

# MIND OVER LEARNING GUIDE & POLICIES

## **Mind Over Learning's Policies and Operating Procedures**

We have listened to our clients about how we can make things easier. These policies are based on the feedback of our clients over the years so we can better support you!

## **How to Use this Package**

This comprehensive policy package will guide you to answer questions when our team is unavailable.

Please use the table of contents to quickly and easily find the information you need. Do not hesitate to contact us if you have any further questions.

## **Policy Updates**

Please go to our website's [Client Hub](#) to view up-to-date policies.

*\*Last Updated: June 2026*

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## Hours of Operation

- Mind Over Learning (MOL) is open on all public school days (including Professional Development days) and throughout the summer.
- MOL is closed on statutory holidays, during Spring Break, and for Winter Break in alignment with School District 23 (important dates will be announced and posted on our [website client hub](#)).
- Tutoring sessions are scheduled Monday through Friday between 5:35 am and 7:20 pm PST/PDT. Please note that summer hours are subject to change based on registration.

## Office Hours & Phone Calls

- Our administrative office is open Monday through Friday, 7:00 am to 7:30 pm PST/PDT. Please note that hours are subject to change, with shorter operating times during the summer months based on student registration.
- Phone calls will be answered during office hours by administrative staff (250-860-0084).
- Email correspondence with MOL is available and encouraged at all times, even outside of office hours (admin@mindoverlearning.com).
- In the case of emergencies during your child's session, you may call the Manager directly (Becky Furney: 250-300-4329).

## Giving Notice

- When MOL requests notice (1 week to 1 month) it refers to MOL open dates and excludes MOL extended closures over Christmas and Spring Break. *Example: If a month's notice is required for April 1<sup>st</sup>, notice is to be given February 18<sup>th</sup> (due to MOL being closed for 2 weeks in March).*
- When MOL requests 24 hours' notice, it refers to business days and excludes weekends and MOL closed days. *Example: if notice is to be given for Monday, notice is required on the previous Friday.*

## Drop-Off, Pick-Up & Supervision

- Students are not supervised prior to or after the time of their tutoring sessions (i.e., while waiting for their ride). Please ensure that rides are on time.
- If you anticipate a late arrival, please call the office. Note the office hours above.
- If an instructor has to stay 10 minutes or more after the session, to wait with a student, the client will be invoiced for a full additional session.
- To ensure the safety of all children, we cannot allow children to enter the building unaccompanied (at any time of day).

## Kirschner Location

### Directions to center

#5 - 1925 Kirschner Rd Lambert's Place Building - [Google Map Directions](#)

- [Parking Location Map](#)
- Our office does not face Kirschner Rd - turn off Spall, between Princess Auto and Napa Auto Parts.
- You will enter a parkway / alley - we are half way down this alley on the right side (blue awning that says Mind Over Learning).

### Drop-Off & Pick-Up

- Park and come in person (make sure the handoff happens).
- Do not drop off and drive away leaving your child unattended.
- Do not come into the building more than 5 minutes early for your session.
- Our tutors will meet you in the main foyer.
- If your tutor does not come or if you are late please wait with your child and call the office.
- Use the public restroom on the main floor.

### After hours accessibility

- Your tutor will come to the main door at your scheduled session time to let the student in.

## Springfield Location (NEW)

This residential building has specific security protocols in place for the safety of its residents. To ensure the safety of all children, we cannot allow children to enter the building unaccompanied (at any time of day).

### **Directions to center**

**#202 - 2040 Springfield Rd Invue Condominiums - [Google Map Directions](#)**

- [Parking Location Map](#)
- Parking is limited depending on the time of day (we recommend using a visitor spot) - do not pull into a spot that says RESERVED or wait in front of the main entrance.
- If you are staying (more than 5 min) street parking available on Barlee Rd or the alley behind Capri Mall (alley is accessible from Springfield Rd).

### **Drop-Off & Pick-Up**

- Please ensure your child is always accompanied by a tutor or responsible adult.
- Do not come into the building more than 5 minutes early for your session.
- There is no room to wait in the lobby or hallway due to limited seating (please do not plan to stay unless necessary).
- Elevators can be used during building business hours (8:00am-5:30pm) - bring your child up to the learning center door. Stairs are always locked and require a key to access (if you enter the stairwell the only way out is on the main floor/back of the building. All other doors on level remain locked).
- If your tutor does not come or if you are late please wait with your child and call the office.
- If a restroom is needed there is a key when you enter the tutoring center to use the locked bathroom on the second floor. Please ensure you return the key

### **After hours accessibility (5:30pm to 8:00am)**

- Arrive 5 minutes before your session time & **buzz into the building with code "0202"** (keypad outside the lobby) - the tutor will answer and buzz you in (this will unlock the lobby doors).
- Parent(s) or guardian(s) must escort their child to the lobby and wait for the tutor.
- Tutors will escort children to the session & back down to the lobby (please ensure your child is always accompanied by a tutor or responsible adult).

# In-Person Sessions

## Cell Phones/Devices

- MOL is committed to remaining a tech-free zone in order to maximize learning. We kindly ask that students not bring cell phones, laptops, iPads, tablets, etc. into the tutoring rooms. \*
- If cell phones and other devices are visible during the tutoring sessions, we ask the student to set them aside (in the tutoring room but away from the learning area) and retrieve them at the end of the session. \*

*\* The presence of cell phones and electronic devices are a detriment to the learning that happens at MOL as our sessions are limited in time and intensive in nature. Students are much more successful in an environment free from distractions and minimized in avoidance temptations.*

## Food/Beverages

- We do not offer food and drinks to the students for their safety. And to maximize students' learning time we ask that students do not bring snacks. We do, however, encourage students to snack and hydrate as needed before their sessions. Students may bring a water bottle to their sessions.
- Students are not permitted to eat food during tutoring sessions (exceptions can be made for students who benefit from chewing action during tasks).
- If a client requests that a snack be allowed during a tutoring session, the tutor may not instruct while the student is eating if it proves to be a distraction.

# Virtual Learning Sessions

MOL offers One-on-One Video Instruction for all types of learners. We have honed and mastered our virtual learning platform so that it is highly engaging, interactive, and extremely effective, even for kids with weak attention controls. Our team has mastered virtual engagement with our students, replicating online the interactive way we teach in person. If you wish to enroll a student at MOL through the virtual learning platform, we ask the following requirements are met.

## **Requirements**

To ensure our students truly benefit from virtual learning, we ask our clients to commit to and implement the following requirements:

- The student requires a desktop computer with a web camera (mounted with ability to adjust for various views) OR a laptop with built-in camera and an external mouse.
- Tutoring Sessions can not be done over a cell phone or tablet as this is not interactive enough for optimal engagement. Tutors will not proceed with instruction if the student is on one of these devices.
- Guarantee an optimal learning space and environment for session times (see Virtual Learning Package for more details):
  - [Required Materials for Virtual Learners](#)
  - [Creating the Optimal Learning Environment](#)
  - [Parent Support Guide for Virtual Instruction](#)
  - [Google Meet Client Tips](#)
- Some students require parent/guardian presence in the room during sessions – please check with MOL for our recommendation.

## **Changes to Session Location**

All students will be registered and permanently scheduled as virtual, in-person, or a combination of both (set days of the week will be virtual and other set days will be in-person). Changes to your permanent location preferences can be requested by email with 2 weeks' notice (see [Giving Notice](#)).

*Register for Virtual Learning with confidence! Please read our Virtual Learning Questionnaire to find out how you can help make your learning successful online. The [Virtual Learning Questionnaire](#) can be found on our [website client hub](#).*

# Students in Virtual Learning. Cont.

## Phones/Devices

- We ask clients to help our virtual learners prepare for sessions by ensuring that cell phones and other devices are not accessible. \* *Please ensure that math students have a non-phone calculator.*
- If cell phones or other devices are visible or being used during the tutoring sessions, we will pause the session until the device has been put away.

## Food/Beverages

- We encourage students to snack and hydrate as needed before their sessions. Students may use a water bottle during the session. \*
- Students are not permitted to have food during tutoring sessions (exceptions can be made for students who benefit from chewing action during tasks).

*\* If a client requests that a snack be allowed during a tutoring session, the tutor may not instruct while the student is eating if it proves to be a distraction.*

# Client Billing & Payment

The policies below have been created out of care for our valued clients and students. We are able to provide our families with consistent schedules and optimal tutor pairings because payment policies keep the company stable. *\* Thank you, valued clients, for your diligence in making timely payments every month.*

## General Information

- Scheduled sessions that fall on statutory holidays **are not** invoiced since MOL is closed. Sessions scheduled on Professional Development days (public or private school) **are** invoiced since MOL is open.
- If a payment is overdue by 60 days, MOL will exercise its legal right to send the overdue account to the B.C. Collections Agency. The client will be responsible for all costs incurred by this step.

## Private Payor

- Assessment payments are due within 24 hours of receiving your invoice. If payment is not received, the assessment will be cancelled. A rebooking fee may apply.
- Tutoring invoices are sent to the client via email on the 1<sup>st</sup> day of the month and must be paid by the 7<sup>th</sup> of that month.
- Tutoring will be suspended after the 7<sup>th</sup> of the month if payment is not received and a late fee will be added to your invoice. Reserved session times will still be invoiced to hold the space. The student will commence receiving services upon receipt of payment for the remainder of the amount owing. The student will be removed from the schedule after the 15<sup>th</sup> of the month if payment is still not received.
- Payments are made for the whole month (no partial payments) by e-transfers to [payment@mindoverlearning.com](mailto:payment@mindoverlearning.com).
- Missed tutoring sessions and late arrivals will be invoiced whether or not notice was provided (see Make-Up Sessions).
- MOL does not provide refunds for any cancelled or missed sessions (see Make-Up Sessions).

*\* Please contact the office if you foresee any difficulty making a payment and ask for payment options.*

# Client Billing & Payment, Cont.

## Autism Funding (AFU)

- All AFU students must complete an online Request to Pay (RTP) through the AFU portal.
- Authorization from AFU must be received before commencing services for students ages 5 and under.
- AFU funding is exclusive to tutoring sessions only (tutoring is the only service AFU funds). There is an option for the AFU sessions to include all fees however you will be invoiced at a higher rate than our private payors.
- Clients are responsible for all additional fees, including but not limited to assessments, reports, registration fees, etc.
- Please confirm the final date of funded tutoring each year based on AFU amounts available. MOL does not have access to student AFU accounts (or amounts).
- Clients are responsible for ensuring funds are available and to amend funds when necessary. An Insufficient Funds fee will be applied to the client if invoices to AFU cannot be paid due to lack of remaining funds.
- The client is responsible to privately pay for all provided sessions or services that AFU is unable to pay.
- AFU is invoiced at the end of the month for all sessions scheduled in that month. The client will receive a Payment Receipt upon payment from AFU.
- If there is insufficient funding to complete the year, the client can pay privately, use alternate funding, or terminate tutoring when funding is no longer available (one month's notice will apply).
- Missed tutoring sessions will be invoiced to the client whether or not notice is provided; AFU does not pay for missed sessions (make up sessions are available and may be taken for cancelled sessions when 24 hours' notice is given).

# Client Billing & Payment, Cont.

## **Funding (Other than AFU)**

- If a student receives funding from a Distance Learning school or other funding source, MOL requires a contract with the funding unit or written confirmation from the funding unit of the amount of funds available prior to commencing services.
- If there is insufficient funding to complete the year, the client can pay privately, use alternate funding, or terminate tutoring when funding is no longer available. 1 month's notice for termination is required (see [Giving Notice](#) and [Termination of Services](#)).
- The client is responsible to pay for any services that the funding does not cover, such as assessments, reports, missed sessions, lost time, etc. See your funding provider's policies for more details about your funding.
- If the funding provider requires reports or other services from MOL the total cost of the reports and additional services must be allocated to MOL in advance as part of the budget.
- The funding provider is invoiced at the end of the month for all sessions scheduled in that month. A copy of the invoice is provided to the client. The client will receive a Payment Receipt upon payment from the funding provider.

# Assessments

- A specialized assessment is scheduled for every student before commencing with any of MOL's programs. This includes:
  - A one hour specialized assessment with your child
  - A half-hour personal meeting (in-center, phone, or virtual) with your child's Program Coordinator who will review all observations, conclusions, and your child's proposed program plan with you and any other party who will be involved (parents or other guardians)
  - The highly individualized program plan that the Program Coordinator will design and create for your child based on the assessment
  - Time to brief your child's tutoring team on the required teaching approach and special considerations specific to his/her learning needs
  - Assessment summary report (results of the initial assessment)
  - Any other administrative or other start-up costs
- The purpose of this assessment is to evaluate the student's abilities, create an individualized learning plan, and establish an emotionally safe learning environment with our center and our staff.
- Students who are absent from a program for 6 months or more, or are changing programs, will need to be re-assessed.
- Students transitioning to a different program will be assessed for that specific program. All assessments for existing students are discounted (see the separate [MOL Pricing List](#) for fees).
- The assessment fee is non-refundable. However, clients may reschedule the assessment at no additional cost if 24 hours' cancellation notice is given. A cancellation fee is added to the invoice if the assessment is missed with no notice or less than 24 hours' notice given (see [Giving Notice](#)).

# Fall Registration & Scheduling

- The MOL Fall schedule runs from September to June (in alignment with School District 23).
- Student onboarding has 4 phases:
  - Complimentary Consultation
  - Assessment & Client Follow-Up Meeting
  - Registration
  - Scheduling & Confirmation of Start Date
- Fall registration begins mid-summer each year. Current clients are notified via email when registration is open.
- Student schedules do not continue from previous years. Schedules are requested and created on a first-come, first-serve basis and assigned session times are determined based on availability.
- Students can be registered any time of the year. When registering, requested session times can be held for up to 1 week. Students can be placed on a waitlist for desired session times that may not be currently available.
- Clients pay for 1 month of instruction prior to commencing any program.
- MOL Program Coordinators make recommendations on the number of sessions per week based on the assessment, evaluations, and client/student goals. \*
- Students starting a new program must commit to a minimum of two sessions per week (occasional exceptions may apply and approval from the lead team is required). \*
- Clients agree to a minimum of 2 months of instruction before giving termination notice. 1 month's notice is required to terminate services (see [Giving Notice](#)). \*

*\* MOL places a high priority on our students' success. Our qualified Program Coordinators understand what is necessary to ensure student goals are achievable, including the number of sessions per week it will take to meet those goals. Students do not progress when attendance is too minimal, so MOL may release a student from the program if recommendations are not followed. One month's notice will be provided to the client.*

# Summer Registration & Scheduling

The MOL Summer Schedule runs from July to August (in alignment with School District 23 summer).

- MOL is open through the summer (session times may vary).
- Registration for summer tutoring begins in May of each year. Clients will be notified of the date summer registration begins.
- Payment for all summer sessions is due at the time of registration. Times will not be reserved on the schedule until payment is received. \*
- For increased consistency and better learning results, we offer set repeating schedules:

## **Option 1a: Full Set Summer Schedule - BEST LEARNING RESULTS!**

- The student's schedule will be consistent weekly (same day and time through the summer) just like the school year.
- Schedules are determined on a first-come, first-serve basis.
- 1-2 vacation weeks are offered for early start dates.

## **Option 1b: Partial Set Summer Schedule**

- Partial summer schedule requests are also determined on a first-come, first-serve basis.
- If you anticipate the start date to be late in the summer, the preferred schedule times can be submitted but cannot be reserved until two weeks before the starting week.
- For parents who require more flexibility through the summer or only required a small number of sessions, we offer a self-booking option:

## **Option 2: Self-Booking Flexible Schedule**

- Flexible sessions to work around student availability due to vacations.
- Single session availability will be posted for parents to book on a week-by-week basis.
- There is no limit to the number of sessions that can be booked for a student as they become available.

\* Long-term clients (6 months or more) may contact the office if alternate payment options are required.

## Schedule Changes

- If a permanent schedule change is necessary, please contact Scheduling via email at [admin@mindoverlearning.com](mailto:admin@mindoverlearning.com) and include the following information:
  - Student name
  - Current scheduled days and times
  - New requested days and times \*
- Please give 1 month's written or emailed notice for the requested change to take effect so that Scheduling can make the necessary adjustments to the schedule (see [Giving Notice](#)).
- MOL will respond within 1-3 business days. If you do not receive confirmation of your request, contact MOL to ensure your request was received.
- If a requested time is not available, the student may be placed on a waitlist for that time slot at the client's request. The client will be informed once it becomes available.
- Requested temporary schedule changes also require 1 month's notice (see [Giving Notice](#)).

*\* Factors which may affect rescheduling include session availability, program availability, and specific tutor pairing requests. A change in schedule may change the tutor the student is currently working with.*

## Session Decreases

- If you would like to decrease the student's number of sessions per week, please submit a request to be reviewed by the Program Coordinator. These requests can be sent to [admin@mindoverlearning.com](mailto:admin@mindoverlearning.com).
- The number of recommended sessions are based on the client's expectations and goals for the student which can only be met by following the Program Coordinator's recommendations. \*
- A minimum of 1 month's written or emailed notice is required to decrease the number of weekly sessions (see [Giving Notice](#)).
- MOL will send a confirmation email within 1-3 business days. If you do not receive confirmation, contact MOL to ensure your request was received.
- Summer scheduling is the exception (see [Summer Registration & Scheduling](#)).
- Students starting a new program must commit to a minimum of two sessions per week (occasional exceptions may apply and approval from the lead team is required). \*
- Clients agree to a minimum of 2 months of instruction before giving termination notice. 1 month's notice is required to terminate services (see [Giving Notice](#)). \*

*\* MOL places a high priority on our students' success. Our qualified Program Coordinators understand what is necessary to ensure student goals are achievable, including the number of sessions per week it will take to meet those goals. Students do not progress when attendance is too minimal, so MOL may release a student from the program if recommendations are not followed. 1 months' notice will be provided to the client.*

# Cancellations of Individual Sessions

## **Cancellations of Individual Sessions**

- Please provide 24 hours' written or emailed notice of cancellations so make-up sessions may be posted for other clients (see [Giving Notice](#) and [Make-Up Sessions](#)).
- Weekends are not included – Monday cancellations require notice on Friday.
- MOL responds with a confirmation email to accept the cancellation. Contact MOL if a confirmation email is not received within 1 business day.
- A cancellation is only valid with emailed notice or phone call from the client. Sessions are **not** cancelled when students inform tutors of absences.
- Cancelled sessions are invoiced regardless of notice provided, including absences due to personal holidays.
- Make-up sessions are provided at no additional cost when 24 hours' notice of cancellation has been given (see [Giving Notice](#)).
- The client is responsible to schedule make-up sessions online (see [Make-Up Sessions](#)).
- The client is entitled to any make-up session time slot available online (as other students cancel, and the program available matches your child's program).
- In the event MOL cancels the client's session, the client reserves the right to a refund.

## **Cancellations for High-Frequency Students (10 or more sessions per week)**

- Since cancellations and make-up sessions are difficult to schedule when a student attends so frequently, MOL will offer accommodations to the cancellation policy for high-frequency students.
- MOL and the client will agree to specialized high-frequency student cancellation policies.
- A contract outlining the terms of agreement must be signed prior to the commencement of services (as needed).

## **Late Start Times and Early Ending**

- MOL does not make up session times due to starting late or ending early unless it is at the fault of MOL.
- Sessions cannot be extended to compensate for a late start time.

## Cancellations, Cont.

- If session time is lost because of MOL, our admin team will arrange compensation with the client for the lost time at the client's convenience and to the client's satisfaction.

### **Requested Temporary Leave (Vacations, Personal Holidays, etc.)**

- MOL does not reserve unpaid session time.
- In the event a client wishes to take a temporary leave from tutoring, the following options are available:
  - Hold the student's scheduled time slots by paying the full invoice and taking make-up sessions for all missed sessions (up to 5 sessions can be made up).
  - The client may withdraw from the program, taking the student out of the schedule, and reschedule upon return. 1 month's notice is required (see [Giving Notice](#)).
- There are no refunds for cancelled sessions or accumulated make-up sessions.

### **Adult Students**

- Please provide 24 hours' written or emailed notice of cancellations to qualify for a reschedule (see [Giving Notice](#)).
- MOL responds with a confirmation email to accept the cancellation. Contact MOL if a confirmation email is not received within 1 business day.
- Cancelled sessions are invoiced regardless of notice provided, including absences due to personal holidays.
- Adult students receive rescheduled sessions rather than make-up sessions. Up to 3 rescheduled sessions are provided per term at no additional cost when 24 hours' notice of cancellation has been given (see [Giving Notice](#)).
- Terms run from January to April, May to August, and September to December.
- Rescheduled sessions cannot replace regularly scheduled times. They must be booked in addition to the regular weekly sessions. Rescheduled sessions expire at the end of a term; they cannot be redeemed in a new term.
- In the event MOL cancels the client's session, the client reserves the right to a refund.

# Make-up Sessions

MOL's online scheduling for make-up sessions offers you 24/7 online and mobile access so you can schedule any time it's convenient for you.

- Make-up sessions will be emailed to clients with banked sessions.
- The client is entitled to any make-up session time slot available (identified as specific to the student's program and session location).
- Missed make-up sessions cannot be rescheduled or made up.
- Clients can hold up to 5 banked sessions at a time.
- Make-up sessions only expire 3 months after your final day at Mind Over Learning. If you re-register in the fall they will carry over to the new school year. You will also be able to use them in the summer.
- If you have any difficulty scheduling a make-up session, simply call or email [admin@mindoverlearning.com](mailto:admin@mindoverlearning.com) and we will be happy to assist you.

## [Make-Up Sessions](#)

*\* Please note that the only way for make-up sessions to work conveniently for every client is by giving notice of cancellations as early as possible. This gives us time to post make-up sessions for another client to claim. By providing the make-up session option, we are striving to create a win-win situation for everyone, providing all our clients with optimal value!*

# Reports & Observations

## Observational Reports

- An Observational Report is provided to clients approximately 1-2 months after the student's start date and is MOL's first point of communication with the client(s).
- This report communicates learning strengths and/or concerns that are behavioural, mental, and emotional. It also addresses the student's communication and engagement levels in sessions.

## Progress Reports

- Student Progress Reports are provided after every completed level in students' respective programs at no additional cost.
- If a student does not complete a level within 3 months, a progress report will be automatically provided to show progression.
- Progress reports include:
  - Where the student is in the program.
  - Student proficiency in learning concepts and skills.
  - Observations of the student's general learning behaviours, skills, and engagement levels.

## Student Checkpoints

As we continually improve our tutoring processes and parent communication, we have found it critical to include more systematic reviews of your child's progression and learning.

- To ensure your child is on the path to success, we will review their learning goals, progress in skills and concepts, teaching plan and student observation notes.
- Each Learning Checkpoint is \$40.00 per program. This fee will be added to the invoice for the month in which it is scheduled.
- New Clients: First checkpoint occurs 4-6 weeks after tutoring begins. This will then set your child on a recurring 6-month checkpoint schedule.
- Returning Students: A checkpoint will be scheduled within the next six months to support continued progress, followed by a regular 6-month rotation.

### **Parent/Guardian Observations**

- Parent/Guardian observations of a student's session may be requested and are pre-scheduled. Please call the MOL office to schedule an observation session.
- Last minute requests to observe cannot be accommodated.
- Observations may not be recommended for some students who may experience discomfort or additional stress from being watched. Please check with your Program Coordinator if you are unsure about observing.
- Clients' questions should be discussed with the Program Coordinator rather than in session with an instructor. A meeting can be scheduled with a Program Coordinator to follow up (see the separate [MOL Pricing List](#) for fees).

## Recording Policy

### **Session Recordings & Privacy**

- Sessions may be recorded exclusively to help your child through quality and progress monitoring.
- To ensure the highest standard of support, our Lead Team may review these recordings to refine and adapt our approach to your child's specific learning needs.
- These recordings are handled with strict confidentiality and are used exclusively for internal purposes; they will not be shared or distributed outside of our organization.
- All recordings are permanently deleted once a student ends their time at MOL (i.e., when services are terminated).
- For students requiring additional support or observation, recordings may be initiated discreetly. This ensures the session environment remains natural and allows the Lead Team to accurately assess learning needs without disruption or distraction to the student.
- To formally opt out of session recordings for your child, please email [info@mindoverlearning.com](mailto:info@mindoverlearning.com) with the subject line "Opt Out of Session Recordings"

## Termination of Services

- MOL requires 1 month's written or emailed notice for discontinuation of our services (see [Giving Notice](#)).
- MOL responds with a confirmation email to accept the termination notice and confirm the final tutoring date. Contact MOL if a confirmation email is not received within 1 business day.
- Extended closures are not considered working weeks (Christmas Break and Spring Break) and are not calculated as part of the 1 month's notice.
- **The client will be invoiced for 1 month after notification.**
- In the event a client fails to pay for the month after termination notice is given, MOL will submit the payment claim to B.C. Collections Agency. The client will be responsible to pay for the collection processing fees.
- If a student ceases to attend and there has been no notice of termination or communication from the client, the student will be automatically terminated after 2 months, and the client will be responsible to pay for the reserved sessions over the 2-month period.
- Clients agree to a minimum of 2 months of instruction before giving termination notice. 1 month's notice is required to terminate services (see [Giving Notice](#)). \*

# Professional Conduct

MOL was created to be a safe and respectful environment.

- MOL reserves the right to let go of students who exhibit behaviors that may endanger any persons at MOL. Remaining paid sessions will be reimbursed.
- If the student demonstrates harmful behaviour towards others due to difficulties with self-regulation, MOL is willing to work with the client and the student to remedy the behaviour and put a trial plan in place before letting the student go.
- MOL reserves the right to terminate services without notification in the event that a student or client (parent/guardian) demonstrates physically or verbally abusive behaviour toward any persons at the MOL center, including staff members, students or clients of MOL.
- Such behaviours that warrant immediate dismissal include:
  - Directing disrespectful language (swearing, etc.) toward an individual.
  - Using abusive language toward an individual.
  - Expressing physical threats toward an individual.
  - Sexual or physical harassment.
  - Emails or written correspondence that contain any of the above.
- MOL cares deeply for our students and clients. Our professional conduct policies are in place to keep students, clients, and staff safe.
- MOL staff members are expected to maintain a high level of professionalism and kindness toward all persons associated with the organization. If you have an experience that concerns you, reach out to our administrative team or Manager immediately so we can resolve the situation promptly.