



STUDENT HANDBOOK

August 2023

Our Mission

Our mission is to contribute to an individual's education by teaching languages and providing insight into other cultures, thereby fostering personal and professional growth which will help students become informed and active members of society.

To achieve this teams of trained, motivated professionals use interactive educational techniques and state-of-the-art technology to provide excellence in teaching.



TABLE OF CONTENTS

A MESSAGE FROM THE DIRECTOR	01
INTRODUCTION	01
LANGUAGE PROGRAMS	02
ENGLISH PROGRAM (EP)	02
INTENSIVE ENGLISH PROGRAM (IEP)	02
CCLS SPANISH COURSE	02
CORRELATION WITH THE CEFR	02
Your evaluation of CCLS programs	02
PROGRAM CURRICULUM AND SYLLABUS	03
PROGRAM ADMISSION	03
STUDENT EVALUATION AND ADVANCEMENT	03
ATTENDANCE	03
CLASS PARTICIPATION	03
COURSE MATERIAL	04
COMPUTER STATIONS	04
HOLIDAYS AND WEATHER-RELATED CLOSURES	05
ACADEMIC SERVICES	06
1. Placement	06
2. Counseling	06
3. Tutoring	06
4. Live Online Classes	06
5. Recreational Activities	07
SCHOOL POLICIES	08
1. Student Records	08
2. Code of Conduct and Reasons for Dismissal	08
3. Leave of Absence	08
4. Maintaining Student Status	08
5. Withdrawing from classes	09
6. Transferring to another SEVP-approved school	09
7. Program length	09
THE COMMUNITY	09
ACCOMMODATIONS	09
US HOLIDAYS	09
LIQUOR LAWS	10
SAFETY AND EMERGENCIES	10
DRIVING PRIVILEGE	10
TRAVELING INTERNATIONALLY	10
COMPLAINTS	11
CONTACT INFORMATION	12
APPENDIX A — SAFETY PLAN	12
APPENDIX B — FORMAL COMPLAINT FORM	13



A MESSAGE FROM THE DIRECTOR

Dear Student:

On behalf of the entire CCLS team, I would like to welcome you to our school. We believe that quality education is the key to personal and professional success. We also believe that learning can be a pleasurable and fulfilling experience. That is why, in 2003, CCLS New Jersey opened its doors to present to the local community a new concept of language learning and to become the greatest school we could be. Today, we take great pride in what we do and offer our students an exceptional and elevated learning experience.

Our educational philosophy is built around the concept that a student is not just a number in a system but a human being with specific needs and expectations. You can rest assured that our top priority is to contribute to your education and help you accomplish your learning goals. Whether you want to learn a second language to help you secure a dream job, to pursue higher education, or simply because you are fascinated by languages, we are here to give you all the support you need and take every step of the way along with you.

Welcome to CCLS

Leni Teixeira
Director

INTRODUCTION

The purpose of this handbook is to provide our students with important information about our school, language programs, and policies, as well as the community and the surrounding area. Although this information is covered in the various orientations (Pre-arrival, Initial, and Ongoing) that CCLS conducts, we have provided this handbook for future reference. If you are unsure about a policy or procedure, or if you have additional questions, please don't hesitate to talk to one of our Customer Service Specialists or to a Student Advisor.

All CCLS communications and documents are written in English. If you wish to read them in another language of your choice, we recommend the use of a translating application such as Google Translate.

CCLS reserves the right to update, change or amend the contents of this handbook. If a major change is made, students will be notified during the ongoing orientation and encouraged to download it at cclsnj.edu/documents-and-policies.



LANGUAGE PROGRAMS



ENGLISH PROGRAM (EP)

CCLS's English Program (EP) is a multi-skill language program which focuses primarily on oral communication. It is comprised of 11 levels, where each level takes 12 weeks. Our methodology makes learning a second language fun and easy, and students communicate in the target language from day one. Lessons are based on dialogues and real-life situations, are fully illustrated, and dispense with the need for translation. As a matter of fact, your teacher will encourage you to communicate only in English while in class, as translating can slow down the process of mastering a second language.

INTENSIVE ENGLISH PROGRAM (IEP)

Our Intensive English Program (IEP) features all the contents of our regular English program and additional vocabulary generally used in the workplace (business). Groups meet Monday through Thursday for a total of 18 hours of class per week. This includes dedicated class time for the study and practice of the grammar contents with feedback from our faculty and additional faculty-led conversation practice. As such, each level can be completed in only 6 weeks or twice as fast when compared to our regular program. The IEP is ideal for international students (F-1 visa) and for local students who want to learn English at a faster pace.



CCLS SPANISH COURSE

Our Spanish course is comprised of 7 levels, from basic to high-intermediate (CEFR A1-B2). Each level takes 18 weeks. Also based on the CCLS methodology, this multi-skill program focuses primarily on oral communication and encourages students to communicate in Spanish from day one. Lessons are based on dialogues and real-life situations, are fully illustrated, and dispense with the need for translation.

CORRELATION WITH THE CEFR

The Common European Framework of Reference for Languages (CEFR) is an international standard that describes language ability in six distinct levels. Based on the indicators outlined in the CEFR, our English programs are designed to take beginners to a proficient classification (C1) and the Spanish program to classification B2. For more details, please refer to the program curriculum, available at [cclsnj.edu/documents-and-policies](https://www.cclsnj.edu/documents-and-policies). If you want to learn more about the CEFR, you can find extensive information at <https://www.coe.int/en/web/common-european-framework-reference-languages/home>



Your evaluation of CCLS programs

As your opinion is extremely important to us, we will give you the opportunity to formally evaluate our academic program and instructors. For that purpose, you will be asked to fill out our student surveys during your course of studies.



PROGRAM CURRICULUM AND SYLLABUS

Our program curricula and syllabi are available online at cclsnj.edu/documents-and-policies.



PROGRAM ADMISSION

CCLS NJ welcomes adults and young adults who are at least 16 years of age. For the conditions of admission, please refer to our Enrollment Conditions and Refund Policy. You can find this policy at cclsnj.edu/documents-and-policies.



STUDENT EVALUATION AND ADVANCEMENT

Your academic progress will be evaluated by means of written and oral exams. To be promoted to the next level, you must obtain a score of sixty-five (65) points or higher in each exam (Midterm, Final and Oral).

Students who fail to achieve a passing score may request make up exams in accordance with school policy. Students who cannot satisfy requirements for advancement may be required to retake the level. International students cannot take any course more than twice. Normal academic progress, as described above, is expected from all students, and it is required for international students to maintain their visa status. International students are also required to keep a minimum 80% attendance. After you successfully complete your course of study, you will receive a certificate of completion and a school transcript upon request. For detailed information, please refer to our Grading Policy and Satisfactory Academic Progress and Advancement Policy at cclsnj.edu/documents-and-policies.



ATTENDANCE

CCLS wants you to enjoy the maximum benefit from your language program; therefore, you will be expected to attend (and be punctual for) all classes. Missing too many classes may put you in danger of failing your course of studies. International students, regardless of their academic performance, must have at least 80% attendance to maintain their visa status. Students who arrive more than 10 minutes past the start of class will be marked tardy. A student who departs class early without presenting a reasonable justification will be marked absent.



CLASS PARTICIPATION

Our methodology focuses on oral communication, so the more you participate in class, the more quickly and effectively you will learn the target language. This includes answering the questions your teacher will ask you in class, and learning from the experiences your classmates share in class. Your teacher will speak only the target language and will discourage you from speaking your native language in class. To help you understand the different activities proposed in class, the teacher will use audio-visual resources, and model some examples of each exercise. Please understand that translating into your native language is not to your advantage, as there is no perfect correlation between two languages. Following the instructions provided by your teacher and participating in class will be crucial to your success in learning a new language.

These following are recommended guidelines for classroom discussion:

- Focus on the activity proposed, not on your phone. Phones can be rather distracting and prevent you from concentrating on the conversation.

- Do not attempt to translate new vocabulary into your native language and vice-versa. Try using illustrations and examples instead. Remember, the goal is to think in the target language.
- Let others finish what they are saying. Do not cut off or interrupt your classmates.
- Be positive and don't laugh at or be impatient with each other. Everyone makes mistakes, and this is a natural part of learning a new language.
- Be sensitive not to offend people who do not share your values or beliefs. In the U.S., it is unlawful to discriminate against a person based on race, color, religion, gender, national origin, age, disability, marital status, or sexual orientation. Moreover, we have a moral obligation to respect one another. When speaking about personal experience and opinions, consider that your personal experience may differ from others'. Keep an open mind and consider it an opportunity to learn from one another.



COURSE MATERIAL

CCLS has developed an exclusive learning material for our proprietary methodology. This material is an integral part of your language program, and it can be acquired directly from CCLS New Jersey—it is not available online or in stores. You will need a set of books, including a textbook and a workbook, for each course level. The material also includes a code (inside the workbook and textbook) that will give you access to a computer-assisted language learning (CALL) software. This tool will help you with the retention of the new structures and vocabulary, and the lesson contents covered in class. Although the use of the CALL software is optional, it is highly recommended, as it can help you with your homework assignments, and provide instant correction for most of it. You are required to complete all homework assignments and submit them in a timely fashion. Your teacher will review the exercises marked with an asterisk (*) and provide you feedback as necessary.

To register your workbook and textbook, and to use the CALL application, click on My Digital Books at the bottom of our homepage.

No books, media, software, or parts thereof, may be reproduced in any form without permission from the publisher. All copyright materials are protected under U.S. Copyright Law.



COMPUTER STATIONS

Students are welcome to use the dedicated computer stations to do homework and research, or simply to browse the Internet. Computer stations are available for student use during regular school hours, on a first come, first serve basis. Students may also use their own personal devices and connect to our Wi-Fi network free of charge. Classroom computers are not available for student use.

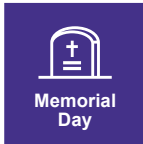
If you need assistance using one of our computer stations or connecting to our Wi-Fi network, please do not hesitate to ask a Customer Service Specialist at the front desk for help. Access to adult-entertainment websites is strictly prohibited. Students who break this rule will face suspension or expulsion from the school. If you are using a computer for recreational purposes and notice other students waiting, kindly limit your session to 15 minutes.



HOLIDAYS AND WEATHER-RELATED CLOSURES

In observance of major holidays, CCLS New Jersey will be closed; no discount on tuition will be provided. Observed holidays are listed below and on our website. In case of inclement weather, the school will decide when to have a delayed start of classes, early dismissal, or whether to close, having the safety and well-being of both our students, staff, and faculty in mind. Weather-related closures will be posted on our website (cclsnj.edu). Alternatively, students may find information about weather-related closures on CCLS New Jersey's social media or by calling 973-344-2257. No discount on tuition will be provided for weather-related closures.

Observed Holidays:



In addition to the holidays above, our IEP academic calendar may include short school breaks in spring, summer, and winter. The academic calendar is available online at cclsnj.edu.





PLACEMENT

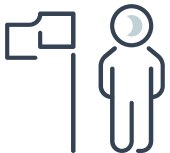
Our language programs are multi-level. If you possess some level of fluency or knowledge in the language, you are encouraged to take a placement test free of charge. This test will identify your current level of proficiency relative to the CCLS language program of your choice. Placement is made with the student's best interest in mind. The test consists of two parts: a multiple-choice test (on-line) and an interview with a teacher. The results of the two parts are then reconciled to identify the best entry point into the program, based on your current level of proficiency. To schedule a placement test, please contact one of our Customer Service Specialists.

If you would like to appeal the results of your placement test, you may request to be tested a second time free of charge. CCLS will try to schedule this second test with a different evaluator, but we cannot guarantee different results. We may also ask your teacher and the Academic Coordinator for input. As always, placement decisions are made in the best interest of the student. Our Student Placement Policy is available at cclsnj.edu/documents-and-policies.



COUNSELING

CCLS provides academic, immigration, and limited personal counseling to our students. Personal counseling is limited to helping students gather contact information to services and professionals they may need, so they can do their own research. Please note that we do not necessarily subscribe to or endorse any third-party agencies or services. CCLS may designate office hours for counseling and other student services. If you wish to speak to a counselor outside the office hours, please ask one of our Customer Service Specialists to make an appointment for you. Immigration-related counseling is provided by either the PDSO or the DSO. CCLS is constantly monitoring your overall progress and will provide you academic counseling as needed. If your teacher determines that you need academic counseling, he or she will offer to meet with you and make suggestions for academic improvement or refer you to a student advisor. You may also request academic counseling by speaking with one of our Customer Service Specialists.



TUTORING

If you are not performing well academically, CCLS can provide you with private tutorial classes at a discounted rate. Please speak with one of our Customer Service Specialists for more information.



LIVE ONLINE ACCESS

When necessary, part-time students can attend classes remotely through Zoom, a computer and mobile application that can be downloaded from zoom.us, the Apple Store, and the Google Play Store. CCLS does not record or allow the recording of our lessons. Classes are streamed live so students can fully participate in hybrid classes. Only CCLS students and prospective students invited by CCLS are allowed to attend classes online.

Full-time students on an F-1 visa or status are required to attend classes in person.

When attending classes on-line, students should follow these guidelines:

1. Find a quiet place conducive to learning where they will not be interrupted or distracted during class; an office with a desk is ideal.
2. Make sure to have a strong Wi-Fi signal and a high-speed internet service; a wired connection is preferred.
3. Use a headset to minimize any echo, feedback, or noise in the background.
4. Maintain camera visibility throughout the entire class.
5. Switch microphone ON whenever they speak, and switch to mute when just listening.
6. Keep in mind that the teacher and their classmates will be able to see them, so they will want to be dressed as if they were physically in class.
7. Use the “raise hand” feature on the platform if they wish to ask a question or to provide an answer; this maintains consistent classroom management.
8. Students may NOT attend class from a moving vehicle or public places such as restaurants or cafes.
9. Students may NOT have other persons attending class with them without prior consent from CCLS New Jersey.

We may ask a student to disconnect from the session if we determine that the place from where he or she is attending class is inappropriate. CCLS New Jersey reserves the right to remove any individual that is not authorized to participate in our online classes. Students who show disruptive behavior may be removed from the online session or even blocked from the service.



RECREATIONAL ACTIVITIES

CCLS New Jersey organizes social, recreational, and cultural activities throughout the year. These activities may include field trips, visits to museums, shows, festivals, outdoor activities, and social gatherings. Recreational activities are scheduled outside the regular hours of class, so not to interfere with academic progress, and participation is optional. If any fees are associated with recreational activities, these fees will be clearly communicated to you ahead of time.

When participating in recreational activities, CCLS strongly recommends that you follow the safety guidelines of the venue and those provided by the tour guide or CCLS representative.

If you choose to participate in any recreational activity outside the school facilities, you will be required to sign a Recreational Activity Agreement assuming personal responsibility and releasing CCLS from any liability. This document will contain a description of the event, the applicable fees, if any, and other important information pertaining to the event.





The school policies described in this handbook are available online at cclsnj.edu/documents-and-policies.



STUDENT RECORDS

CCLS keeps student records for up to 3 (three) years after completion of studies or withdrawal from program. These records are kept confidential and secure, and are not shared with third parties, except where required by law. Student records, such as certificates of completion and transcripts, are available to students upon request. If you would like a copy of your student records, you may request it in person at the front desk or via email. Requests are processed within 5 (five) business days and a fee may apply.



CODE OF CONDUCT AND REASONS FOR DISMISSAL

Respectful conduct is expected from and towards all staff, faculty, and students. We maintain an environment free of harassment, or any form of discrimination based on ethnicity, color, religion, gender, age, sexual orientation, political affiliation, or national origin. Harassment of any kind, including hateful language, obscenity, or physical assault, will not be tolerated. Such disruptive and inappropriate behavior is cause for dismissal.

CCLS students are also expected to uphold institutional values of academic honesty and integrity. Students may not plagiarize work, which means using others' ideas while failing to credit the original source, or cheat. Plagiarism and cheating will not be tolerated.

The use of alcohol, drugs, and any other controlled or illegal substance in school premises is not permitted. The possession of weapons, such as knives or guns, is expressly prohibited. Violation of these rules, as well as violations of local, state, or federal laws while in school premises may result in school dismissal and affect the student's legal status. Unlawful acts of any kind will be reported to the authorities.

Other causes for dismissal include, but are not limited to, failure to maintain good academic status, failure to make satisfactory academic progress, and violating the conditions of the F-1 visa (if applicable).



LEAVE OF ABSENCE

In emergency situations, such as serious family illness or death, or financial difficulties, students will be allowed to make a written request for a leave of absence (LOA) outside the USA, not to extend beyond five months, or a leave of absence for documented medical treatment in the USA, as per SEVP regulations. For more information, please refer to the pertaining policy at cclsnj.edu/documents-and-policies.



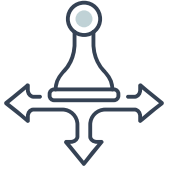
MAINTAINING STUDENT STATUS

F-1 students are reminded that it is their sole responsibility to maintain legal status while in the USA and that they are expected to attend the orientation sessions provided by CCLS. A guide on how to maintain F-1 status is available for download at cclsnj.edu/documents-and-policies.



WITHDRAWING FROM CLASSES

Should a student need to withdraw from classes before their program of studies is completed, the school must be notified. If the student is an F-1 visa holder, we must take the appropriate steps to close their SEVIS record prior to their leaving the United States. Part-time students are free to withdraw anytime, but our refund policy still applies. Please refer to our Enrollment Conditions and Refund Policy, available at cclsnj.edu/documents-and-policies.



TRANSFERRING TO ANOTHER SEVP-APPROVED SCHOOL

If you wish to transfer to another SEVP-approved school, you will need to submit to CCLS's DSO a transfer request form and a letter of acceptance from the new school. There is no charge to transfer a student to another school. Please be aware that if you transfer out after the course for which you are enrolled has already started, you may not be entitled to any tuition refund for that course. Our refund policy is available at cclsnj.edu/documents-and-policies. You should also be aware that you must comply with CCLS's attendance and academic progress requirements until the transfer process is complete.



PROGRAM LENGTH

Students are allotted a maximum of four (4) calendar years to complete a full course of studies. While our program only takes a little over a year and a half to complete, CCLS-NJ's policy accounts for factors such as the repeating of classes, student vacation, and temporary breaks, that may prolong program completion.

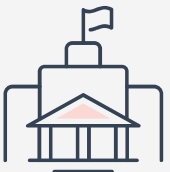


THE COMMUNITY

CCLS New Jersey is located at 60 B Ferry Street, in the Ironbound Section of Newark, New Jersey, a safe residential and commercial area that has been blessed with the influence of many different cultures, making it a very welcoming place. Our school is two blocks away from historic Newark Penn Station (train station), 10 minutes away from Newark Liberty International Airport, and only 20 minutes from New York City.

There are a variety of places to eat, including American, Brazilian, Chinese, Portuguese, Spanish and Latin-American cuisine, and fast-food restaurants close to our school. Stores, fitness centers, supermarkets and banks are all within walking distance.

The area is well served by public transportation. Several bus and train lines connect Newark to most destinations in New Jersey and New York. In addition to mass transit, there are taxi cabs, and Uber and Lyft services 24/7. Bus and train schedules can be obtained at the NJ Transit website.



ACCOMMODATIONS

CCLS does not currently offer housing. There are several hotels in the area, some of which are within walking distance from our school and/or provide a complimentary shuttle service to Newark Penn Station.

A few examples are the Element Harrison-Newark, the DoubleTree by Hilton Newark Penn Station, and the Robert Treat Hotel by Best Western. If you would like, we can provide you a list of hotels/hostels in the area so you can do your own research. You may also find additional and more affordable accommodation options at airbnb.com.



US HOLIDAYS

Banks, government offices, post offices, many stores, restaurants, and museums are closed on the following national holidays:

- January 1 (New Year's Day)
- Third Monday in January (Martin Luther King, Jr. Day)
- Third Monday in February (Presidents' Day, Washington's Birthday)
- Last Monday in May (Memorial Day)
- July 4 (Independence Day)
- First Monday in September (Labor Day)
- Second Monday in October (Columbus Day)
- November 11 (Veterans' Day/Armistice Day)
- Fourth Thursday in November (Thanksgiving Day)



LIQUOR LAWS

Only adults aged 21 or older may legally purchase or consume alcohol in the United States. Liquor laws are strictly enforced, so we encourage you to carry identification.



SAFETY AND EMERGENCIES

As it is case with any large city, we recommend that you follow common sense safety guidelines such as avoiding walking alone late at night and being aware of your surroundings, especially in areas with which you are not familiar, and reporting any suspicious activity to the local authorities.

To reach the police, ambulance, or fire department, dial 911 from any phone.

CCLS' Safety and Emergency Plan is available at the end of this handbook (appendix A) and at cclsnj.edu/documents-and-policies.



DRIVING PRIVILEGE

You must possess a valid driver's license to drive in the United States, and you are expected to abide by State traffic laws. Instructions on how to apply for a NJ driver's license may be found at www.state.nj.us/mvc

If you are ever pulled over for a minor infraction (such as speeding), never attempt to pay the fine directly to a police officer; this could be interpreted as attempted bribery, a much more serious crime. Pay fines by mail, internet, or directly to the clerk of the court.



TRAVELING INTERNATIONALLY

If you travel internationally, you should make sure to comply with the requirements under your visa. F-1 visa holders should follow the instructions below:

1. Submit a "Vacation Request Form" and await approval from the International Student Department. CCLS is not responsible for any fees incurred for travel plans made prior to receiving approval.
2. Submit a copy of your departure and return itinerary must be submitted.
3. The school PDSO or DSO must sign the second page of the Form I-20 prior to your trip. Please allow at least one (1) week prior to your trip to obtain the signature in a timely fashion. If you are traveling domestically, no signature is required.
4. If your passport expires or will expire within six months of your planned return to the United States, you should apply for renewal while in your home country. If your F-1 visa is expired or will expire while you are abroad, you must apply for a new visa prior to re-entering the U.S. If you do not have a student visa on your passport (you changed status in the USA), you cannot re-enter the USA for the purpose of studying without first obtaining an F-1 visa in your home country. Traveling on expired or soon-to-expire documents may result in difficulties when returning to the United States.
5. Travel with all required documents. The required documents are the following: a valid, signed Form I-20 (page 2); a valid, current visa, a valid, current passport, Form I-901 payment receipt; and current financial information showing evidence of funds to cover tuition and living expenses in the USA. Failure to have all required documents may jeopardize your ability to re-enter the United States. Never place important documents in checking luggage.



COMPLAINTS

If you have any kind of complaint or concern, please do not hesitate to talk to one of our Customer Service Specialists. If they are not able to resolve the issue, or if you prefer to discuss your concern directly with the school Director or DSO, you may schedule a meeting for the first mutually agreeable time. If you would like to file a formal complaint, please ask one of our Customer Service Specialists for a Formal Complaint Form, a sample of which is available at the end of this handbook. You can also find the form as well as our Student Grievance Policy online at cclsny.edu/documents-and-policies.





CONTACT INFORMATION

All students are reminded that it is their responsibility to inform CCLS within ten (10) days of any changes in address or contact information.

CCLS New Jersey can be contacted in one of the following ways:

- Phone: +1 973-344-2257
- WhatsApp: +973 944 0103
- Email: cclsinfo@cclsnj.edu



APPENDIX A — SAFETY PLAN

Safety Plan

EMERGENCY PHONE NUMBERS

Emergency – 911

Gas Leak – 911

Poison Control – 211

Police (Non-Emergency) – (973) 733-6000

Fire (Non-Emergency) – (973) 733-7462



POLICY STATEMENT

The purpose of this emergency plan is to help safeguard the safety and security of the staff, students, and visitors to the school. The points of this plan apply to activities on the school grounds, and school related activities, for students and staff, outside of the school premises.

IN CASE OF A FIRE:

In the event of a fire, activate the closest fire alarm station. Then notify all persons in the facility that a fire is suspected, and all personnel have to evacuate. In the main school, there are two (2) doors in the rear that open to the outside rear alleyway, and two (2) doors in the front of the school that open to the outside front parking lot. In the adjoining school annex, there is one (1) door that opens to the outside front parking lot. In the event of evacuation, one assembly area will be the parking lot in front of the school, the other assembly area will be the rear alleyway. In the event of a school evacuation, the senior school employee (either front desk administrator or school director) will act as the Fire Marshal. The Fire Marshal will ask the teachers to take a head count of all their students, and check to make sure all other occupants (staff, visitors, etc.) are accounted for. The Fire Marshall will check both the front and rear assembly areas to account for all persons that were occupying the facility. The Fire Marshall will be the primary point of contact with first responders (fire/police/EMT).

In the event of evacuation, please take your coat and keys, but leave everything else that might take precious time to collect. In the event of an emergency, seconds count. No one will be allowed to re-enter the facility until the situation is declared safe by the authorities or the school Fire Marshall.

UTILITY DISRUPTION

If the electrical power goes out, the emergency lighting system will activate which will allow for the evacuation of the facility. Evacuation is required in the event of a power outage; a power outage may be indicative of an incident that might be threatening to health and safety (such as a fire or electrical malfunction).

If the heating/AC system is malfunctioning, classes will be cancelled if the school interior deviates from conditions considered comfortable.

If the water supply is disrupted, classes will be cancelled. The bathroom facilities have to be functioning for the school to be occupied, for sanitation reasons.

FIRST AID KIT

A first aid kit is located in the rear kitchen area. For injuries that are more extensive than what can be treated with first aid, the individual should be transported to a medical facility. If the injuries might be life threatening, 911 should be called immediately.

SUSPICIOUS PERSONS

If any suspicious persons are seen inside or outside the facility, notify the front desk administrator.

SUSPICIOUS LETTERS AND PACKAGES

If any suspicious package or envelope is identified, do not open or move. 911 should be called immediately and the facility should be evacuated.

PHONE OR WRITTEN THREATS

Evacuate the facility immediately. Do not use your personal cell phone. Call 911 from another location (a nearby store/ retail business).

ACTIVITIES OUTSIDE OF SCHOOL

For official, school sanctioned activities (such as barbeque's or school trips) the attending school representatives will become familiarized with the safety procedures of the facilities and transportation related to the activity (i.e., fire extinguishers on vans/buses, safety procedures of the facilities – water parks, recreation areas will have posted safety information.

Any safety related incidents or concerns should be brought to the attention of the attending school representatives and the facility representatives/safety/first aid personnel on-site. For immediate concerns, call 911 and evacuate the area, as appropriate.

APPENDIX B — FORMAL COMPLAINT FORM

Formal Complaint Form

Formulário de Reclamação Formal / Formulario de Queja Formal

Full Name: _____ **Date:** _____
Nome Completo / Nombre Completo Data / Fecha

Course Level: _____ **Contact Information:** _____
Nível do Curso / Nivel del Curso Forma de Contato / Información de Contacto

Details of Complaint:
Detalhes da Reclamação / Detalles de la Queja

For Office Use Only

Action(s) Taken to Resolve Complaint:

Student Notified of Action(s) Taken

Date: _____

Method(s) of Notification: _____