



Enrolment Information

"We believe in you, and you can believe in us."

~ Nanci Bell, Co-founder



"In the nine weeks that my son was here, he went from not recognising a single sight word to reading me a book at the second-year level."

~ Karen, a mother

Instructional Quality

Instruction

Each student receives differentiated instruction tailored to their unique learning profile, as identified through our Learning Ability Evaluation, with the goal of helping them reach their full learning potential.

Instructional Observation

As part of our ongoing commitment to monitoring, assessing, and enhancing instructional quality, the Lindamood-Bell Instruction Department and Instruction Support Team regularly collaborate with Learning Centre instructional staff. Instructional sessions may be observed or reviewed via live or recorded video for internal quality assurance purposes only and are viewed exclusively by authorised Lindamood-Bell Learning Processes personnel.

Progress Updates

Progress updates include observation of your student in session and discussion with your student's Consultant.

Tips for Home

Tips for Home parent sessions are held periodically. During these sessions, we discuss ways to support your student's skills after instruction. These informal sessions may be part of one of your progress updates.

Re-Evaluation

A re-evaluation provides an opportunity to review instructional progress and clarify appropriate support and focus for your student moving forward. The re-evaluation is included in your instructional fees and is typically completed during the final week of instruction; in some cases, it may be scheduled within two weeks after instruction concludes.

What's Next?

During the re-evaluation consultation, we partner with you to discuss next steps and provide recommendations to help your student continue using their new learning skills, including options for ongoing instruction, support with schoolwork, and applying skills to curriculum.

Conduct & Motivation Solutions

Please let us know before instruction begins if your student has experienced any conduct or motivation challenges. Sharing this information helps us better support your student during instruction, and we are happy to collaborate with other professionals involved in your child's care or education.

Parents, guardians, and students are expected to follow the Code of Conduct outlined in the Enrolment Agreement. Violations of the Code of Conduct or other applicable in-person or online policies may result in disciplinary action.

Attendance

To support the best possible outcomes from Lindamood-Bell® instruction, consistent attendance and family commitment are essential. Instructional sessions are scheduled and billed in advance, similar to school tuition, and each session time is reserved exclusively for your student. Regular attendance is your responsibility, and you will be billed for missed sessions.

We understand that pre-existing appointments or commitments may be unavoidable. When finalising your schedule with the Learning Centre Office Manager, you will have the opportunity to identify dates to schedule time off in advance.

Credit & Excused Absences

There are no credits or refunds for missed sessions. As a courtesy, up to two excused absences per enrolment period may be eligible for make-up sessions. A consecutive period of illness is considered one excused absence for make-up eligibility, regardless of the number of days missed. Eligible make-up sessions must be used within 30 days of the end of your student's enrolment and may not be available at Learning Camps.

Payment

All payments are due in advance of instruction.

Payment Information

- A deposit is required upon enrolment. This payment will be applied toward instruction.
- Payments are due weekly or monthly, depending on enrolment type. They can be made on the Friday before instruction or on the first day of instruction each week (or month). If full payment is not received as agreed, instruction will be suspended.

Payment Methods

- Payments can be made online from your invoice. Autopay is also available.
- We accept all major credit cards (Visa, MasterCard, American Express, and Discover), wire transfers, personal cheques, or money orders.
 - Where allowed by law, a 3% processing fee will be added to all credit card payments.
- We are happy to share information with you about payment plans offered by a third party.

Cancellation

Before Instruction Begins

A full refund of the deposit will be issued if instruction is cancelled four or more weeks prior to the scheduled start date. If instruction is cancelled two to four weeks before the start date, the deposit will be refunded, minus a portion retained as an administrative fee. Cancellations made less than two weeks before instruction begins are not eligible for a deposit refund.

Discontinuing Instruction

If you choose to discontinue instruction before completing the scheduled programme, two weeks' notice is required. Instructional sessions scheduled during this notice period will be billed accordingly.

Safety

Illness

If your student appears to have symptoms of illness or is unable to participate during instructional sessions, we will contact you or a designated emergency contact.

Drop-Off and Pick-Up

Please arrange for on-time drop-off and pick-up for each scheduled day of instruction. All students must be signed in and out on the student sign-in sheet located in the lobby. Students will be released only to individuals authorised by a parent or guardian, as indicated in the Enrolment Agreement or provided in writing.

If you anticipate a delay, please contact the Learning Centre office as soon as possible. While we will do our best to assist, we are unable to accommodate regular late pick-ups.

Emergency Preparedness

Our Learning Centre maintains emergency supplies, and staff are trained in CPR/First Aid. We conduct monthly safety drills to practise evacuating the building safely.

Disruption of Our Services

Severe weather, power outages, or other emergencies may disrupt our operations, causing us to move to remote instruction, delay opening, or close early or for the day. Our team will communicate changes to you.

Recording

To protect the confidentiality of our students and staff, recording of students or staff by any outside individual is strictly prohibited. We appreciate your compliance with this policy.

Privacy Practise, Anti-Discrimination, & Harassment

The privacy of a student's educational record and health information is very important to us. To deliver the most effective instructional plan, at times it is important for us to collect health information about your student. We keep health information in the student file that is accessible only by our staff.

The individual signing the enrolment agreement is the responsible party of record. We require a signed release of records from them before sharing any educational, health, or financial information with anyone else.

Lindamood-Bell is committed to providing a work and learning environment free of harassment and discrimination. It is our policy that discrimination and unlawful harassment in any form will not be tolerated.

Please review our full Privacy Practise, Anti-Discrimination, and Harassment policies in your Enrolment Agreement before signing.

Waiting Area

You are welcome to wait in our lobby during your child's instruction. At times, space may be limited.

We provide complimentary Wi-Fi. See our Learning Centre Office Manager for the password.

Student Breaks

We offer short breaks between every instructional session.

- Students are encouraged to use the restroom during breaks to minimise time away from instruction.
- Students may bring an item from home to play with on break. This item will be put away during sessions and should not be irreplaceable.
- We recommend leaving electronic devices at home.

Snacks

Nutrition is a critical factor in learning. Accordingly, snack time is available to our students. Please inform us of any food allergies.

- We encourage parents to provide a healthy snack for breaks.
- Lindamood-Bell may have a variety of individually-wrapped snacks available.
- Snacks and treats are sometimes shared with our students to celebrate milestones or holidays.

Welcome to our Learning Centre!

Our **LEARNING CENTRE OFFICE MANAGER** is here to help you with any questions or concerns regarding scheduling or your account.

CLINICIANS (instructors) will provide instruction to your student in each session.

A **CONSULTANT** will visit your student in session several times per week to update their lesson plan. Our Consultant is happy to answer your questions and will provide you with regular progress updates.

Our **ASSOCIATE CENTRE DIRECTOR** and/or **CENTRE DIRECTOR** will oversee your student's instructional plan and progress, supported by our **LINDAMOOD-BELL INSTRUCTION SUPPORT TEAM**.

A Culture of Student Recognition and Motivation

These intentional motivators are used throughout instruction to engage students.

- **MAGIC STONES:** A non-verbal motivator used during session.
- **MAGICAL LEARNING MOMENT CARDS:** A student's efforts during an instructional session may be recognised with a Magical Learning Moment Card. These cards are submitted for a weekly prize drawing.
- **STAR CARDS:** Each student will collect Star Cards, where they earn stars to designate completed tasks and activities. Completed cards can be redeemed for a prize.
- **MILESTONE CELEBRATIONS:** On occasion, we will invite you and your family to a celebration of your student's achievements. These short celebrations occur during instruction time and last ten to fifteen minutes.
- **WACKY WEDNESDAYS:** Each Wednesday, students and staff are invited to dress up based on a theme.

Cell Phone & Mobile Device Policy: Away for the Day!

To provide the best instructional experience for students, cell phone and mobile device use is not permitted during instructional sessions. We prefer students not bring cell phones or mobile devices to the Learning Centre. Students who bring their phone to the Learning Centre must follow these procedures:

- When arriving for the day, students will check in their phone or mobile device with the Learning Centre Office Manager in the front office.
- Students may check their phone or mobile device during 15-minute breaks and over the lunch break. Devices must be turned back in at the end of breaks.
- Online students should either put their phones away or leave them with their facilitator during session.

Student Stories

We are very proud of our Lindamood-Bell students and the progress they make toward their potential.

Scan this QR code to read real student success stories, and, if you're inspired, share your own!



Next Steps to Secure Enrolment

- Submit deposit of _____ by _____.
- Confirm dates with Learning Centre Office Manager.
- Receive and review Enrolment Agreement.
- Ask any questions you have. Make any needed changes in advance.
- Sign finalised Enrolment Agreement by _____.

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