



Learn. Develop. Succeed. Workflow Program Policies

Last Update: October 2025

To ensure the highest level of attention to our learners' needs, we have outlined Program Policies to ensure consistent practices regarding attendance, schedule changes, health and safety, technology use, and other potential issues.

If you have questions or need support with this document, please contact our Community Team by email at info@ldsociety.ca or by phone at 604-873-8139.

Our team serves hundreds of learners per year. We strive to serve everyone with care; however, there are times when we must respond to inquiries based on their urgency. We request your patience and respect when communicating with our staff.

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Scheduling and Attendance

Group Program Scheduling

Workflow is a **10-week** group program.

Sessions are on **Thursdays from 4:30-6:30pm** at our **East Vancouver learning center** (3292 E Broadway).

2025-2026 Workflow Calendar

Group One:

November 13, 20, 27

December 4, 11

January 15, 22, 29

February 5, 12

Group Two:

February 26

March 5, 12

April 2, 9, 16, 23, 30

May 7, 14

Attendance

You are responsible for checking your schedule on your **Teachworks** account.

- You will receive **session reminders by email**. If you do not receive a session reminder due to a technical error, we are not responsible for the missed session.

When possible, please **arrive no more than five minutes before your session** to minimize congestion in our common areas.

Guide and Service Animals are welcome at Learn. Develop. Succeed. **When possible, please notify our team in advance if you will be accompanied by a guide or service animal**, so we can ensure we have an appropriate space to accommodate you. **All other animals and pets are not permitted** in the center.

Learner Absences

For any scheduling concerns, including schedule changes and absences, contact our Community Team by email at info@ldsociety.ca or by phone at 604-873-8139.

Communication with other team members at Learn. Develop. Succeed. may result in delays in processing schedule changes.

Group sessions cannot be rescheduled.

- If you are unable to attend a session in person, contact the Community Team as far in advance as possible.
- If you know you will be late for a session, contact the Community Team as far in advance as possible. For no-shows, sessions will automatically be considered an absence after 15 minutes.

If you are experiencing scheduling challenges, please let us know as soon as possible.

- Learn. Develop. Succeed. reserves the right to discontinue service where there have been three or more consecutive unreported absences.
- Emergencies and unavoidable work schedule changes will be handled on a case-by-case basis, with understanding and flexibility.
- Partial or pro-rated refunds may be authorized by the Executive Director.

Instructor Absences and Other Learn. Develop. Succeed. Scheduling Adjustments

For any scheduling concerns, including schedule changes and absences, contact our Community Team by email at info@ldsociety.ca or by phone at 604-873-8139.

Communication with other team members at Learn. Develop. Succeed. may result in delays in processing schedule changes.

- If an instructor is unable to attend a session with no substitute available, or if Learn. Develop. Succeed. cannot deliver the scheduled service for any reason, we will cancel the session and inform the

learner as soon as possible. We will do our best to reschedule cancelled sessions.

Group sessions cannot be rescheduled.

Partial or pro-rated refunds may be authorized by the Executive Director.

Service Discontinuation

For withdrawal from the program **14 days or more before the program start**, Learn. Develop. Succeed. will issue a **full refund, less \$50 administration fee**.

For withdrawal from the program **less than 14 days before the program start**, Learn. Develop. Succeed. will issue a **50% refund** to account for challenges in finding a replacement for the vacant space in a short timeframe.

The Workflow program is a 10-week group program designed as a complete learning experience. When you register, you are committing to the full program. For this reason, **we do not offer refunds after the program start date**.

In rare or exceptional circumstances, partial or pro-rated refunds may be authorized by the Executive Director on a case-by-case basis.

Health and Safety

Learn. Develop. Succeed. is committed to fostering an inclusive and supportive environment where all team members and learners can thrive. Our programs are designed to support learners in developing academic, social-emotional, and executive function skills. We recognize that physical and mental health can significantly impact a person's ability to engage in and benefit from learning opportunities.

- If you are feeling unwell, please stay home. This includes experiencing physical and mental health symptoms.
- Inform your instructor if you have any known allergies or other medical conditions (e.g., asthma, seizures, etc.) that are important to be aware of in case of an emergency.
- Staff members who are trained in First Aid can triage issues that arise, including washing cuts, applying bandages, stopping nosebleeds, or administering CPR. Even with First Aid training, staff are not permitted to diagnose or treat injuries beyond the scope of their training. We will call your emergency contact or 9-1-1 as needed.
- We acknowledge the importance of mental health. LDS does not currently have trained mental health professionals and cannot provide therapy, counselling, or clinical mental health support. If a learner expresses the need for mental health support beyond what we can provide, we will provide information on appropriate community resources, such as mental health services or crisis support.
- Incidents are reported to the Executive Director and filed as an incident report.

The well-being of our team and learners is a top priority. **Verbal or physical behaviour that is abusive, disrespectful, aggressive, or harassing, or a violation of [human rights](#), toward any individual will not be tolerated under any circumstances.**

- All instructors are required to complete training on working with vulnerable populations.
- Our team will work to adapt learning strategies to address barriers caused by mental health challenges, such as flexible scheduling or alternative engagement methods when appropriate.

- Learn. Develop. Succeed. may observe in-person sessions and may observe or record online sessions for the purpose of quality management and learner safety.
- All in-person sessions are conducted in open rooms with windows, where staff conduct regular walk-bys and spot observations of sessions.
- Electronic surveillance cameras at our East Vancouver parking lot are electronically monitored by QuadReal Properties (building manager).
- Incidents are reported to the Executive Director and filed as an incident report.

Learn. Develop. Succeed. has the right to suspend or discontinue services to individuals who demonstrate repetitive, harmful behaviours.

If health challenges are creating significant barriers to participation or progress, Learn. Develop. Succeed. reserves the right to pause or discontinue sessions. We will consult with you wherever possible and encourage you to return to the program once these health concerns have been addressed.

Information Privacy and Communications

Privacy Policy

Learn. Develop. Succeed. is committed to protecting your privacy. **All personal information is collected, used, stored, and disclosed in accordance with the BC Personal Information Protection Act (PIPA) and will not be shared outside of Learn. Develop. Succeed. without your permission.**

We may collect information about you to provide appropriate learning support and services, track your progress, and update your learning plan. The information collected may include your name, date of birth, contact information, emergency contact information, medical diagnoses, learning history, accommodation or accessibility needs, and your educational or employment background.

Learn. Develop. Succeed. will only share your information if required by law, including when there is a risk of harm to yourself or others, when protection services are required by law, or when a court order is issued.

Communications

Interactions between instructors and learners should be limited to pre-arranged appointments. **Instructors and learners are NOT permitted to share personal contact information, including phone numbers, email addresses, or social media accounts.**

Learn. Develop. Succeed. reserves the right to charge a session rate for extensive communications outside of pre-arranged appointments and reasonable program-related communications.

For questions or concerns related to:	Contact:
<ul style="list-style-type: none">• Sessions and Session Planning• Learning Profiles and Reports• Youth Programs• Health and Safety Concerns• Billing/Fees	Senior Manager, Youth and Adult Programs
<ul style="list-style-type: none">• Scheduling and Technical Issues	Community Team
<ul style="list-style-type: none">• Privacy Policy• Refunds	Executive Director

***When in doubt, contact our Community Team, who can direct you appropriately.**