LDS MUST be informed in writing to info@ldsociety.ca with 14 days' notice. If adequate notice is not provided, the session(s) will be charged at the unsubsidized rate.

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

Fees & Rates

LDS requires a valid credit card for each family on their TutorCruncher profile. Payments are made approximately on the first business day of the month following scheduled sessions.

For each unpaid invoice, we will charge a \$50 late payment administration fee two weeks after an invoice is issued that is unpaid due to an invalid credit card or if a credit card is not on file. We reserve the right to charge an additional \$50 for each subsequent month an invoice is unpaid.

The RISE onboarding fee is \$150 for new students and \$100 for returning students. This fee includes: intake interview with parent/guardian, getting to know your child better, **informal** assessment of child's early literacy skills (where warranted), review of educational documents (IEP, Psych-Ed, report cards, other information), matching of child with instructor(s) based on learning needs and scheduling requirements, scheduling of sessions, support with funding applications if needed, creation of a TutorCruncher account, hard copy and e-book welcome package with all LDS materials and information. This fee can be split into payments if necessary. Please contact us to set this up.

The RISE onboarding fee is a one-time fee for families who continue service without interruption. This includes continuation over the summer. If a family pauses or discontinues sessions and then re-enrolls at a later time, even in the same calendar year, an additional onboarding fee will be administered.

Technology & Technical Issues

If you are experiencing technical issues, immediately email info@ldsociety.ca. LDS will do our best to address any challenges related to connecting with your instructor/session. Technical issues that are related to family's internet or computer are beyond the control of LDS.

If no attempt to communicate with LDS about technical issues has been made, the session will be considered a "missed session" and will be charged.

If a child's session is interrupted due to a technical issue that either the family or the instructor experienced (or both), and the family is 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 (at the discretion of LDS).

Behaviour Management and Safety Concerns

LDS strives to make every student feel welcome, comfortable and supported. In a group setting where there are multiple students, we rely on each student to display a certain amount of autonomy. This is important for their learning, the learning of their peers, and especially for the safety of everyone. We expect parents and guardians to give us the best, full description of their child's learning and behavioural needs prior to attending sessions at LDS so we can make the best assessment of if and how we can meet their needs.

If instructor, volunteer or other staff time is fully diverted to managing one student's behavioural needs for extended periods of time, it not only jeopardizes everyone's educational experience, it can also compromise safety of that child and of others in the group. This can be true even in online learning where a child is not able to focus and engage in the activity at hand.

It is for these reasons, that if any staff member has any concerns about a student's ability to focus, engage, act safely or listen to instructions, we:

- will, if appropriate, contact the guardian/parents immediately to try to resolve the issue(s);
- reserve the right to require instruction to be in person OR online, as the case may require;
- reserve the right to cancel instruction/sessions/camps;
- reserve the right to ask parents to pick up their child(ren) immediately if a safety or health issue has arisen that is not resolvable.

Safety and Security

All LDS instructors are required to complete vulnerable populations training on an annual basis.

LDS may record online sessions and may 'drop in' to observe online or in-person sessions. This is done for quality and case management purposes as well as to monitor our students and uphold safety and security policies for our whole community.

For online sessions, students aged 12 and under (at least 13 years old) are not permitted to be home without a supervising adult (18 years or older) during online instruction. If we have reason to believe that a student is home without a supervising adult, the instructor will end the session, notify LDS staff, and LDS will contact the parents or guardians immediately. This session will be considered a "missed session" and will be charged to the family. We reserve the right to discontinue future sessions until a plan for adult supervision is in place.

For in-person sessions, instructors and students will follow LDS safety protocol including that all rooms have windows, doors are kept open, and LDS staff do regular 'walk-bys' and spot observations of sessions.

Homework Support

Only students registered for homework support may work on homework during their session, unless otherwise approved by LDS staff.

If the student seeks help with homework, upload relevant documents to your upcoming TutorCruncher session, where the student will receive support for the assignment(s). Provide the Instructor with at least 24 hours to review the assignment(s) prior to the lesson, and please make sure the student has attempted to complete as much of the assignment as possible on their own before receiving support from their instructor. Please make sure PDF or other non-photo documents are uploaded under the "Job" on TutorCruncher as this is how the instructor will be able to view any documents.

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 for additional support.

If homework is not provided consistently, LDS will contact the family about shifting streams to a more appropriate program.

Parental Involvement

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.

Communication

Our small team serves hundreds of students a year. Please understand that we are doing our best to serve each of our families in an individualized manner. However, we need to respond to inquiries based on their urgency and, therefore, we request your patience and respect when dealing with our staff, understanding the constraints that we're working with.

Families, students and instructors are NOT permitted to share personal phone numbers, email addresses, or any other personal contact information.

If families do contact instructors outside of the scheduled lesson time and without prior consent from an LDS core staff member (not an instructor), LDS reserves the right to charge for the full rate of an hour session.

Interactions between the instructor and the student should be confined to prearranged appointments.

If families have any questions related to lessons, lesson planning, learning strategies, and/or case management, families must reach out to their case manager.

If families have any questions regarding scheduling, fees, funding, missed/late/cancelled sessions, families must reach out to info@ldsociety.ca.

Abuse and Harassment of Staff, Instructors or other members of the LDS community

Our team members (including instructors, core staff, volunteers) come to work every day with a passion and dedication to serve our families and students. We strive to do our best to serve everyone and to ensure we are taking into consideration the needs of everyone, including our instructors, our families, our students, our staff and our organization as a whole. In line with our commitment to treat all of our team members, families and students with respect and courtesy, abusive (verbally or otherwise), aggressive or harassing behaviour towards any LDS team member or any other member of the LDS community will not be tolerated under any circumstance

Where an LDS team member feels behaviour (in person, in writing, over the phone or otherwise) has been abusive, violent or harassing in nature, the Executive Director will be notified and the person will be contacted to let them know future behaviour will not be tolerated. LDS has the right to discontinue or suspend services to families or students who demonstrate repetitive abusive, violent or harassing behaviour. We feel sure that our families will understand that respectful behaviour of all is absolutely necessary for our team and the safety of the LDS community and that non-observance will not be accepted.

RISE at Home - Online Learning Parent Responsibilities and Agreement

As we continue with remote learning, LDS wants to ensure that all families and instructors are familiar with best practices for online safety and efficiency. Please review the following document and make sure you understand the expectations for participation in remote learning.

A. Online Safety

- a. Ensure that an adult (at least 18 years old) is in the room or nearby and within ear shot during the remote instruction sessions. Check out <https://mediasmarts.ca/> for more resources on online safety and digital literacy.
- b. LDS may record sessions or drop in on sessions to ensure safety of all participants.

B. Efficient Use of Remote Learning Technology

- a. Eliminate as many distractions as possible during online learning.
- b. Clear the room of playful pets or noisy siblings.
- c. Minimize background noise by turning off the TV and radio.
- d. Turn off cell phones.
- e. Talk to your child about the importance of not multitasking on other websites during the session. If this becomes an issue, you can install website-blocking apps such as Freedom or SelfControl to block apps and websites such as FaceBook and YouTube while your child is learning online.
- f. Make sure that your child is ready to learn before the start of session:
 - i. Set up with necessary materials like paper and pencils.
 - ii. Log in a couple minutes before the start time to avoid technical problems.
 - iii. Give your child a chance to explore the online whiteboard prior to the first session so that they can feel comfortable with the tools.

Keep in touch with the Learning Support Team at LDS by emailing Melissa at msager@ldsociety.ca to address any concerns or questions you have involving the use of technology.

Student Expectations

Students are expected to:

- behave with the same level of respect and politeness that they would in a one-to-one in-person learning environment.
- keep usernames and passwords private and respect the privacy of others.
- immediately report any safety or security problems, or any inappropriate or uncomfortable situations involving technology.

LDS's Assistive Technology Program

If you wish to opt out of the Assistive Technology Program, send an email to info@ldsociety.ca with the guardian or parent's full name and the student's full name and date.

What is assistive technology?

LDS is carefully researching and gradually adopting leading edge assistive technologies to provide the best support for our students.

Assistive technology is any device, software or equipment that is used to maintain or improve the functional capabilities of a person with a disability, including a learning difference.

Why use assistive technology?

Assistive technology can support meaningful accessibility and inclusion and, providing students an equal opportunity to learn on their own terms. Assistive technology can empower students, provide greater independence, stimulate greater engagement and lead to improved learning outcomes and enhanced emotional and social development.

While technology and assistive technology do not replace effective teaching, they can enhance the teaching and learning experience and enable engagement in ways that are not possible with conventional methods. When appropriately selected, assistive technology can be an effective tool to help bridge learning differences.

How LDS uses assistive technology

At LDS, we use assistive technology to enhance best practice in our teaching and student learning to further the accessibility and inclusiveness of our support. We are carefully identifying and assessing potential assistive technologies for specific use in individual student's learning plans to maximize the benefit to each student.

We recognize the complex nature of each student's unique learning differences and related social and emotional challenges. We are carefully incorporating select assistive technology in our customized RISE programming. We are employing assistive technology to help our instructors teach more effectively, promote greater student engagement, and provide all students with equal opportunities for success.

What assistive technology does LDS employ?

Our assistive technology resources include:

• Interactive display systems	• Classroom audio devices
• Reading/writing assistance software	• Mind mapping software

- Smart pens
- Reading aid lamps

- Calming stimulus devices

As part of our assistive technology program, LDS may:

- Determine the need for assistive technology
- Share information with you and your child regarding technology resources
- Assist in the process of obtaining appropriate technology
- Train you and your child on the use of hardware or software
- Video and/or take pictures of child using various pieces of assistive technology for documentation of progress, presentation, and student files

In all aspects of our assistive technology program, LDS will:

- Ensure each user has received the proper training to operate any assistive technology safely before they are granted access
- Ensure compliance with federal and provincial laws on health and safety as well as the collection and storage of user data
- Ensure proper sanitation of equipment in accordance with federal and provincial guidelines for COVID-19

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