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# **Mission Statement**

To assist students in learning and using the English language and understanding the Canadian Culture through effective instruction, long-lasting friendship, and community interaction

## **Philosophy**

Maple Leaf Academy is dedicated to providing students with quality ESL instruction.

We believe the most effective teaching takes place in a safe and caring environment.

The English language has many components. We believe in teaching students how to read, write, speak, and understand the English language and culture.

We believe in using proven teaching techniques and methods to instruct all levels of ESL learning.

We believe in accountability. Teachers, staff, and students all take responsibility for the effectiveness and quality of service given and received.

# **POLICIES AND GUIDELINES**

## **GENERAL**

Many cultures are represented in every class. Teachers and students will respect the rights of others. Please be courteous and polite at all times. Violation of this rule may cause a disciplinary action.

### **Assembly**

All daytime students will attend a weekly assembly in the learning commons at 8:55 every Monday morning. During the assembly important announcements will be made. We will also sing “O Canada”: the National Anthem. If you are late, do not walk in until the national anthem is finished.

### **Classroom**

- Please do not remove tables or chairs from the classrooms.
- Speak only English. English only at school.

### **Student Dress Code**

- Modest clothing should always be worn in class.
- Ladies: No bare midriffs or backs. Skirts and shorts should be a modest length.
- Men: Head coverings for religious purposes only. No baseball caps. No saggy pants.

## **Student Phone**

The student phone in the lobby area is for convenience and emergencies. Please be courteous and limit your phone calls to two minutes.

## **Cell Phones**

No phone texting or phone calls are allowed during class time. Cell phones must be turned off during class time. Phones on vibrate are NOT OFF. Please turn them OFF. Give your family Maple Leaf Academy's number (403-262-8851) and if there is an emergency, we will get you from your class.

## **Recordings**

Video or audio recordings of lessons are not permitted. Cell phones and cameras must be off during class time.

## **Cleanliness**

Everybody likes a clean school. Please respect our school and be considerate of others by cleaning up after yourself.

This means:

If you move a chair, put it back

If you spill or drop something, clean/pick it up

Report big spills to the reception desk

## **Food**

Food and drinks are not allowed in the computer labs. Only water is allowed in the classrooms. Please clean the tables after you eat and throw all your garbage in the garbage cans.

**No gum at school!**

## **Kitchen**

- The kitchen is for your convenience. Please clean up spills and wipe off the counter, tables and sinks.
- After you eat, slide your chair under the table or return it to the place where it came from.
- Do not leave noodles, rice, tea leaves or other food in the sink. It is disgusting to those who use the sink after you!

**DO NOT SPIT IN THE SINK**

Spitting is a health hazard that is not acceptable.

## **Washrooms**

- Our washrooms are very busy. After using the washroom, please leave it clean for the next person. Flush the toilet and when necessary clean the toilet seat with toilet tissue (not paper towel).
- Paper towels and sanitary supplies plug the toilets. Do not put them in the toilets. Use the container provided in the cubicle for sanitary supplies.
- After drying your hands with paper towels, use the towel to clean excess water from the counter. Please discard paper towels in the garbage container – not on the floor or in the toilet.

Please keep MLA clean!

## **Photocopies / Printings**

Students will be charged for personal photocopying and printings. Please ask the receptionist for help with your photocopy order. Maple Leaf Academy will not photocopy textbooks or Copyright© material.

## **No Smoking Policy**

- Smoking is prohibited in all Calgary educational institutions. "No person shall carry or possess a lit cigarette, cigar or pipe or burn tobacco in any manner on any public premises." Calgary bylaw.
- Smoke-free areas protected under the bylaw are within three metres of an entrance or exit to a building. The City of Calgary can fine you from \$100 to \$300 for smoking in public places.

## **No Children at School**

Please do not bring your children to school with you. If your children do not have school, you must provide child care for them. A responsible person must stay with a child who is under 12 years of age. It is against the law to leave a child alone under the age of 12 years.

# **ACADEMIC POLICIES**

## **Assessment**

- Upon registration, every student will be given a MLA test for the purpose of placement to the right class level. Entry Canadian Language Benchmarks will be assigned at the start of the program.
- Students completing the program will receive exiting Benchmarks on the last day of the semester.
- If a student leaves prior to mid-term, the student's benchmarks will not change. Students exiting after the mid-term point, but prior to the end of the program will receive Canadian Language Benchmarks on the last day of the program.

## **Late Policy**

- Students are expected to be on time for all classes.
- If you are more than 10 minutes late for any class, you will be marked absent and should not enter the classroom without the teacher's permission. No leeway will be given for other classes throughout the day or evening.

## **Attendance Policy**

The school expects all students to attend classes every day and to come to **all** classes **on time**.

- Please phone the school if you will be absent.
- Your attendance is recorded hourly, at the start of each class period. If you are not in class, you will be marked absent even when you notify the school that you will be absent.
- Exceptions must be approved by administration.
- If you miss a day, it is your responsibility to talk to teachers about any missed tests or assignments. You will receive 0% *unless* you make arrangements *before* the test is given to write it when you return to school.
- Please make all medical and dental appointments outside of school hours.
- Absences for Personal Holidays must be pre-approved by Administration.
- If you must leave early, please fill out an absence slip at the reception desk.

- The Academy will act according to the laws of Canada. We will report any illegal misconduct to the proper authorities. Immediate termination of enrolment at MLA will occur. No refund will be given.

## **No Cheating Policy**

Cheating prevents teachers from accurately assessing your benchmark. Prior to a test, the teacher will tell you the things you can keep on your desk. Everything else must be removed. A teacher may also stop your test, give you a “0” for the test, or expel you from the class.

Repeated cheating may result in your registration being cancelled.

## **Examples of Unacceptable Behaviour**

- Student does not cooperate in class, as directed by teacher
- Student consistently speaks first language to other students
- Student slams books down
- Student leaves class unannounced
- Student is rude to or angry with teacher and/or classmates
- Students facial expressions are rude
- Student cheats on exams or other assignments
- Student continually complains about Canada, culture, people, poor job etc.
- Student who often argues about teacher’s ability and knowledge
- Student who questions the relevance of the lessons, teaching materials, etc.
- Student who makes disapproving sounds

## **Zero Tolerance Policy**

- In order to provide the best service, in line with the educational goals of Maple Leaf Academy, we are committed to the well being of our students, teachers and staff.
- We expect those accessing our services and premises to treat other classmates, teachers and staff with the courtesy and respect that they would expect to receive themselves.
- In the event of verbal abuse, harassment or violence to classmates, teachers, or staff, Maple Leaf Academy will issue a warning letter to the offender. If a similar offence re-occurs, the student will be immediately expelled from the school. If physical abuse occurs, we will call 911 and the student will be expelled from MLA immediately.
- Procedure for a student to follow to resolve a problem:  
First, speak with your teachers. If more help is needed, speak to an administrator at the school.

## **Private Academic Assistance**

- Tutoring will be provided to students wishing to increase their academic effectiveness for a fee of \$40.00 per hour.
- Your classroom teacher cannot be your paid tutor. Tutoring must be done by a teacher other than your classroom teacher.
- You may fill out the incident report form available on the next page.

## **Canadian Enrichment Activities and Field Trips**

- These activities are to help the student better understand Canada.
- Most of these activities will be held during regular class time.
- These activities are mandatory for you to attend.

## **Dismissal Policy**

The Academy reserves the right to dismiss any student, at any time, whose conduct or academic standing is deemed as undesirable.

## **Dispute Resolution and Appeal Process**

- The Academy students have access to an appeals process regarding both academic and non-academic decisions.
- The student has the right to continue in classes throughout the appeals process unless directed otherwise by the Academy's administration.
- The students can appeal informally or formally. It is recommended that initially the students communicate directly with the parties involved.
- In case the dispute cannot be resolved informally, the student can write a formal appeal to the Academy administration including Executive Director Toko Ishikawa.
- The student may choose to:
  - Contact Languages Canada at [www.languagescanada.ca](http://www.languagescanada.ca). Select "Contact Us" and complete the e-mail form,
  - or telephone 1-604-574-1532.

**The Incident Report Form is available on page 10 of the Handbook or at the reception desk.**

*Maple Leaf Academy*

**INCIDENT / DISPUTE REPORT FORM**

**Please report all incidents to Maple Leaf Academy within 24 hours.**

**Date:** \_\_\_\_\_ **Location:** \_\_\_\_\_

**Individuals Involved:** (Student + Class, Teacher, or Admin)

**Person 1:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Person 2:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Person 3:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Details of the incident:**

**What caused the incident?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Details of incident/dispute:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Action taken resulting from incident/dispute:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Resolution:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Name:** (Print) \_\_\_\_\_

**Signature:** \_\_\_\_\_

## **Computer and Pronunciation Lab**

The computer labs may be used during your classes and the following hours:

08:00 am – 08:55 am

12:00 pm – 12:40 pm

03:00 pm – 05:25 pm

- All computers have Internet access. Please be considerate of others who may be waiting.
- Programs must not be downloaded onto any of the computers. The computer will freeze if you try to download material.
- Pornographic material is prohibited. Anyone caught accessing pornographic material will be expelled.
- For sanitary purposes, students must have their own headphones.

# Day Program Schedule

Monday – Thursday	09:00 am – 11:50 am 12:45 pm – 02:50 pm
Friday	09:00 am – 01:00 pm

<b>Winter Semester</b>	<b>Spring / Summer Semester</b>
<b>January 2019</b>	<b>September 2019</b>
January 7 Winter Semester Begins	May 6 Spring / Summer Semester Begins  May 20 Victoria Day No School
<b>February 2019</b>	<b>June 2019</b>
February 18 Family Day No School	
<b>March 2019</b>	<b>July 2019</b>
	July 1 Canada Day No School  July 5 Stampede Parade No School
<b>April 2019</b>	<b>August 2019</b>
Apr 17 & 18 Shortened class schedule 9:00am – 12:35 pm  Apr 19 Good Friday No School   Apr 23 classes 9:00am 1:00 pm Optional Potluck at 1:00 pm Apr 24 Student/Teacher conference Apr 25 Graduation Day at 9:30 am Apr 26 PD Day No School April 26 Winter Semester Ends	August 5 Heritage Day No School  Aug 14 & 15 Shortened class schedule 9:00 am – 12:35 pm Aug 20 classes 9:00 am – 1:00 pm Optional Potluck at 1:00 pm  Aug 21 Student / Teacher conference  Aug 22 Graduation Day 9:30 am  August 23 Spring / Summer Semester Ends
The Spring / Summer Semester starts on <b>May 6, 2019</b>	The Fall Semester starts on <b>September 2, 2019</b>

# Evening Program

Monday – Thursday: 5:30 pm – 8:00 pm

<b>Winter Semester</b>	<b>Spring / Summer Semester</b>
<b>January 2019</b>	<b>September 2019</b>
January 7 Winter Semester Begins	May 6 Spring / Summer Semester Begins  May 20 Victoria Day No School
<b>February 2019</b>	<b>June 2019</b>
February 18 Family Day No School	
<b>March 2019</b>	<b>July 2019</b>
	July 1 Canada Day No School
<b>April 2019</b>	<b>August 2019</b>
Apr 15 & 18 Shortened class schedule 5:30 pm – 7:30 pm  Apr 19 Good Friday No School   Apr 23 classes 5:30 – 6:40 pm  Optional Potluck at 6:50 pm  Apr 24 Student/Teacher conference  Apr 25 Graduation Day at 6:00 pm   April 2 Winter Semester Ends	August 5 Heritage Day No School  Aug 12 & 15 Shortened class schedule 5:30 pm – 7:30 pm  Aug 20 classes 5:30 – 6:40 pm  Optional Potluck at 6:50 pm  Aug 21 Student / Teacher conference  Aug 22 Graduation Day 6:00 pm   August 23 Spring / Summer Semester Ends
The Spring / Summer Semester starts on <b>May 6, 2019</b>	The Fall Semester starts on <b>September 2, 2019</b>

# Saturday Program

Saturday: 9:00 am to 1:00 am

<b>Winter Semester</b>	<b>Spring / Summer Semester</b>
<b>January 2019</b>	<b>May 2019</b>
<p><b>Jan. 12 Winter Saturday Classes Begin</b></p> <p>Classes will be held on: Jan 12, Jan 19, Jan 26</p>	<p><b>May 11 Fall Semester Begins</b></p> <p>Classes will be held on: May 11, May 18, May 25</p>
<b>February 2019</b>	<b>June 2019</b>
<p>Classes will be held on: Feb 2, Feb 9, Feb 16, Feb 23</p>	<p>Classes will be held on: June 1 Jun 8, Jun 15, Jun 22, Jun 29</p>
<b>March 2019</b>	<b>July 2019</b>
<p>Classes will be held on: March 2, March 9, March 16, March 23, March 30</p>	<p>Classes will be held on: July 6, July 13, July 20, July 27</p>
<b>April 2019</b>	<b>August 2019</b>
<p>Classes will be held on: Apr. 6, Apr 13, Apr 20, Apr 27</p> <p>Apr. 27 Student / Teacher conference</p> <p><b>April 27 Winter Saturday Classes end</b></p>	<p>Classes will be held on Aug 3, Aug 10, Aug 17, Aug 24</p> <p>August 24 Student / Teacher conference</p> <p><b>August 24 Spring / Summer Semester end</b></p>
<p>The Spring / Summer Semester starts on May 6, 2019</p>	<p>The Fall Semester starts on September 2, 2019</p>
<b>Spring/Summer Semester</b>	<b>Fall Semester</b>
<b>May 6, 2019</b>	<b>September 2, 2019</b>

# **SAFETY**

Your personal safety is a priority!

If you are afraid of something, or someone:

1. Go to a safe place immediately.
2. Ask for help. Talk to your teacher or administration if you're afraid.
3. Call 911 if necessary.

## **First Aid**

Emergency first aid supplies (band-aids) and feminine supplies are available from the receptionist.

We do not have medications for headaches or minor pains.

The school will call 911 in case of medical emergencies.

## **Fire Alarm Policy**

**Always be aware of the evacuation routes posted in your classroom.**

Fire Marshals for daytime and evening fire drills and alarms are appointed. The Fire Marshall is in charge. **Follow the Fire Marshall's instructions.**

**Immediately** when you hear a fire alarm:

- Stop what you are doing and leave the building. Follow the teacher out of the building.
- Do not return to your classroom from another part of the building.
- Take personal belongings if they are quickly accessed. Do not take time to pack your backpack.
- Do not use the elevator.
- Use the stairway. Walk. Do not run.
- Go to a safe place, *away* from the building.
- Make room for firefighters and fire trucks. Do not stand in front of the building or in the alley.
- Return to the building when the Fire Marshall directs you to return.

**MAPLE LEAF ACADEMY WILL ALWAYS  
PHONE 911 FOR EMERGENCY SERVICES IN  
CASE OF FIRE, GAS, MEDICAL CONDITION, OR  
POLICE SERVICES**

### **Policy Change**

\*MLA reserves the right to change and act upon any of the above mentioned policies and regulations without prior notice.

# IMMIGRATION

Government policies and regulations apply to all private applicants. MLA has no influence over government policies and regulations and MLA is under obligation to abide by the policies and regulations.

If students have concerns and are unable to clarify them at the program level, they may refer the matter to Languages Canada ([www.languagescanada.ca](http://www.languagescanada.ca)).

## Canadian Permit Information

### 1) Visitor Permit

A permit is needed to enter Canada from most countries.

Once you have entered Canada you may stay for up to six months from the entry date stamped in your passport.

- A Visitor's Permit allows a person to study full-time for a maximum of 24 weeks (6 months).
- You may attend part-time, non-credit courses, as long as you are in Canada.
- Full time courses consist of 20-25 hours of instruction a week.
- Part time courses have less than 20 hours of instruction a week.

## 2) Study Permit

A Study Permit is required to study full-time for more than 6 months.

A Student Permit allows a person to study for more than 20 hours a week and longer than 24 weeks (6 months).

The permit may specify one school, or a certain province. If this is the case, you must apply for a new permit to study in another province or at a different school. This means that you must receive a letter of acceptance from the new school.

When the period of study is finished, a Study permit will have the same conditions as a Visitor Permit.

When applying for an extension of a Study Permit, a student must be registered in a full time program.

\* For more information check [www.cic.gc.ca](http://www.cic.gc.ca).

## **Medical Coverage and Health Care**

- Each student must have medical insurance coverage.
- Non-Canadian students, who intend to stay in Alberta for more than 12 consecutive months, will be permitted to apply for Alberta Health Care Insurance coverage. When applying, you must submit a copy of your permit that must be valid up to three months with your application form.

- If you are in Alberta for less than 12 months, you are not eligible for the Alberta Health Care Insurance program, and must find alternate medical coverage. Travel insurance for emergencies can be obtained through Maple Leaf Academy after arrival in Canada.

## **Withdrawal and Refund Policy**

- If a student withdraws less than one week before the semester start date, or at anytime thereafter, no refund will be given.
- More information on withdrawal and refund policy see:  
<http://mapleleafacademy.com/sites/default/files/docs/withdrawal%20and%20refund%20policy.pdf>

## **Living in Calgary**

For general/specific information, go to

- <http://www.lifeincalgary.ca/>
- <http://calgarystreetguide.ca/>
- <http://www.calgarytransit.com/>

You will find more links to services in Calgary on our website:

<http://www.mapleleafacademy.com/links.htm>

# Privacy of Information

Maple Leaf Academy has a definite and ongoing commitment to protecting your privacy. The privacy and security of our students' and employees' personal information is understood and respected by Maple Leaf Academy.

We collect your personal information so we can better understand your needs and preferences, to serve you better, to contact you and to meet statutory or legal obligation. In all circumstances we try to limit our collection of personal information to only those items that are necessary in order for us to provide the best service to our employees and students.

Maple Leaf Academy is committed to safeguarding your personal information through the use of security standards and procedures appropriate to the sensitivity of the information. Your personal information will not be sold or given to any third party other than government agencies or companies with which we are negotiating, or contracted to, for the delivery of language services. We are committed to maintaining your personal information in strict confidence and will ensure that any such government agencies or companies, that we do business with, will secure your information with the same level of confidentiality as Maple Leaf Academy.

Students are responsible to inform the school if their address and phone number changes.

If you have any questions related to the Maple Leaf Academy Privacy Policy, collection, use, disclosure or security of your personal information, or should you wish to examine the personal information we have on file for you, please make your request in writing to Maple Leaf Academy.