

Parent & Family Handbook

Our Values, Expectations & Commitment to Partnership

Effective September 2026

Welcome to **E.B. Chez Nous Educational & Behavior Consulting (EBCN)**. Thank you for trusting us to be part of your scholar's educational journey. EBCN was created from a deep belief that education should do more than teach academic skills. It should help scholars understand who they are, recognize their strengths, develop confidence, discover their voice, and understand that they have a meaningful place within their families, communities, and the world.

Our work is grounded in **Africentric and Ubuntu-centred principles**, while welcoming and supporting scholars from all backgrounds. At the heart of our work is Ubuntu: **"I am because we are."** This reminds us that our growth is connected to the people and communities around us. At EBCN, scholars deserve to be **seen, heard, respected, challenged, supported, and affirmed**. Families are not simply clients receiving a service. **Families are partners in the educational process.**

Our Shared Roles

- **The facilitator** brings professional knowledge, preparation, instruction, experience, and guidance.
- **The scholar** brings their voice, curiosity, strengths, experiences, effort, and willingness to grow.
- **The family** brings knowledge of their scholar, communication, support, consistency, and partnership.

We each have a role, and we each have a responsibility. This handbook outlines the expectations, policies, procedures, and shared commitments that help us maintain a respectful, consistent, and purposeful educational community.

Our Philosophy & Values

Ubuntu in Every Scholar

Ubuntu reminds us that we are connected to one another. At EBCN, we recognize the whole scholar, not simply academic performance. Our work considers:

Identity • Culture • Strengths • Interests • Learning Needs • Voice • Relationships • Well-Being • Independence • Community • Purpose

Our goal is to create learning environments where scholars can grow academically while also developing **confidence, responsibility, self-awareness, independence, and belonging**.

Our Mission

Our mission is to empower scholars through culturally responsive educational practices that honor their unique identities and potential. We partner with families and educators to create inclusive, affirming spaces where a scholar's ways of knowing are celebrated and every scholar has the opportunity to thrive.

Our Educational Philosophy

Guided by Ubuntu, "I am because we are," our philosophy centres on community, connection, identity, and restorative growth. We believe education should be meaningful and identity-affirming. Scholars benefit from relationships, intentional instruction, appropriate challenge, consistency, encouragement, and opportunities to use their voice. We recognize that scholars learn differently and that meaningful growth takes time.

Nguzo Saba in Our Work

The Nguzo Saba, or Seven Principles, provide an additional foundation for our work:

PRINCIPLE	HOW IT INFORMS OUR WORK
Umoja: Unity	We build strong relationships and a sense of belonging within our learning community.
Kujichagulia: Self-Determination	We encourage scholars to know who they are, use their voice, and take ownership of their learning.
Ujima: Collective Work & Responsibility	We believe scholars, families, and educators share responsibility for learning and growth.
Ujamaa: Cooperative Economics	We value supporting one another and building strong, sustainable communities.
Nia: Purpose	We help scholars understand their purpose and recognize the value of their learning and contributions.
Kuumba: Creativity	We encourage scholars to explore, create, think freely, and use their gifts in meaningful ways.
Imani: Faith	We encourage scholars to believe in themselves, their abilities, and their potential.

The EBCN Learning Community

EBCN is designed for families who value intentional education, consistency, respectful communication, individualized support, and partnership. Our educational model may include:

- 1:1 instruction
- Small-group learning
- Literacy intervention
- Academic intervention
- Enrichment programming
- Consulting services

Enrolling with EBCN means entering into a structured educational partnership. Families are expected to follow this handbook and their Contractual Agreement, meet financial commitments, support attendance and preparation, communicate relevant information, and treat facilitators, educators, scholars, and members of the learning community with respect. EBCN may determine that a service is not an appropriate fit when a scholar's needs, family circumstances, program requirements, or professional scope cannot be appropriately supported.

Educational Services

EBCN currently provides:

- **NestEd Homeschooling & Alternative Learning**
  Math, English, Science, Social Studies, Practical Life, and Typing
- **NestEd Afterschool Intervention**
  Math and Literacy
- **Orton-Gillingham Literacy Intervention**
  Twice weekly
- **Arts & Craft Enrichment Programming**
  Once weekly
- **Toilet Training Consulting**

Services are provided according to the scholar's needs, family goals, availability, professional scope, and applicable Contractual Agreement.

Our Learning Approach

EBCN provides an intentionally small, scholar-centred learning environment designed for children who benefit from individualized instruction, smaller learning groups, and a responsive educational setting. Our curriculum and learning experiences draw from a blend of Africentric and Montessori-inspired approaches, with consideration of relevant provincial curriculum expectations where appropriate. Learning is intentionally designed around each scholar's:

- Strengths
- Needs
- Interests
- Goals
- Stage of development

Hands-On & Multi-Dimensional Learning

Learning extends beyond worksheets and traditional instruction. Scholars may engage in hands-on, interactive, and multi-dimensional learning experiences that allow them to explore concepts through:

- Movement
- Manipulatives and materials
- Discussion
- Observation
- Problem-solving

- Creativity
- Real-world application

This gives scholars multiple ways to understand, practise, and demonstrate what they know. Learning plans and instructional content are developed with family input and adapted as scholars grow and their needs change. We focus not only on what a scholar can learn, but also on their ability to **apply, connect, and transfer skills across different settings and situations**.
Our small learning environment allows for closer observation, responsive instruction, meaningful relationships, and purposeful learning experiences.

Scholar Voice

A scholar's voice is an important part of the EBCN learning experience. Scholars are encouraged to communicate their:

- Interests
- Strengths
- Challenges
- Needs
- Ideas
- Accomplishments

Their perspectives are valued and considered while maintaining appropriate educational boundaries, expectations, and responsibilities.

Learning Locations

EBCN provides services in designated learning environments intentionally selected to support focus, independence, engagement, and successful transitions.
EBCN does not conduct educational or intervention sessions in scholars' homes. A scholar's home is naturally a place of comfort, familiarity, and relaxation. EBCN's learning environments are intentionally different and help communicate that "it is time to learn." Learning outside the home can support focus, independence, participation, social learning, and transitions between settings. Services may be provided in:

- A designated EBCN learning environment
- A library or community learning space
- An approved educational or community facility
- An approved online learning environment

The location will be communicated upon enrolment. EBCN may change a location when necessary because of programming, space availability, scholar needs, educational goals, safety, or other operational circumstances. Families and scholars must follow the rules and expectations of the designated location. **EBCN does not provide transportation** unless transportation has been specifically agreed to in writing in exceptional circumstances.

Field Trips & Experiential Learning

EBCN may offer field trips and off-site learning experiences that extend learning beyond the traditional learning environment. These experiences may connect scholars with:

- Community spaces
- Cultural institutions
- Nature
- Businesses
- Libraries
- Museums
- Other educational settings

Field trips are intentionally selected to support learning goals, real-world application, cultural connection, exploration, and skill transfer. Families will receive information about planned field trips in advance. Where required, written parent or guardian permission must be provided before participation. Additional costs, transportation arrangements, required supplies, and other details will be communicated in advance when applicable. All field trips remain subject to appropriate safety considerations, supervision, location requirements, and EBCN approval.

Educator Availability & Scheduling

EBCN recognizes that occasional changes to the educator's availability may occur due to practicum requirements or unforeseen circumstances. When a temporary scheduling change is necessary, families will be notified as soon as reasonably possible. EBCN will work collaboratively with families to make reasonable scheduling adjustments while supporting consistency and continuity in each scholar's learning. The educator's final Africentric B.Ed. practicum will take place for approximately five weeks beginning in mid-April 2027. Families will receive additional communication closer to the practicum period regarding any scheduling adjustments that may be required.

Enrolment & Screening

EBCN uses a screening and enrolment process to determine whether services are an appropriate fit. The process may include:

1. Family enquiry
2. NestEd Scholar Enrolment Form
3. Liability Waiver
4. Family interview
5. Review and acceptance
6. Contractual Agreement and Parent Handbook Acknowledgement
7. Applicable enrolment fee

Submitting an enrolment form does not guarantee acceptance. EBCN may decline enrolment when services are not an appropriate fit for the scholar's needs, family circumstances, program availability, professional scope, or learning environment. Services do not begin until all required documentation has been completed and the applicable enrolment fee has been received. Enrolment begins the first week in each month.

Enrolment Fees

The applicable enrolment fee is:

- **$85**: Toilet Training Consultation
- **$50**: Other EBCN services
- **$15**: Arts & Craft Enrichment

The applicable fee must be paid within **seven (7) days of acceptance** to reserve the scholar's place. Once a scholar's place has been reserved, the enrolment fee is **non-refundable**.

Commitment to Services & Facilitator Preparation

Ongoing EBCN services require a minimum commitment of one full academic year **(September-June)**, unless otherwise stated in the Contractual Agreement. This commitment supports:

- Consistency
- Relationship-building
- Intentional lesson planning
- Progressive skill development
- Progress monitoring
- Continuity of instruction
- Meaningful family-educator partnership

EBCN's work extends beyond scheduled instructional time. Preparation may include:

- Reviewing scholar information
- Planning lessons
- Preparing materials
- Selecting resources
- Reviewing previous learning
- Monitoring progress
- Adjusting instruction according to scholar needs

Tuition reflects the professional preparation and planning required to provide intentional instruction, not only the time spent directly with the scholar.

Tuition, Payment & Financial Commitments

Tuition and payment arrangements are established in the Contractual Agreement. Tuition is due on the payment date stated in the agreement. A two-day grace period is provided. If payment has not been received by 5:00 p.m. on the final day of the grace period, a **$50 flat late-payment fee** will be applied. There are no additional grace days. If tuition remains unpaid after the grace period, services will be **temporarily discontinued** until the outstanding balance, including any applicable late fee, has been received. Repeated late payment, including **three (3) consecutive instances of late payment**, may result in discontinuation of services and referral to collection services where appropriate. Families remain responsible for agreed tuition regardless of attendance, missed sessions, personal circumstances, or scheduling changes, as outlined in the Contractual Agreement.

Attendance, Missed Sessions & No-Shows

Attendance will be taken via the EBCN app. It will be crucial for all parent(s)/Guardian download the app to ensure attendance is noted. Consistent attendance is necessary for meaningful progress. Families are expected to:

- Honor scheduled sessions
- Communicate absences as early as possible
- Support their scholars in arriving prepared and ready to learn

When a scholar misses a scheduled session:

- Tuition remains payable
- No refund, credit, or reduction is provided
- The session will not be rescheduled

Rescheduling may be considered only in **unforeseen circumstances and when EBCN availability permits**.
A no-show is treated as a missed session and remains payable. EBCN reserves facilitator/ educator time for every scheduled session and prepares instruction, activities, materials, and resources in advance.

Refunds & Withdrawal

Enrolment and tuition fees are not refundable once a scholar's place has been reserved. Withdrawal does not eliminate financial obligations during the required notice period.

Family-Initiated Unenrolment

Families wishing to withdraw from ongoing services must provide **30 days or one month's written notice**, as outlined in the Contractual Agreement. Applicable tuition and financial obligations remain in effect during the notice period. Where applicable, reports will be provided after the 30-day notice period via email.

Scholar Expectations

Scholars are expected to:

- Treat facilitators and other scholars with respect
- Participate to the best of their ability
- Follow learning-environment expectations
- Take reasonable care of materials and property
- Use appropriate language and voice levels
- Respect personal boundaries and shared spaces
- Ask for help when needed
- Take increasing responsibility for their learning
- Contribute positively to the learning community

These skills are **taught, modelled, practiced, and reinforced**.

Scholar Well-Being, Behavior & Community

At EBCN, we believe behavior is a form of communication. Our approach focuses on:

- Understanding
- Relationship-building
- Accountability
- Restoration
- Skill development

We do not define a scholar by a difficult moment. Understanding behavior does not remove the need for boundaries or accountability. Unsafe, threatening, discriminatory, intentionally harmful, or persistently disruptive behavior will be addressed. EBCN may involve the family when additional strategies, supports, or decisions are required. When behavior creates an immediate safety concern, EBCN may end the session and require the scholar to be picked up.

Family Expectations & Communication

Families are an important part of the educational partnership. Families are expected to:

- Communicate respectfully
- Provide accurate and current information
- Honor scheduled sessions
- Meet payment obligations
- Follow notice requirements
- Support scholar attendance and preparation
- Follow EBCN policies
- Submit Attendance via EBCN app
- Support appropriate learning routines
- Communicate significant changes affecting the scholar
- Respect professional boundaries
- Participate in the educational partnership

Families must communicate information that may affect:

- Attendance
- Learning
- Behavior
- Health
- Safety
- Participation

EBCN will communicate important service-related information, concerns, and progress information as appropriate through **preferred methods and/or the Brightwheel app**. Communication should remain respectful, timely, and within reasonable professional boundaries.

Health, Illness & Sick Policy

Families must keep scholars home when they are ill or experiencing symptoms that may make participation inappropriate or pose a health concern for others. Examples include:

- Fever
- Vomiting
- Diarrhea
- Significant or persistent coughing
- Symptoms of a contagious illness
- An unexplained rash or potentially contagious symptoms
- Significant fatigue or weakness
- An illness that prevents reasonable participation

Families must notify EBCN **at least 24 hours in advance when possible**, or as soon as possible in unexpected circumstances, when a scholar cannot attend because of illness.

Illness During a Session

If a scholar becomes ill during a session, EBCN will provide appropriate care and supervision while contacting the parent, guardian, or authorized pick-up person. Families must arrange prompt pick-up when requested. EBCN may end an in-person session when a scholar is too unwell to participate safely or may pose a health risk to others. This policy does not replace medical advice.

Allergies, Medical & Safety Information

Families must provide accurate and current information regarding:

- Allergies
- Medical needs
- Emergency contacts
- Safety considerations
- Other information that may affect the scholar during services

Families must notify EBCN promptly when this information changes. EBCN will respond to disclosed needs within the scope of the services and learning environment available.

Learning Needs & Outside Professionals

Families are encouraged to provide relevant assessments, educational documentation, professional recommendations, and other information that may assist EBCN in supporting the scholar. EBCN may collaborate with outside professionals when appropriate and when proper authorization has been provided. EBCN does not replace medical, psychological, psychiatric, therapeutic, or other specialized professional services.

Orton-Gillingham Literacy Intervention

Orton-Gillingham (OG) is a structured, sequential, and multisensory approach to literacy instruction that provides intensive, individualized support. It helps scholars build strong literacy skills through explicit instruction, repetition, and practice. OG intervention is offered **twice per week on non-consecutive days**, with sessions lasting **40 to 60 minutes**. Consistent instruction and repetition help scholars strengthen skills, retain learning in long-term memory, and apply what they have learned to new words, reading, spelling, and writing. Lessons typically introduce new concepts while reviewing and reinforcing previously taught concepts.

If a scholar has not yet grasped a concept, additional review, practice, or a full lesson may be used before moving forward. This flexible approach allows instruction to be paced according to the scholar's needs and supports mastery and transfer of skills. Instruction may address:

- Phonemic awareness
- Phonics
- Encoding and decoding
- Spelling
- Reading fluency
- Vocabulary
- Morphology
- Related literacy skills

Lessons are planned and adjusted according to each scholar's needs, goals, and progress.

Home Practice

When appropriate, EBCN may provide home-practice recommendations. When home practice is assigned, **completion and return by the scheduled due date are required**. Home practice reinforces skills taught during sessions and should be completed consistently and appropriately. Home practice is intended to support learning and should not become a source of unnecessary stress or punishment.

Online Learning & Technology

When services are provided online, families are responsible for providing the required device, internet access, printer access, and assigned materials. The online learning environment must remain focused and free from unnecessary distractions. During scheduled instruction, only tabs, websites, applications, and digital resources assigned or approved by the facilitator may be accessible.

Scholars must:

- Remain on the designated learning platform
- Have access to a printer and assigned materials
- Follow facilitator directions
- Avoid unrelated websites, games, social media, messaging, and entertainment
- Communicate when assistance is needed

Parents and guardians are responsible for supporting an appropriate online learning environment. Failure to maintain an appropriate learning environment may result in the session being ended without compensation and the parent or guardian being notified.

Drop-Off & Pick-Up

* Parents and guardians are responsible for timely drop-off and pick-up.
* Only individuals authorized by the parent or guardian may pick up a scholar.
* Changes to authorized pick-up arrangements must be communicated to EBCN before pick-up.
* Pick-up completed more than **10 minutes after the scheduled end of programming** will incur the applicable late pick-up fee outlined in the Contractual Agreement.
* Repeated late pick-up may be addressed as a family partnership and service concern.

Legal Custody & Guardianship

The parent or legal guardian who completes the enrolment process will serve as EBCN's primary parent or guardian contact for the scholar. The primary contact is responsible for providing accurate information, communicating with EBCN, receiving program updates, and ensuring that required information and documentation are provided.

A secondary parent or guardian may be listed on the enrolment form for record-keeping purposes. Listing a secondary parent or guardian does not automatically establish them as the primary contact for day-to-day communication. Families must inform EBCN of any legal custody arrangement, guardianship, court order, or other legal arrangement that may affect the scholar's education, communication, information access, or authorized pick-up.
EBCN will follow applicable legal documentation provided by the family and will not make assumptions regarding parental rights or custody arrangements.

Privacy, Confidentiality & Media

EBCN respects the privacy of scholars and families. Information collected through enrolment, educational services, communication, assessment, and progress monitoring will be handled responsibly and used or disclosed only as appropriate and permitted. Confidentiality may have legal or safety-related limits, including circumstances involving serious risk of harm or where disclosure is required by law.

Photos, Video & Scholar Work

EBCN will obtain appropriate permission before using identifiable scholar photographs, videos, or scholar work for promotional, educational, or public-facing purposes. Consent for these uses may be requested separately.

Inclusion, Respect & Anti-Discrimination

EBCN welcomes scholars and families from all backgrounds, cultures, identities, and lived experiences. EBCN centres each scholar and respects their individual culture, experiences, identity, strengths, and needs. Our Africentric approach informs the representation, resources, and perspectives incorporated into our programming while remaining inclusive of all scholars. Discrimination, harassment, bullying, racism, prejudice, hateful conduct, or degrading treatment will not be tolerated.

All scholars, families, and facilitators are expected to treat one another with dignity and respect. Moreover, behavior that compromises the safety, inclusion, or well-being of the EBCN community may result in appropriate action, up to and including termination of services.

Emergency Procedures

EBCN prioritizes scholar safety. In an emergency at an in-person or virtual learning location, scholars must follow the facilitator's directions and the emergency procedures of the facility. Emergency procedures may include:

- Evacuation
- Shelter-in-place
- Relocation
- Contacting emergency services
- Contacting parents, guardians, or emergency contacts
- Temporary online disconnection

EBCN will contact emergency services when immediate assistance is required.

Injuries & Significant Incidents

If a scholar experiences an injury, medical concern, significant safety incident, or serious behavioral incident during a session, EBCN will respond appropriately within its scope and notify the parent or guardian as soon as reasonably possible. Emergency medical assistance will be requested when necessary. Families are responsible for ensuring EBCN has current emergency contact and relevant medical information.

Severe Weather & Unexpected Closures

EBCN may cancel, relocate, or modify a session when conditions make the scheduled learning environment unsafe or unavailable. This may include:

- Severe weather
- Facility closure
- Power outage
- Internet or technology failure
- Transportation disruption
- Emergency conditions
- Other circumstances outside EBCN's reasonable control

Families will be notified as soon as reasonably possible. A cancellation or modification under these circumstances does not automatically create a refund or credit. EBCN will communicate any alternative arrangement based on the circumstances.

Personal Belongings

Scholars should bring only the items necessary for their scheduled program, including water where appropriate. **Toys, including stuffed animals, are not permitted.** EBCN is not responsible for lost, damaged, or misplaced personal belongings. Families are responsible for clearly labelling necessary personal items.

Learning Materials & Intellectual Property

All learning materials will be provided by EBCN. Materials created or provided by EBCN are intended for the enrolled scholar and/or purchasing family according to the applicable terms. EBCN-created materials may not be copied, reproduced, redistributed, resold, altered for commercial purposes, or publicly shared without written permission.

This includes:

- Worksheets
- Books
- Flashcards
- Lesson materials
- Digital resources
- Activities
- Original instructional content

Nurturing Phonics: Africentric Literacy Resources

Learning does not stop when the session ends. EBCN develops Africentric learning materials for sale that extend learning into the home through literacy, phonics, culture, and representation.

Resources may include:

- Africentric Ubuntu Alphabet Book
- Ubuntu Flashcards
- NestEd with Phonics Workbook
- Africentric Literacy Worksheets
- Additional educational resources developed by EBCN

New resources may be introduced as the program develops.

Progress Monitoring & Service Review

EBCN monitors scholar progress through appropriate educational measures, which may include:

- Observation
- Informal and structured assessments
- Work samples
- Lesson performance
- Skill tracking
- Family feedback
- Other appropriate educational measures

Progress information will be shared with families at appropriate intervals. Progress will not necessarily occur at the same rate across all areas.

Service Review

EBCN may periodically review whether a current service remains appropriate for the scholar. A service review may consider:

- Scholar progress
- Attendance
- Participation
- Learning needs
- Family partnership
- behavior and safety
- Program suitability
- Whether the scholar's needs remain within EBCN's professional scope

EBCN may recommend a change in service when another approach or service would better support the scholar.

Concerns, Complaints & Conflict Resolution

Families are encouraged to communicate concerns directly with EBCN as soon as possible. Concerns should be communicated respectfully. EBCN will review concerns, seek clarification when necessary, and work toward a reasonable resolution. Threatening, abusive, discriminatory, or seriously disrespectful communication may result in further action under this handbook.

Unenrolment & Termination

EBCN-Initiated Termination

EBCN may discontinue services for reasons including:

- Repeated non-payment or late payment
- Failure to meet contractual obligations
- Repeated policy violations
- Unsafe behavior
- Serious or ongoing disrespectful or abusive conduct
- Failure to maintain a productive family-educator partnership
- Materially inaccurate or intentionally false information
- Inappropriate or unsafe circumstances
- Needs that fall outside EBCN's scope of services

Scope of EBCN Services & Additional Support

EBCN provides educational and consulting services within its professional scope. EBCN is not:

- An emergency service
- A medical provider
- A mental health treatment provider
- A crisis counselling service
- A replacement for clinical services
- A substitute for qualified professionals

Families may seek additional emotional, counselling, mental health, crisis, or specialized support when appropriate.

Crisis & Emergency Resources

Canada Kids Help Phone:
1-800-668-6868 or text CONNECT to 686868

Canada Suicide Crisis Helpline:
Call or text **9-8-8**

United States 988 Suicide & Crisis Lifeline:
Call or text **988**

Immediate Danger

If a scholar is in immediate danger, at risk of serious harm, or requires urgent emergency assistance, contact local emergency services immediately. In Canada and the United States, this generally means **calling 911**. EBCN does not replace emergency, medical, crisis, or mental health services. When safety is at risk, seek immediate professional help.

Updates to This Handbook

EBCN may update this handbook when services, policies, operational practices, or applicable requirements change. Families will be notified of significant changes when appropriate.
The most current version of this handbook governs EBCN's general policies and expectations, subject to the terms of the Contractual Agreement.

Policy & Contractual Agreement

This handbook establishes EBCN's general policies, expectations, educational philosophy, and operating practices. The Contractual Agreement establishes the specific terms of each family's service arrangement, including:

- Selected service
- Schedule
- Tuition
- Payment schedule
- Commitment
- Withdrawal requirements
- Other service-specific terms

Where a service-specific term in the Contractual Agreement differs from a general handbook provision, **the Contractual Agreement governs that specific service arrangement**. Families are responsible for reviewing all applicable documents before services begin.

Parent/Guardian Acknowledgement

I acknowledge that I have received and reviewed the **E.B. Chez Nous Educational & Behavior Consulting Parent & Family Handbook**.

I understand that this handbook establishes the general policies, expectations, responsibilities, and educational philosophy of EBCN.

I understand that the Contractual Agreement establishes the specific terms of my scholar's services, including the selected service, schedule, tuition, payment arrangements, commitment, and withdrawal requirements.

I understand that I am responsible for following the policies outlined in this handbook and the applicable Contractual Agreement.

By enrolling my scholar with EBCN, I acknowledge my responsibility to support a **respectful, consistent, and productive educational partnership**.

Parent/Guardian Name: _____

Signature: _____

Date: _____

Scholar Name: _____

E.B CHEZ NOUS
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