



مهارات Mahasat

مركز تعليمي Learning Center

Parent Handbook 2018-2019



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# Welcome



Welcome to Maharat Learning Center. We have been established to serve children and young adults with special educational needs the tools and strategies they need to access and succeed in mainstream education. Maharat is a smart learning center equipped with the latest state of the art technology for learning and teaching. Our model for delivering behavioral, educational and inclusion support services will meet the requirements of children and young adults with a variety of unique needs, as well as provide support, training and professional development for schools and nurseries, professionals and the wider community.

Maharat Learning Center offers specialized programs that incorporate the importance of health and wellness, culture, family, language, community and education and how they contribute to a child's overall development. We support children and young adults with Specific Learning Difficulties including Dyslexia, Dyscalculia, Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorders (ASD), as well as other cognitive disorders, developmental delays and learning difficulties that may be affecting their academic performance, and inclusion in to the broader community.

Children will learn how to use technology through play in a very interactive environment enabling them to achieve various skills to prepare them for the future.

In order to provide the highest quality of care, education and support, our Training and Professional Development Center provides a variety of educational and training services schools and nurseries, teachers, special educators, professionals and the community.

This handbook has been prepared to explain our services, rules and regulations, and policies and procedures at Maharat Learning Center. If you have a question, the answer may well lie within the pages herein, and if needed, our Client Relations, Scheduling and Management team are all great next steps in helping to find answers.



## Our Vision

Our Vision is to become the leading technology-driven Educational Institute that empowers and enables individuals with variable degrees of learning difficulties, cognitive challenges and other developmental delays.

## Our Mission

Our Mission is to provide an enabling environment for individuals facing various challenges and support them with the necessary life skills, academics, technology skills, vocational training, job placement and coaching for successful inclusion.

Our Mission is achieved through the continuous learning and development of professionals using best-researched teaching methods and technology tools for learning and communication.

## Our Learning Environment

Our state of the art classrooms utilize the latest technology, design and learning tools to create an interactive, innovative and engaging environment. As a smart learning center, children and young adults can achieve their academic, social and communication goals using multiple tools including virtual learning, 3D printing, robotics, engineering concepts, art and design and can share their knowledge on our interactive platform.



# Our Services

## Maharat Learning Academy



The Maharat Learning Academy has been developed after years of experience in teaching children with special educational needs, cognitive disorders, developmental delays and learning difficulties. Our expertise in teaching students with learning challenges allows us to create individualized programs based on each child's abilities and skills, and we utilize innovative teaching strategies using multi-sensory tools, online resources, robotics, 3D printing, arts and crafts and music to allow children to reach their potential and build their confidence.

Our smart interactive environment is very safe, protected and enriches the learning experience for children and young adults to develop academic, social, communication and life skills.

## Tutoring for Specific Learning Difficulties

We are dedicated to supporting children and young adults with Specific Learning Difficulties (SLD) to reach their potential as they grow. Our tutoring program for Specific Learning Difficulties provides children and young adults the tools and strategies they need to learn to succeed and lead happy and successful lives.

We support students with the following:

- Dyslexia
- Dyscalculia
- Dysgraphia
- Autism Spectrum Disorder (ASD)
- Attention Deficit Hyperactivity Disorder (ADHD)
- Attention Deficit Disorder (ADD)
- Visual Processing Disorder
- Auditory Processing Disorder

Our tutoring program provides individualized and age-appropriate learning objectives to reflect each child's strengths and needs and measurable targets are established as achievement goals for the program. The program may include phonics, sight reading, vocabulary, reading comprehension, writing including grammar and punctuation, spelling rules, assistive technology and typing to name but a few.



# Behavioral Intervention Center

## 1:1 ABA Therapy

Applied Behavioral Analysis (ABA) is a widely known teaching technique that is used for behavioral modification and to teach children with developmental and cognitive delays the social, adaptive and academic skills necessary for them to access mainstream education. Services available from our Behavioral Intervention Center include:-

- 1:1 Behavioral Therapy (Arabic & English)
- School Shadowing
- Functional Behavior Assessments
- Behavioral and Intervention Support
- Therapist / School Shadow Training
- Parent Training (Arabic & English)
- Development of Individualized Education Plans (IEPs)
- Observations and evaluations in the home or school setting
- Consultations for children and young adults enrolled in school

## Preparing the Child for School

We use ABA therapy in conjunction with technology to teach functional, social, communication, academic, and relevant skills to give children and young adults with developmental delays, learning difficulties and/or behavioral problems the tools they need to learn to succeed and uses techniques and principles to bring about meaningful and positive change in behavior. Our ABA programs utilizes multiple techniques including Structured Teaching, Discrete Trial Instruction, Verbal Behavior, Pivotal Response Training and a Naturalistic Teaching Approach in an age-appropriate individualized program with learning objectives to reflect each child's strengths and needs. Our experts provide children with a range of programs addressing self-help skills, school preparation, communication and social skills, reading, writing, executive functioning and theory of mind.

## Transitioning to School

Should the recommendation be for the child to be in an inclusive school setting, we can provide supporting documentation, can attend any preparation meetings should the parent/school request it and share information to specify how we plan to support the child, family and school. Once the school/curriculum is decided, the child should be prepared and it is strongly suggested the child be gradually acclimated to classroom/group instruction prior to the commencement of school. This can come in various forms, but some of the more common strategies we use include having the child visit the school, having the child get used to wearing the school uniform and social stories, pictures, books about going into school.



## **Inclusion and School Support Center**

We are committed to delivering outstanding quality programs and supporting the child throughout his/her school years. Our Inclusion and School Support services have been developed to support our students to access and succeed in schools. Our inclusion team is trained and encouraged to build strong partnerships with schools and nurseries, support children with academic, behavioral, and social skills development inside a school setting, and train and develop school teachers, learning support specialists, and shadow teachers.

## **Functional Independence and Tertiary Education Support**

We teach children from the age of 10 years and above “daily living skills” which refers to a wide range of personal self-care activities across home, school, work, and community settings. Most daily living skills need to be performed on a regular basis to reach necessary levels and proper ‘Adaptive Functioning’. Without reaching true Adaptive Functioning, an individual’s ability to care for themselves and function independently is compromised.

## **Vocational Support/Job Placement and Coaching**

Prevocational skills are prerequisite skills needed to prepare individuals for success in the workplace. We provide learning experiences ranging from basic communication, daily living and work preparation skills, to functional academics, clerical skills, and community-based work/study programs.

## **Training and Professional Development**

Only through continuous learning can we hope to maintain the highest level of professional excellence, meeting the needs of our clients as caregivers. It is recognized that the success of our organization depends on all staff, whatever their role, having the relevant skills, knowledge, and competencies.

The Maharat Professional Development Center recognizes that professional development is fundamental to its success. We provide a variety of professional trainings for teachers, school shadows, learning support assistant and behavioral therapists to ensure the successful inclusion of our children. Training can be requested at your venue or at our location. Our professional courses include Registered Behavioral Technician RBT, Learning Support Training course, Inclusive Education for teachers, advanced Behavioral therapy training.



# iClient Online Platform

As Maharat Learning Center is focused on providing the highest level of customer care to our clients, and also in part with our mission on continuously improving the quality of our services, clients who register for 1:1 Behavioral Therapy or SLD Tutoring will be provided login details for our iClient system. iClient is an exciting and dynamic online platform for parents to connect with our Center. Through this platform, you will be able to access comprehensive information online via a personal parent log-in, including your Child's schedule, vital request and notification forms, and information on upcoming events, trainings, and activities being held by our Center.

iClient is a web-based platform allowing you as parents / guardians to access information including:

- Your child's weekly schedule
- Program Update Reports
- Feedback forms
- Inquiry forms
- Pending invoices
- Client request forms
  - Change Schedule Request Form
  - Client Vacation Notification Form
  - Change Therapist Request Form
- Calendar of events and upcoming events
- Client satisfaction surveys

To access iClient please visit [www.child-pro.com](http://www.child-pro.com) and enter your personal parent Login information which is provided when you start services.



Figure 1: Child-pro Website and Portal





# Maharat Policies and Procedures

## Confidentiality Policy

Unless required by law, no information that discloses the Client's identity will be released to anyone outside of the Client's 'circle of care' without written consent from the Parent/Legal Guardian. Children 18 years of age and over will be asked which individuals should receive information on their progress. All information shared and discussed with Personnel is considered strictly private. Center Personnel may disclose information without consent only under the following circumstances, in the best interest of the child/individuals/family at stake:

1. If there is clear evidence of serious and imminent harm to oneself or to others.
2. If there is reason to suspect abuse (sexual, emotional, or physical) or neglect of a child or vulnerable adult.
3. If there is a report of misconduct, particularly of a sexual nature, by another health professional.
4. If the confidential records are deemed relevant and subpoenaed by a court of law or regulating body of health professionals.

## Safeguarding Children Policy

All staff at Maharat Learning Center are trained to be aware of behavioral and physical indicators that suggest the possibility of abuse. Staff are aware of the procedures to be taken if they believe a child or young adult has been abused or is at risk of abuse. Should any member of staff have any fears about a particular child, she/he will immediately take up the matter with the Center's Safeguarding Team, who may decide that further advice is needed. We will consider discussion with parents and caregivers in the first instance and respect for confidentiality will be kept at all times. If there is any suspicion of abuse it will be recorded and the Safeguarding Team will contact local authorities without un-due delay. All staff will co-operate with any investigation and will act in accordance with the wishes of the local authorities. If a member of MLC staff is under suspicion, the Safeguarding Team will act in accordance with the wishes of local authorities.



## Cancellation Procedure

The success of our programs highly depends on recommended hours and supervision being fulfilled. Therefore, absences and cancellations of Services shall be closely monitored and recorded to ensure the continuity of recommended and mandatory program / supervision hours. While the Center acknowledges that Parents may need to cancel sessions, the following cancellation guidelines shall apply for applicable service cancellations. Failure to adhere to the cancellation guidelines described herein may result in a billable cancellation. Please be aware that cancellation charges, for any reason, may not be covered by insurance. If Parents cancel sessions for a period longer than fourteen (14) calendar days, the Center at its sole discretion, may reassign any Personnel as necessary.

### How to Cancel a Session

Notice of cancellations shall only be received by the Scheduling Department by calling the Center on +971 4 288 8104 or by email at [scheduling@maharatlearning.com](mailto:scheduling@maharatlearning.com). We kindly request notifications of cancellation by 5:30PM the day prior to the scheduled session, and as the Center is closed on Fridays, Saturday sessions should be canceled in writing by e-mail no later than 4:00PM on Friday.


### Cancellation of Hourly Services

Cancellations received less than twenty-four (24) hours before the session start time and same day cancellations shall be considered a billable cancellation and 100% of canceled hours shall be charged.

Cancellations received more than twenty-four (24) hours before the session start time will incur an applicable administration cancellation fee as follows:

- Center or Residence Session: 75AED will be billed as an administration cancellation fee per session, applicable for up to three (3) consecutive canceled days.
- School Shadow Session: 50% of session will be billed as an administration cancellation fee, applicable for up to three (3) consecutive canceled days.

If a session(s) is canceled less or more than twenty-four (24) hours before the session start time due to Client illness, and a Sick Leave Certificate is presented within three working days, the Center shall not bill for the cancellation.



If a Client shall be absent due to an extended leave, Parents must inform the Scheduling Department in writing and complete and submit a Client Vacation Notification Form at least seven (7) days in advance of the planned absence. For Hourly Services, no billing shall occur for any dates of absence due to extended leave as long as a Client Vacation Notification Form has been received seven (7) days in advance of the leave; otherwise the applicable cancellation guidelines described herein shall apply.

### **Cancellation of Prepaid Package Services**

Cancellations received less or more than twenty-four (24) hours before the session start time and same day cancellations shall be considered a billable cancellation and no refund in full or in part of missed hours shall be provided.

If a session(s) is canceled due to Client illness and a Sick Leave Certificate is presented within three working days, the Center shall make every endeavor to reschedule the canceled hours within the same month if a Sick Leave Certificate has been provided.

If a Client shall be absent due to an extended leave, Parents must inform the Scheduling Department in writing and complete and submit a Client Vacation Notification Form at least seven (7) days in advance of the planned absence. For Prepaid Packages, the Service month shall be prorated up to three (3) times per contract year, for a maximum of two (2) weeks per leave period, as long as a Client Vacation Notification Form has been received seven (7) days in advance, otherwise the applicable cancellation guidelines described herein shall apply.

### **Absences from Maharat Learning Academy Services**

Absences from the Maharat Learning Center Academy shall be monitored and recorded and Parents shall be responsible for the full term fees regardless of any absences.

### **Cancellations by the Center**

Should the Center cancel Services for any reason, there shall be no refund in full or in part of Prepaid Package fees, however the Center shall make every endeavor to reschedule any cancelled hours within the same month. For Hourly Services, no billing shall occur for such cancellations by the Center.

### **Substitute Sessions**

In the event of Personnel absence, the Center will endeavor to provide substitute Personnel to ensure consistency of program hours. We strongly encourage you to accept substitute Personnel as the continued success of the program goals and objectives depends on fulfillment of the recommended hours. We believe that all our Personnel can produce beneficial ideas on our programs as we are always in close communication with each other.



## Health and Safety Policy

MLC has a responsibility to provide a safe environment for your child in the center. However, it is the parent's responsibility to have safety measures at home at all times. All staff is aware of potential hazards within the center and the surrounding environment and actively protect children from hazards. We aim to provide all staff with first aid training. All accidents and incidents are recorded on an Incident Report Form and are accurately notified to the parent and/or caregiver as soon as possible. Hygiene rules relating to bodily fluids are followed with particular care and all staff is aware of how infections can be transmitted. MLC aims to:

- ◆ Involve and motivate MLC staff in all matters concerning Health and Safety.
- ◆ Prevent accidents, injuries and ill-health and to identify and eliminate hazardous situations.
- ◆ Achieve a high standard of occupational health, safety, welfare and hygiene.
- ◆ Provide a safe and healthy environment.
- ◆ Control situations likely to be hazardous to the health and safety in the Center or cause damage to personal equipment.

## Emergency Evacuation Procedures

It is imperative that all clients and staff familiarize themselves with the following emergency evacuation procedure for the Center. Evacuation diagrams, including routes and fire alarm pull stations are posted throughout the center. The Emergency Assembly Area is located on the Ground Floor in front of the Marsa Plaza building. When evacuating the center, the following guidelines should be adhered to at all times:

- ◆ Stay calm, do not rush, and do not panic. Safely stop what you are doing.
- ◆ Do not stop to gather your personal belongings unless it is clearly safe to do so.
- ◆ If safe, close doors and windows, but do not lock them.
- ◆ Use the nearest safe stairs and proceed to the nearest exit. Do not use the elevator.
- ◆ Proceed to the designated Emergency Assembly Area and report to the Emergency Response Team.
- ◆ Emergency Response Team will carry Emergency Kit and Staff Attendance Sheet.
- ◆ Wait for any instructions from the Emergency Response Team or local emergency responders.  
Do not re-enter the building or work area until you have been instructed to do so by the
- ◆ Emergency Response Team or local emergency responders.



## Complaints Procedure

By listening to you, the parent and caregiver, we are able to evaluate and improve our services. In the event of any parent or caregiver being unhappy about any aspect of the care your child is receiving, or if you have any other reason for concern, you should, in the first instance, raise the matter with your child's Case Supervisor or Case Manager, as necessary. If you are still not satisfied with your concerns being addressed, please raise your concerns with the Client Relations team by completing a Client Concerns and Complaints Form.

**Who can make a complaint?** Anyone using MLC services may file a complaint.

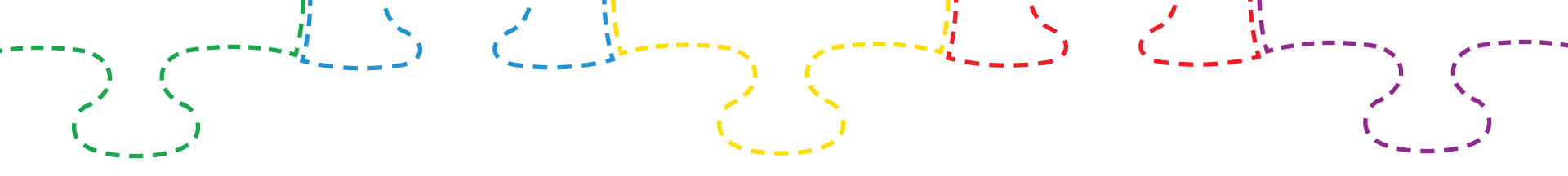
**How can you voice your concerns?** Talk to the person involved. Sometimes a misunderstanding can be sorted out quite quickly.

**How to make a formal complaint?** If you are not satisfied and wish to make a formal complaint, please ask the Client Relations team for a Concerns and Complaints Form.

**What happens next?** The Client Relations team may want to talk to you and others involved in the complaint. After an investigation, they will inform you, in writing, of the decision. In the first instance, it is hoped that the complaint or concern will be dealt with at source, i.e., if the complaint is against a member of staff, the complainant will talk to the member of staff in the first instance. The complainant may instead wish to talk to the Client Relations team who may arbitrate. If dissatisfied with the outcome of informal talks, the Client Relations team will give details to the complainant about the next stage of the procedure. It is our policy to resolve concerns and complaints of an administrative nature within 7 working days, and if of a clinical nature, within 21 working days.

## Equal Opportunities Policy

MLC aims to ensure equality of opportunity by combating all forms of prejudice and eliminating all forms of unfair discrimination. At MLC we value and respect all racial origins, religions, cultures and languages. Each child is valued as an individual, without racial or gender stereotyping. We endeavor to provide access and facilities for children with special educational needs. All play equipment is selected to show positive images of all races, cultures and disabilities and to avoid racial or sexist stereotyping. Our good practice enables children to develop positive attitudes to differences in race, culture, language and gender. MLC is an equal opportunity employer and we employ staff from all nationalities and backgrounds.



Maharat is committed to providing a workplace in which the dignity of all staff is protected. Our staff come to work to care for others and it is important for our staff to work in an environment that is free from all forms of verbal and physical harassment. The Center feels sure you will understand that proper behavior is absolutely necessary, and any aggressive or threatening behavior towards our staff is not acceptable, and will not be tolerated under any circumstances. We aim to ensure all clients, visitors and staff are treated with respect at all times, and our Client Relations team are always available should you have anything you wish to discuss regarding our Center and services.

### **Placement Policy**

If requests for admission exceed the number of places available, your child will be placed on a waiting list. During your time on the waiting list, you will be contacted from time-to-time to determine whether you are still interested in a place and also to give you some indication of when a place is likely to become available. However, you are also encouraged to contact the Client Relations Department to ascertain the latest position regarding occupancy. It is essential that you notify MLC immediately should you make alternative childcare arrangements and no longer require a place.

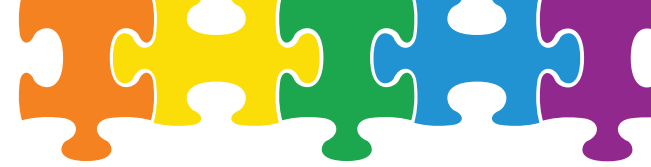
Once MLC is aware that a place is going to become available, the parents and caregivers at the top of the list with a child will be offered that place. Usually this will be some weeks or months in advance of the place becoming available. On most occasions the place is accepted, but in instances where the place is not taken up, it is offered to the next parent and caregiver on the list.

Once a child has been allocated a place on an agreed basis, it is expected that parents and caregivers will adhere to the arrangements set out in the Enrollment Agreement and Maharat Learning Center Handbook. Failure to do so may result in termination of the services agreement. The allocation of a place must continue normally through the vacation on the same basis as during term time.

### **Smoking, Drugs and Alcohol Policy**

MLC has a strict policy that smoking is prohibited in all areas of the center. The center is a no smoking area. MLC staff support this policy and will ensure that it is observed at all times. This will apply to all staff, parents and caregivers, visitors and contractors entering the center premises. Staff will not be permitted to work at MLC under the influence of alcohol or drugs.

# Maharat Rules & Regulations



## **Arrival and departure of children in the Center:**

It is essential that parents and caregivers always notify a member of MLC staff of their arrival. On arrival at MLC you will be expected to hand over your child to a therapist/clinician who will then register your child for the session. When you collect your child, we would expect you to inform the front desk staff of your departure. MLC must be informed if anyone other than the parent or caregiver will be collecting your child.



## **Case Management and Supervision:**

In order to maintain the highest quality standards for programs and plans, monthly case management and quarterly supervision is required for Behavioral Therapy and SLD Services. Monthly case management shall include a minimum of two (2) hours per month of supervision. Quarterly case management shall include a minimum two (2) Team Meetings per year and two (2) Parent Meetings per year. The Director shall participate in at least two (2) of the four (4) scheduled meetings per year. For Hourly Services, Parents shall be billed for each member of the Client's team attending the meetings in accordance with the Fee Schedule. Failure to meet the case management and supervision requirements as stipulated herein may result in suspension of services and no schedule shall be provided until the required case management/supervision service is scheduled. If such case management and supervision requirements are not fulfilled within the specified timelines, termination of services may ensue.



## **Child schedule:**

Schedules are arranged by term, based on the recommendations and the availability of Personnel. Personnel assigned to a Client's schedule may change at any time at the Center's discretion, particularly during public holidays, academic holidays, and/or spring/summer/winter holiday periods. If Parents request a change of schedule or a reduction/increase in the number of sessions, they must complete a Schedule Change Request Form in writing. Schedule changes will be reviewed on a term basis only, and are subject to clinical/educational recommendations and approval. The Center cannot guarantee all schedule change requests and new Personnel may be introduced to the team to fulfill the request, if approved.



### **Clothing:**

MLC requests that each child be provided with a complete change of clothes that is labeled with the child's name. It is an essential component of educative play that children are able to enjoy art and craft activities with, for example, glue, paste, paint, sand, water, etc. Inevitably children will transfer some of these materials to themselves and their clothing. We attempt as far as possible to purchase glue, paste and paint which are "washable", but in practice not everything is washable off all clothing materials. Parents should therefore dress their children with this in mind. We will accept no liability for clothing damaged while the child is at MLC. Parents can also send an adult tee-shirt that the child can wear on top of the clothing as some children resist wearing the art aprons/smocks.



### **Data entry and graphing, Log book update, and parent questions:**

Therapists shall be allowed to use a total of (10) ten to (15) fifteen minutes in the aggregate at the beginning or end of a therapy session to prepare for the session and/or to graph and record data regarding the session. After a Team Meeting, the Child's log book shall be updated to incorporate the recommended changes. If Parents would like to discuss any issues, Parents are requested to advise the Therapist at the beginning of the therapy session. Any time taken for data entry and graphing, log book update, report writing, or to discuss program issues with Parents shall be considered billable time.

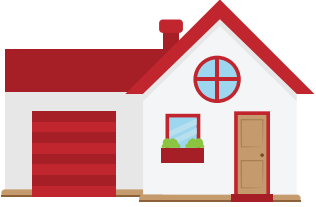


### **Days of operation:**

Services shall be available Saturdays – Thursdays, between the hours of 8:00AM and 6:00PM, subject to availability. The Maharat Learning Academy shall provide services Sundays – Thursdays, between the hours of 8:00AM-1:00PM or 8:00AM-3:00PM, three terms per year during the period September - June, with the exception of the pre-scheduled academic term breaks and public holidays. Behavioral therapy sessions and school shadowing services shall be no less than two (2) hours in duration and sessions for all other programs shall be no less than one (1) hour in duration.







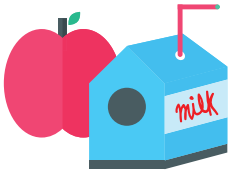
### **Home sessions:**

A parent/ legal guardian must be on hand at all scheduled sessions and present or available at hand and responsible for the safety and security of the Client at the designated service location when services are located outside of the Center premises. The Parent/Legal Guardian agrees that at all times when Services are provided, the Parent/Legal Guardian shall be solely responsible for control over the safety in the Client's home environment and for creating a safe site for the Services.



### **Late arrival/late collection of child:**

If the Child arrives late to a session at the Center, a thirty (30) minute grace period shall be permitted before a session shall be deemed canceled. Notwithstanding such delay, Parents shall be billed for the full session. For Parent Meetings or Team Meetings, a meeting will be deemed canceled if the Parents and Child do not arrive within the thirty (30) minute grace period and Parents shall be billed for all clinical staff scheduled for the entire duration of the meeting. Upon completion of the therapy session, the Child must be collected on time as the Center's legal liability relating to the staff/child ratio may be affected. Any Parent or caregiver who is late collecting the Child shall be billed a late collection penalty of 25 AED for each 15 minute interval that the Child is picked up late.



### **Meals and snacks:**

MLC is unable to cater for special diets, such as, religious diets or allergy diets. Parents are free to supply a packed lunch or snacks for their children if they prefer.



### **Missed sessions:**

If the Child misses three (3) consecutive sessions with any given Therapist without notification to the Center, the Center shall assume that the Parents no longer desires therapy during that session time for the Child and consequently, the session time will be permanently reallocated.



### **Parental and caregiver involvement:**

The importance of continuity between home and MLC cannot be over-stressed. Our aim is to develop an honest, open and supportive relationship with you, which complements life in your home rather than contradicts it. We are very aware of our influence as a role model for your child and without your extensive knowledge of your child we would be unable to enhance your child's development. MLC staff is always available to discuss your child and their development. The Clinician or Therapist shall be informed on arrival if parents would like to discuss any issues. Any time taken to discuss such issues shall be considered billable time.



### **Personal property:**

Children should not bring valuables to MLC (e.g. jewelry, toys, etc.), since staff cannot be held responsible for any personal belongings being lost or damaged. Personal computers, iPads and laptops should be marked with the child's name, and if for any reason they are left at the Center, it will be kept at the front desk until the next session or is collected.



### **Prescribed medication:**

Prescribed medication cannot be administered by MLC staff. Should the child require taking medication while at the Center for a session, at least one the Parents, or a caregiver authorized by Parents should be available to administer the medication. If the child is receiving medication, a consent should be given to the Center to administer in cases of emergency only.



### **Schedule change request:**

Schedules are arranged by term, based on the recommendations and the availability of Personnel. Personnel assigned to a Client's schedule may change at any time at the Center's discretion, particularly during public holidays, academic holidays, and/or spring/summer/winter holiday periods. If Parents request a change of schedule or a reduction/increase in the number of sessions, they must complete a Schedule Change Request Form in writing. Schedule changes will be reviewed on a term basis only, and are subject to clinical/educational recommendations and approval. The Center cannot guarantee all schedule change requests and new Personnel may be introduced to the team to fulfill the request, if approved.





### **Sickness and medical requirements:**

MLC are not allowed to admit, onto the premises, any child who appears to be suffering from an infectious or contagious illness or disease. Any child who has a sore throat, discharge from the eyes or nose, sickness, vomiting, diarrhea or any contagious/infectious illness should be kept at home until a doctor has certified, in writing, that she/he is fully recovered and/or sufficient time has elapsed since the last outbreak. Please do not bring children who are unwell into the center as they will be sent home upon arrival. Home therapy should be stopped until child is fully recovered as it can affect therapists and other children indirectly. Parents and caregivers are required to inform MLC of where they can be reached in the event of an accident or sudden illness. If a child becomes seriously ill or injured during his/her attendance at MLC or at home, MLC staff reserve the right to call for emergency assistance and, if necessary, remove him/her to a hospital and give permission for emergency treatment to be administered. If we have to take your child to a hospital, as a result of an illness or accident, we will do our utmost to inform you immediately. It is therefore vital that this information is kept up-to-date and that you inform us of your timetable/whereabouts. Please inform MLC of any changes to these details as soon as possible. Please inform us as soon as possible if your child will be absent for a period of time due to illness.



### **Sun cream:**

Parents are advised to bring in sun cream during the summer season.



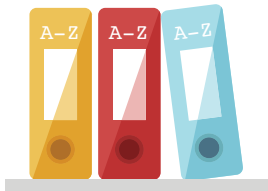
### **Termination of services:**

Either the Parent/Legal Guardian or the Center may terminate services at any time, for any reason or for no reason, upon providing seven (7) days advanced, written notice to the other Party. Should the Parent/Legal Guardian desire to terminate Services with less than seven (7) days' notice, the Parent/Legal Guardian acknowledges and understands that they shall be charged in accordance with the Centers' cancellation guidelines up to and including the seven (7) day notice period. Upon termination the Parent/Legal Guardian shall pay all fees accrued for services within fourteen (14) days of the final invoice. Any subsequent credit shall be refunded to the Parent/Legal Guardian within thirty (30) days of receipt of final invoice settlement, and subject to the return of the required materials. If the balance of the account is not paid in full within thirty (30) days of the date of the final invoice, the collection terms listed in the Enrollment Agreement shall apply. For Prepaid Packages, no refund in part or in full will be provided for termination notifications received within the package month. In cases of termination of Client's enrollment with the Academy during the course of the term, Parents shall still be responsible for the full term fees up to and including the date the termination becomes effective.



### **Therapist change request:**

To request a change in the team/therapist, parents must complete a Therapist Change Request Form and return to the Client Relations team. Team changes will be reviewed on a term basis and if it is deemed necessary to change the team members from the case, it may take up to three weeks to make permanent changes. During this time, the team member may be recommended to remain on the case temporarily to not affect the program hours. The Center cannot guarantee all team change requests however, we will try our best to satisfy your request. The current team may not be available to accommodate your change request therefore a new therapist(s) may be introduced to the team to fulfill the request.



### **Therapy materials and logbooks:**

Parents shall prepare or purchase all of the materials needed for the Child's therapy and team meetings. Assistance can be provided, upon reasonable request and at a reasonable cost by the Center. Clients who are scheduled for home sessions, school sessions and/or center sessions are responsible for transporting both logbooks and materials between their home, school and/or MLC. It is not the responsibility of therapists to transport Client Logbooks back and forth for clients with home-based sessions. Transporting Client Logbooks places unwarranted liability on therapists for any ensuing loss or damage to logbooks, therefore it is in the best interest of our therapists to refrain from accepting this responsibility.



### **Toileting and nappies:**

MLC promotes independent toileting for all children who are 3 years old and over. Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff that is then on-hand to supervise hand washing afterwards. Parents and caregivers of children not yet completely toilet-trained are required to provide sufficient disposable nappies and extra underwear.



# Acknowledgement and Useful Contact Information

Parents acknowledge and understand that the Maharat Learning Centre Handbook, together with the Enrollment Agreement, form the policies and procedures of the Center and Parents shall be responsible for reviewing and complying with all guidelines specified therein.

## E-mail addresses:

- 📧 Client Relations Team: [clientrelations@maharatlearning.com](mailto:clientrelations@maharatlearning.com)
- 📧 Scheduling Team: [scheduling@maharatlearning.com](mailto:scheduling@maharatlearning.com)
- 📧 Accounts Team: [accounting@maharatlearning.com](mailto:accounting@maharatlearning.com)

We hope this Handbook has been, and will prove, useful to you in understanding our services, policies, and procedures. Should you have any questions or need further clarification on the content of this Handbook, please feel free to contact our team and we will make every effort to address your questions and concerns.

We recognize that there are many options for clinical and educational services in Dubai and we are both proud and grateful that you chose to be a member of our family and we sincerely hope that we can continue to make a difference in your life!





مهارات Maharat

مرکز تعلیمی Learning Center

 [www.maharatlearning.com](http://www.maharatlearning.com)

 [info@maharatlearning.com](mailto:info@maharatlearning.com)

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