

Open Arms Leadership Academy Tutoring Operations

Our Goals: OALA seeks to provide after school and weekend academic support and enrichment for students at our Jonesboro facility. Our degreed teachers provide homework, project, and test support virtually and on site. The teachers will work closely (with prior parent permission), with administrators and teachers to further provide academic solutions. Materials needed include the students' agendas, books and supplies.

At Open Arms Leadership Academy truly believe in our mission statement and strive to help students achieve their potential. We seek to partner with schools to better understand the expectations for each student so we can best support their learning needs.

Our learning center provides tutoring services and enrichment to close achievement gaps and help students exceed academic standards to ensure they excel in all areas of their education. Students have unique learning styles that should be addresses accordingly. OALA's customize learning plans access students' readiness level and tracks their growth towards academic standards.

Our services extend beyond academic support, considering that there may be other challenges that hinder students from learning. Some of these challenges stem from a lack of confidence, mindset, stress, or other external factors. We strive to address the needs of the whole child by offering leadership training, goal setting, mindfulness, and personal development.

Open Arms Academy Leadership

Dr. LaToya Major (Owner/Executive Director) – LaToya manages the day-to-day operations of the program, the hiring and supervision of all teachers. She creates and manages the planning and execution of all marketing campaigns, school promotions, media, as well as admission inquiries, and day-to-day business operations.

Tia McIntosh (Director) – Tia oversees the curriculum. She is involved in the hiring of teachers, oversees certain programs, trains staff, and works directly with families and students. In addition, she conducts parent-student consultations on an as needed basis.

Enrollment and admission policies: All enrollment and admissions will take place on OALA's website, www.oaleadershipacademy.org, via the online registration form. Parents will sign up for tutoring services or coaching sessions and pay the identified amount for services selected.

NOTICE: All forms must be filled out online and a package must be purchased before your child can officially be enrolled.

IMPORTANT: The policies below must be read and adhered to. When you sign this handbook, you are agreeing to all the below policies, so please read carefully.

Tutoring Policies

Attendance and Cancellations

Accounts will not be charged for weather closures, sickness, or emergencies. All other cancellations need to be made with at least 24 hours' notice or by prior arrangement. All unexcused sessions without the 24-hour notice will be charged for the full tutoring session. Excessive missed sessions may result in termination of services. Any termination of services initiated by the client, other than those originally stated in the enrollment form, require a two-week notice.

Tutor Cancellations and Weather

Tutors make every effort to deliver each scheduled session, however, occasionally a personal need may arise which necessitates the cancellation of an appointment. In that event, the tutor will notify parents and students. If Open Arms Leadership Academy or your child's school district close for the day due to inclement weather, student tutorial services will also be canceled. Holiday breaks such as Spring Break are subject to change, and we do not observe holidays such as President's Day. Please check with us in advance.

Policies on program cancellations: If for any reason OALA must cancel an afternoon session on its own accord, independent of the school, we will contact the school and parents via email and/or text as soon as possible.

Late Arrival

Fees are calculated according to the times stipulated in the schedule and no adjustment shall be made for time lost because of late arrival by the Student/Parents. Students who arrive late will only be tutored for the remainder of the scheduled session. There will be no prolonged sessions.

Any lost time because of late arrival of the Tutor shall be compensated for by extending a lesson by mutual agreement and by such amount of time which was lost.

No-Show Policy

Students who are not present at the pre-determined location when Tutor arrives or who are more than **15** minutes late are considered **no-shows**. If the student is a no-show, parents are still responsible for payment for the tutoring session. No discount or refunds shall be given in respect of lessons not attended by the student. Pay-per session clients must present payment which he or she was a no-show and the following session for tutoring to continue.

Missed Sessions

Because of the nature of the tutoring sessions is to improve academic performance, it is pertinent that the student attends regularly and on time. If there are 3 or more cancellations, no-shows, or tardiness in any 2-month time frame, the client will be charged a **\$35.00 Convenience Fee** for each 2 months occurrence. **All accounts more than thirty days past due may cause the cancellation of enrollment.**

Tuition and Payment Agreement

Tutoring fees are \$50.00 per hour for individual sessions. Sessions are prearranged as either half-hour or one hour time slots. All payment shall be made before the start of a tutoring session, weekly, bi-monthly, or monthly.

- Credit or debit cards can be automatically charged the beginning of the month for all sessions. For your safety, all credit card information will be stored in a confidential and secure location.
- Monthly statements showing sessions and payments made will be mailed at the end of the month reflecting previous month's sessions and payments.
- Weekly and bi-monthly payments can be made the day of the session. Weekly and bi-monthly payments will be emailed, the same day of the sessions.
- Payments can be made online via Cashapp, PayPal, and Credit Card.

No Warranties

While we endeavor to provide the best educational possible, the tutor and Open Arms Leadership Academy makes no promises or warranties regards to the student's performance because of any tutoring provided. In no event shall our obligations, expressed or implied, to any customer or site user, exceed those obligations specifically noted herein.

Hours of operation for on-site program: OALA begins as soon as the participating children enter our program/class (at the end of the regular school day) and continues as late as 7:00 p.m. We operate at 1560 Commercial Court, Jonesboro, GA 30238. If needed, we offer an online tutoring option to protect the health and safety of students and staff.

Health and emergency policy: OALA staff is trained to recognize the common signs of communicable diseases or other illnesses. Any student with symptoms of a communicable disease will be isolated immediately.

To maintain a safe and healthy environment for all children, parents understand that children who are ill include, but not limited to, oral temperatures of 99 degrees or higher, any contagious^[1] symptoms such as rashes, sore throat, congestion, vomiting, etc. should not attend OALA. If a child has been exposed to or contracted any serious communicable or infectious disease, he or she may not return until accompanied by a note from the physician.

If the student becomes ill or injured at OALA, the parent will be contacted immediately, and arrangements must be made to pick up the child as soon as possible. The child will be isolated from other children, supervised, and made comfortable until a parent arrives. We will contact all emergency contact persons as listed on the registration form. In case of an emergency, the staff will provide first aid and call 911.

This handbook serves as authorization between Open Arms Leadership Academy and the parents to acquire emergency medical treatment from the nearest hospital if the parents cannot be reached,^[1]_{SEP} it is the parents' responsibility to maintain primary insurance on their children and to notify us of such insurance information.

The program staff will administer only dated, labeled, prescribed medications or age-appropriate over-the-counter medication as indicated by the parent or physician in writing. Parents must sign an authorization form before any medication can be administered. Authorization to dispense medication will be limited to two weeks and returned to the parent, unless otherwise prescribed by a physician. Personnel will only dispense medications that are provided by the parent and meet the criteria listed on the medication form and all medications will be kept in a secured storage. The program will maintain a record of all medications dispensed to children by personnel. All medication must be in the original container with the child's name, time to administer, and dosage.

PICK UP/SIGN OUT POLICY: Our last session starts at 6:00 P.M. If a parent arrives late, the parent will be required to pay an additional fee of \$5.00 per minute per child, after the 7:00 P.M. sign out time. For any student left after 7:00 P.M., staff will attempt to contact parents first and then will proceed to the listed emergency contacts. Open Arms Leadership Academy is required by law to notify the local authorities if a student is not picked up one hour after site closing time, or if no approved contacts have been reached.

For the protection of the student, the parent or guardian must personally sign out every child each day and an ID is required. Students will not be allowed to leave the building unless an approved adult has signed them out. All students must be

supervised and escorted from the building at time of pick-up and will only be released to those persons authorized on the registration form. Anyone unfamiliar to OALA staff will be required to show a current ID and cross checked on the authorization pickup form. Authorized adults must be 18 years or older to pick up a student from OALA. Once a student has been released to the person authorized for pick-up, OALA is no longer responsible for the child.

Equipment and supplies used in the classroom and/or other areas in use: The only required supplies are the students' regular school materials, homework assignments, agendas, upcoming test dates, study guides, and access to technology.

Technology Guidelines: While we allow students to bring in tablets or laptops, parents are responsible for installing security measures to prevent students from inappropriate use of the Internet. Open Arms Leadership Academy is not responsible for website blocking or monitoring personal devices. OALA is also not responsible for lost, stolen, or damaged personal devices. No cellphones may be used during program hours.

Per student price and any discounts: Rates are based on the choice of the payment package chosen. See our website at: www.oaleadershipacademy.org for fees, discounts, and payment options. Payment of fees is the responsibility of the parent/guardian. If paying monthly, automatic withdrawal or drafts will be made through our website via parent's approved credit/debit card on file, regardless of receipt of invoice. **Parents are responsible to keep accounts current at all times. Any declined credit or debit card must be replaced with a suitable replacement within 48 hours.** Failure to provide a replacement credit/debit card may cause dismissal from OALA. The fee schedules take into account all approved school holidays, and families are not charged for these days in any of our online packages.

Sibling Discount: OALA offers a 5% (five percent) sibling discount per child. When purchasing more than one package on our website, the 5% sibling discount will automatically be applied at the time of purchase on our website.

Policy for student supervision and discipline: The student to teacher ratio will be maintained at an acceptable rate to preserve a consistent routine and expectations. Clear expectations will be set for behavior and parents will be notified if there is a problem. Students who misbehave may be sent to a supervised area to write an action plan explaining how they are going to improve their behavior. If the behavior continues to occur, the parents and teachers will conference. If after the conference the ^[I]~~SEP~~ behavior continues, the student will be dismissed from the program, and all outstanding fees will be owed upon dismissal.

Vendor and Parent Relations: Open Arms Leadership Academy will not be responsible or held liable for any communications or interactions between our vendors/teachers, students, and families before or after regular operating hours. Although parents have teacher's cellphone numbers, they are only to be used at pickup or in case of an emergency. Teachers are not to be contacted via their cellphones after hours. Parents are encouraged to speak to teachers at school during pickup, or through their provided assigned email addresses.

Policy and response time for emergency situations: OALA will follow the school policies established for the severe weather, physical plant problems (such as power failure), that affect climate control or structural damage, fire drill, intruder drill, missing student, Code "99", severe weather drill, building evacuation drill, first aid procedures, and Homeland Security Advisory System. Parents and/or emergency contacts will be notified by phone and/or email when such events occur. Parents are also responsible for contacting the school in the event of any of these events.

Beverages and snacks: OALA permits students to bring a light snack and beverage to be eaten during breaks.

Updates: Parents must keep OALA informed of any changes in information regarding their children.

Special needs: OALA must be informed of any special needs of children that require adaptations or modifications.

Minimum requirements for program operation: Under certain circumstances, it may be necessary for OALA to postpone or cancel its program based on minimum enrollment requirements.

Conduct: No weapons, controlled substances, or alcohol will be tolerated. The use of violence, noise, force, coercion, sexual misconduct, threats, intimidation,^{[[SEP]]} unsafe conduct regarding children, fear, resistance, insults, or other conduct, intentionally^{[[SEP]]} or unintentionally causing disruption or preventing OALA staff from the ability to conduct class or perform their job duties is not acceptable behavior and is in conflict with our requirements and may result in cancellation of the agreement between the parent and OALA which reserves the right, within its sole discretion, to dismiss any student for any situation that it considers inappropriate or detrimental to the interests and safety of the program and its students.

Consent and Release (please read carefully): In exchange for allowing my child to participate in OALA's educational services, I hereby agree to release and hold harmless OALA, its employees, officers, directors, and volunteers, from any loss, liability, claim of bodily injury or death or property damage, or costs which may arise, including claims arising out of negligence of The Tutor Shop and its employees and volunteers. The use of all school facilities shall be undertaken at the undersigned's own risk. This agreement shall be governed by the laws of Georgia.

Photograph/Video Release: I authorize the use and reproduction of any and all photographs, printed material, and or video footage of myself and my child for Open Arms Leadership Academy promotional purposes without compensation, and should I desire that my child's image or likeness not be used, I must notify the OALA administrator with a written or emailed form stating such to leaders@oaleadershipacademy.org.

ACKNOWLEDGEMENT OF POLICIES AND GUIDELINES: By signing below, I acknowledge that I have read the above information, and that I understand the policies and guidelines of Open Arms Leadership Academy and I agree to abide by them. Should I have any questions or concerns, I will contact the Program Director. I understand that the staff makes every effort to provide a quality

program, but additionally it is important that students and parents follow all rules, guidelines, and procedures to ensure a successful experience. Please sign and date with your signatures.

Parent/Guardian Printed Name: _____

Parent/Guardian Signature: _____