



Student & Parent Handbook

Ombudsman Educational Services

Accredited by:

AdvancED

Middle States Association of Colleges and Schools

Administrative Office

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Dear Parents and Caregivers,

Welcome to Ombudsman Educational Services. We look forward to working with you and the school district to provide your student with a rewarding learning experience. This handbook is designed to provide you with specific information regarding the policies, procedures and programs at Ombudsman. Your student's success begins with your support of the learning center implementing instructional programs.

Please review this handbook with your student.

Following school policies is one of the most important responsibilities of a student. These policies allow every student to have a safe and enriching learning environment. Our policies outlined in this handbook inform the student about the rules of the program and the expected behavior of students while at the learning center and in the community. If unacceptable behavior does occur, these policies explain the actions that may be taken by the teacher, the center director, or other administrative staff. Furthermore, the Ombudsman learning center may be considered an extension of the referring district's campus; therefore, the district's policies and codes are applicable at all times.

You have a right, as parent/guardian of a student at Ombudsman to clear communication with your student's teacher or administrative staff. This contact may be through phone calls, e-mail messages, notes, and/or conferences. If, at any time, you have concerns about your student, please contact the center director. If you feel that your concerns are not being addressed, please contact our administrative office at 800-833-9235. We take your feedback very seriously and want to ensure that they are addressed.

Together, you and the Ombudsman staff can make this a successful school experience for your student.

Sincerely,

Rudy Flores

Senior Vice President of Operations
Ombudsman Educational Services

Dear Student,

Welcome to Ombudsman!

The purpose of this handbook is to guide you successfully through your enrollment at Ombudsman. It contains many different rights and responsibilities that will enable you to have a safe, meaningful experience and allow you to attain the best possible level of academic achievement.

You have specific rights as a student; you have the right to:

- A challenging curriculum and a written code of classroom rules
- Protection from any physical or verbal abuse
- A school climate free of violence
- Due process under the law
- Consequences to be given in a fair and humane manner

You have specific responsibilities as a student; you have a responsibility to:

- Arrive at school on time
- Dress appropriately and practice good personal hygiene
- Practice safety toward yourself and others
- Respect the rights of fellow students and center personnel
- Respect center and community property
- Follow all center rules and city, state, and federal laws

We hope you will find your experience at Ombudsman rewarding and look forward to helping you achieve your goals.

Sincerely,

Rudy Flores
Senior Vice President
Ombudsman Educational Services

Equal Access for All Students

Ombudsman programs are designed and implemented in a manner that does not use or indicate that student behavior, handicapping condition, national origin or language proficiency status were used solely or in part of the selection criteria for enrollment in the program. Ombudsman accepts all students, including students with disabilities, English language learners, and students that may have had significant academic, attendance or behavioral issues in the past. Ombudsman prohibits discrimination on the basis of race, color, religion, gender, gender identity, pregnancy, sexual orientation, national origin, immigration status, age, physical or mental disability and citizenship.

Students have the right to be addressed by a name and pronoun corresponding to their gender identity that is consistently asserted at school. Students are not required to obtain a court ordered name and/or gender change or to change their official records as a prerequisite to being addressed by the name and pronoun that corresponds to their gender identity.

Our Mission

The mission of Ombudsman Educational Services is to provide personalized, evidence-based educational services for non-traditional learners in collaboration with families and public school districts.

Our Vision

We believe all students have value, can learn and can develop their inherent talents to become contributing members of society.

Ombudsman Organization-wide Expectations

The foundation of our organization-wide expectations is based upon behavioral principles: All students have a right to feel safe. Students will be treated with respect, dignity and encouragement. All students will have the opportunity to experience academic success. We summarize these into four expectations:

1. Attendance
2. Academic Progress

3. Consideration for Others
4. Center Rules

Program Description

Ombudsman has over 40 years of proven success. Many students come to Ombudsman with a history of failure, and we help them establish a future of success and postsecondary readiness. The Ombudsman staff builds positive relationships with each student to facilitate realization of individual goals. We identify the unique functions of behavior to determine tailored interventions for every student. The Ombudsman model produces high rates of student achievement as measured by academic and behavioral growth measures.

Instructional Model

Ombudsman implements a 21st Century educational model leveraging exemplary alternative learning strategies. Ombudsman students will participate in a blended learning instructional model, combining whole group, small group and direct individualized instruction leveraging both technology platforms and curriculum and individualized instruction. The academic content delivered by Ombudsman is aligned to state academic standards and provides relevant curriculum and instruction for the at-risk student population. Ombudsman's holistic curriculum approach provides academic, social, emotional and behavioral supports and postsecondary and career preparation.

Program Hours

Most centers are open from the hours of 7 am through 5 pm. These times may vary depending on the operational hours of the specific center. For your convenience, voicemail is available at each center in the event you need to reach us before or after hours.

Accreditation

Ombudsman is accredited by the nationally recognized agencies AdvancED and MSA-CES.

Enrollment Expectations

The first step to successful enrollment at Ombudsman is the commitment of students and parents to the guidelines outlined in the Enrollment Agreement.

The first step to successful enrollment in the Ombudsman Program is for each student to attend an intake or enrollment meeting with a parent/guardian and Ombudsman staff. Students must show up for an intake with their parent/guardian to enroll, regardless of age. At the intake, the student must agree to the expectations of the program and adhere to the following guidelines: Attendance, Academic Progress, Consideration for Others and Center Safety.

Emergency Contact Information

Prior to the first day of attendance, the parent/guardian must identify an emergency contact. In the event of an emergency, the center will contact the parent/guardian first. If parent/guardian cannot be reached, the center will call the emergency contact. However, if none of these emergency numbers are successful, it may be necessary to call 911.

In case of an accident at school, emergency first aid will be administered, and parents/guardians will be notified. An emergency unit will be called only in extreme cases. These units are dispatched by City or County officials, according to the location of the center, and are usually required to take patients to the nearest hospital. The center has no control over these decisions.

Attendance

Be Responsible. It is Ombudsman's goal to provide a quality education in a safe environment. Ombudsman provides all students with an opportunity to learn in a quiet and orderly atmosphere that ensures the rights of others. For every student to have this opportunity, he/she must attend school every day. Daily attendance increases the opportunity for learning, growth and success;

therefore, students are expected to maintain 100% attendance throughout their enrollment.

Students are required to be on time and attend school daily. If it is unavoidably necessary for a student to miss his/her regularly scheduled sessions, with administrative (center director) approval, the student may attend a different session. Attendance is reported to the referring school district daily.

Absences

Parents/guardians must call the school prior to the student's scheduled session to report the absence or tardiness. A phone call is required each day the student is absent. Students who fall below 100% attendance may not be eligible to earn full credit for the semester.

Absences are classified into two categories:

Non-truancies

Non-truancies are absences such as illness or prearranged absences.

Truancies

Truancies are unauthorized absences, and may include, but are not limited to, cutting school, oversleeping, missing the bus, car problems, and leaving school without following proper procedures. Unauthorized absences will require a conference with your parent/guardian and the center director.

If the center is not contacted, the student will be counted as truant. Ten (10) truancies in a row may impact your student's continued enrollment in the program.

Leaving the Session Early

If your student needs to be taken out of class early, please call the center stating the time and reason you will be taking your student out of class. For the protection of our students, anyone coming to the center to pick up a student must check in with the center director and show valid identification.

Only persons who have been authorized in writing by the parent/guardian will be permitted to pick up a student from the center.

Academic Progress

Be Productive. Students should make steady progress toward meeting academic goals. In every aspect of the learning process, students are expected to deliver quality: in work, in effort and in attitude. Students must act with integrity when completing assignments, focusing only on their academic progress. Credits are issued based on the program's expectations and academic progress and effort and will be transferred to the school district accordingly.

Honor Code

Ombudsman believes every student can succeed with the right instruction in the right environment. By making the choice to enroll, our students (and/or their parents or legal guardians) have taken charge of their education and demonstrated a genuine desire to fulfill their academic potential.

Our Honor Code serves to reinforce our students' commitment to academic excellence and all students in grades six and above agree to this premise as indicated by their signature on the Enrollment Agreement.

The administration, faculty, staff, and students at Ombudsman uphold the qualities of honesty, integrity, and truthfulness. Because we are a community of honor, honorable conduct is expected at all times:

- Students will not give or receive aid on tests, quizzes, and exams.
- Students will not copy or allow to be copied any homework or other assignments.
- Students will not plagiarize any part of published materials, essays, or work of another.
- Administration and faculty will uphold standards of honesty and integrity.

The Honor Code is in effect during the entire school year. Penalties will be given in the class where the violation occurs. In the current school year, the penalties will be as follows:

First violation: The student will receive a zero on the assignment.

Second violation: The student will fail the course in which the second violation occurred for the grading period. The student will receive a failing grade or earned average grade if below the designated failing grade for the specific district.

Three or more violations: The student will fail the course in which the third violation occurred for the semester. The student will receive a failing grade or earned average grade if below the designated failing grade for the specific district.

Grade Scale

It is Ombudsman's practice to adopt the grading scale outlined in the referring district's handbook. For situations where this may not be applicable, the chart below will be used for issuing grades.

<i>Letter Grade</i>	<i>Numeric Grade</i>
A	100-95 %
B	94-90 %
C	89- 80 %
D	79- 70 %
Inc* or F	<70 %

Grade Reports

Ombudsman informs parents and students of progress and grades at the end of each reporting period. The reporting periods are listed on the student calendar. Grades are reported to the referring district at the end of each reporting period for entry into the student's four-year transcript.

Parents/guardians are welcome to request a teacher conference to discuss student progress or concerns at any time throughout the school

year. We encourage parents/guardians to contact the school at any time.

Graduation and Promotion Requirements

Students must meet the graduation requirements for the referring district or state. Students must participate in required state testing prior to graduation.

Ombudsman Diploma Requirements

A student earning an Ombudsman diploma must meet his/her state minimum credit requirements for graduation and complete the requisite hours of attendance. If Ombudsman's *Required and Elected Areas of Study* differ from the state minimum, then the state minimum takes precedence. A student earning an Ombudsman diploma must meet the credit amounts required per area of study as defined by the state.

<i>Required & Electives Areas of Study</i>	<i>Credit Equivalent</i>
English/ Language Arts	4.0
Mathematics	3.0
Science	3.0
Social Studies/ Citizenship	3.0
Electives*	4.0

**Electives must be in Business, Computer Apps, Health and Wellness, Fine Arts and Other.*

College Going Students

College going students should take the following courses in each learning domain. Additional courses are required for students desiring to enroll in a more competitive college. The chart below includes recommendations from CollegeBoard:

<i>Domain</i>	<i>College Bound</i>	<i>Competitive College</i>
English	4 years of English, including American and English Literature.	4 years of English, including American and English Literature.
Math	Algebra, Geometry, Algebra II	Algebra, Geometry, Algebra II, Trigonometry and/or Calculus.
Science	Biology, Earth/Space Science, Physical Science	Biology, Earth/Space Science, Physical Science, Chemistry, Physics, Advanced Biology, Advanced Chemistry, Advanced Physics.
Social Studies	US History, US Government,	US History, US Government,

	World History or Geography, additional course	World History or Geography, additional course
Foreign Language	At least 2 years	Likely 3 years
Fine Arts	1 year of Art, Dance, Music, Drama	2 years of Art, Dance, Music, Drama

Consideration for Others

Be Respectful. Code of Conduct: Ombudsman has a set of expectations regarding student conduct so that the center operates efficiently and effectively for the benefit and safety of the staff and students. Conduct that interferes with the operations of the center, is threatening or inappropriate will not be tolerated.

Appropriate language must be used in and near the center. This includes verbal as well as written language. Students will speak and act politely towards peers and staff, respect the differences of those in the center as well as personal space. Bullying, posturing or harassing behavior is prohibited. Gang activity is prohibited. Students will conduct themselves in an appropriate manner at all times. Students who are referred to the Ombudsman program from the local school district are still considered students of that district; therefore, additional discipline policies may apply.

Progressive Discipline

Ombudsman endorses a policy of progressive discipline where students are informed of issues and given an opportunity to improve.

Progressive discipline may be used to address either the same recurring issue or a series of unrelated issues. Steps in this process may include, but are not limited to: student conferencing, reassessment of academic placement, parent meeting, student recommitment to the program, transferring of session or center, administrative review, or termination from the program.

In cases of serious violations of standards of conduct, steps in the progressive discipline may be skipped and the disciplinary process will occur at any level appropriate to the circumstances.

Ombudsman's ultimate goal is to provide students a quality education in a safe environment and this is achieved through meeting the standards of conduct.

Administrative Review

Students may be placed on Administrative Review after a serious violation of conduct occurs. The Center Operations team and district liaison, with input from the center staff, use this process to determine the student's continued enrollment at the center or within the program. The review period may last up to 10 days and students may not attend during that time.

Good Neighbor Policy

As a part of the Ombudsman Good Neighbor Policy, students must be considerate of the neighborhood residents and businesses. Please help be sure the area is always neat and clean and students are always polite to others in the neighborhood. Students must conduct themselves in an appropriate manner at all times, especially when traveling to and from the center.

Center Safety

Ombudsman is committed to providing a safe, orderly and conducive learning environment. It is the responsibility of the staff, students and parents to ensure that this environment is maintained for all students.

Ombudsman is a drug-free and smoke-free environment. This extends for a one mile radius including parking lots, sidewalks, streets, and parks. Any student found in violation of the center safety may be removed from the program and the actions reported to the police and/or referring district.

Personal Property

Students are expected to leave all personal items and property at home. This ensures that safety and protection of all students and protects personal property from loss or damage.

Vandalism

Students are responsible for the upkeep and return of center property assigned to them. In the event of loss or destruction of assigned items, students will be charged the cost of repair or replacement of the item(s). Students involved in intentional defacing and/or destruction of school property which includes but is not limited to computers, equipment, desks, chairs, books, restrooms, etc. may be expected to pay for the damages.

Costs associated with equipment replacement:

Mouse=\$10
Keyboard=\$15
Computer/ Laptop=\$800- \$1000
Monitor=\$150
IPad=\$500
Projector=\$500
Wireless Card=\$50
Wii \$130
Wii Controller \$16
Wii Nunchuk \$22

Report cards, progress reports, transcripts and diplomas will be withheld until any such bills have been paid in full.

Electronic Devices

Mobile phones and other electronic devices are not allowed to be kept in the students' possession during the academic day. All electronic devices will be turned in when the student arrives and returned to the student at the end of the session. Ombudsman asks that all students and parents support the center in minimizing these distractions and ensure the safety for all students.

At the center director's discretion, procedures may be developed at an individual center for student consumption of food and/or use of electronic devices. The policies will be consistently applied for all students at the campus. For example, a reinforcement system where students are able to earn the privilege to eat food or use electronic devices at designated times that do not interfere with instruction.

Students are prohibited from taking photos or videos of other students or staff at the center.

Students caught recording other students and staff or putting recordings on the Internet will be asked to remove such postings and the recordings deleted and may face other disciplinary actions.

Dress Code

Student dress shall be appropriate at all times, and, depending up on the center and referring school district, a uniform may be enforced. Students have the right to dress in accordance with their gender identity that is consistently asserted at school, within the guidelines of the dress codes adopted at the center. Any student's dress that distracts from or interferes with the normal learning process will be considered inappropriate. The decision regarding whether or not such a condition exists or regarding the course of action to be taken shall be left to the reasonable discretion of the administration.

Headgear of any kind, including but not limited to, hoods, hats, scarves, or any other head-cover (other than for religious purposes) must be removed upon entering the center. Hooded sweatshirts and outdoor jackets must be removed upon entry. Students will wear clothing appropriate to the educational setting and abide by the dress code. Student clothing will cover from the shoulder to the knees.

Ombudsman policy prohibits the wearing or displaying of symbols that:

1. Express or advocate racial, ethnic, or religious prejudice.
2. Incite students to commit unlawful acts.
3. Are obscene, vulgar, derogatory or profane.
4. Advertise alcoholic beverages, cigarettes, or drugs.
5. Are sexually suggestive.
6. Are gang-related.
7. Are depicting or implying skulls, death, weapons, or blood.

Safety and Personal Search

Personal searches will occur when students arrive at school before entering the classrooms.

Students will be asked to turn in items that could be used for vandalism, personal communication devices, and items that are considered contraband at school. Searches may also occur during the school day if there is reasonable cause. Searches will always be conducted with two or more staff present, at least one of which will be the same gender as the student being searched. At no time during the personal search will a staff member place hands directly on the student. Staff will search through backpacks, bags, purses, and other containers. The search may also include any or all of the following:

- The student may be asked to remove outer clothing only (e.g., coat, sweatshirt, outer pants if student is wearing multiple layers of pants). The clothing items will be searched by staff after they have been removed by the student;
- The student may be asked to remove items from pockets and/or to pull out pockets for visual inspection;
- The student may be asked to lift pant legs or sleeves;
- The student may be asked to remove shoes and/or socks;
- A metal detection wand may be used.

If at any point in the search, the student refuses to cooperate, the searcher will explain that such refusal will result in the student not participating in the classroom program and the loss of privileges will result. If the student continues to refuse to cooperate, a parent/guardian will be contacted. Any student so referred may be subject to further action outlined in the Progressive Discipline policy previously.

Drugs & Alcohol

It is against the law and the organization's guidelines to consume or bring controlled substances to the center. Ombudsman centers adhere to all the provisions in the penal code and education code of the state regarding drugs in general and on school campus specifically.

Should a violation occur in the guidelines of the school or of the laws, appropriate corrective action will be taken immediately, which may include involvement by law enforcement.

If there is reason to believe that a student is under the influence of drugs or alcohol at school, the center director will contact the parent/guardian immediately to arrange for pick up.

Tobacco & Smoking Paraphernalia

Ombudsman is smoke-free environment. Cigarettes, lighters, matches, chew, cigars, or any other smoking items/paraphernalia will be confiscated from any student who brings them to the center. It is illegal to smoke on a school campus. Students are not allowed to take smoke breaks.

At the discretion of the center director, an individual center may adopt a policy that no tobacco or smoking paraphernalia will be returned to any students or parents/guardians.

Weapons /Instruments or Explosives and Fire Possession, use, and/or transmission of a weapon(s), or other instruments used as weapons on school property is strictly prohibited. The weapon or instrument will be confiscated, and the student(s) involved will face immediate disciplinary action, pursuant to the education codes. The appropriate law enforcement officials will be notified, and criminal charges may be filed. Possession refers to having a weapon on one's person or in an area subject to one's control on school property, or at a school activity.

Weapon refers to any firearm, knife, explosive, or other object, even if manufactured for a non-violent purpose, that has a potentially violent use, any "look alike" object that resembles an object that has a potentially violent use as per Education Code Section 48900 AND if, under the surrounding circumstances, the purpose of keeping or carrying the object is for use, or threat of use, as a weapon. Some examples of weapons are: guns (including pellet guns, look-

alike guns and non-functioning guns that could be used to threaten others), knives, clubs, metal knuckles, nunchucks, throwing stars, explosives, stun guns, mace, sprays, flammable liquid, ammunition or anything that could be used to threaten or endanger others.

Items that are confiscated and deemed as weapons will not be returned to the student.

Restroom Accessibility

Students have access to the restroom that corresponds to their gender identity consistently asserted at school. Where available, a single stall bathroom may be used by any student who desires increased privacy, regardless of the underlying reason. The use of such a single stall bathroom shall be a matter of choice for a student, and no student shall be compelled to use such bathroom.

Probationary System

If your student has involvement with the criminal justice system, and has a probation officer assigned, Ombudsman will work collaboratively with the student, family, probation officer and any other community service providers (e.g., social workers) to maintain the student's educational progress at Ombudsman.

Ombudsman may request the probation officer and other service providers attend any meetings held for your student.

If your student exhibits a behavior that is considered to be a violation his/her probation, Ombudsman will notify the parent/guardian, probation officer and any other appropriate authorities as soon as possible.

Violence and Harassment

All students have a right to feel safe. Students will be treated with respect, dignity and encouragement. All students will have the opportunity to experience academic success. To these ends, Ombudsman attempts to ensure students, parents, teachers and administrators are treated respectfully and not subjected to

violence, threats, harassment, intimidation, demeaning verbal abuse, or otherwise confrontational or inappropriate behaviors that disrupt the educational atmosphere.

Prohibited Conduct

Ombudsman prohibits the following conduct: Any and all types of harassment, including, but not limited to, sexual harassment and harassment based on race, religion, gender, gender identity, gender expression, color, national origin, age, or disability; Violence or threats of violence; Intimidation; Cyber bullying; Demeaning verbal abuse; or Inappropriate confrontational behavior.

Reporting

Any student who has knowledge of or has been the victim of prohibited conduct should report the incident immediately to the center director or regional supervisor.

Ombudsman will promptly investigate all reports of prohibited conduct in a way that respects the privacy of all parties concerned. Confidentiality will be maintained to the extent possible. The investigation will be conducted by a member of the administrative team as determined by Ombudsman. The disciplinary process will be followed based on the result of the investigation.

Ombudsman prohibits retaliatory behavior against anyone who reports inappropriate conduct or anyone who participates in an investigation.

Suspected Student Abuse Reporting

Any employee of Ombudsman who observes or has reasonable cause to know or suspect that a student has been subjected to abuse or neglect as defined in the Student Protection Act is required by law to report that suspected instance of student abuse.

Only representative of child protective services can conduct the investigation.

Definition of Student Abuse or Neglect: Student Abuse Reporting defines student abuse as: a.) A physical injury inflicted by other than accidental means; b.) Student sexual abuse including both sexual assault and sexual exploitation; c.) Willful cruelty or unjustified punishment, including: inflicting or permitting unjustified physical pain or mental suffering, or the endangerment of the student's person or health; d.) Unlawful corporal punishment or injury, willfully inflicted, resulting in a traumatic condition; e.) Neglect of a student, whether "severe" or "general", must also be reported if the perpetrator is a person responsible for the student's welfare.

Internet and Electronic Usage

Students are offered the opportunity to further enhance their education through the use of the internet and other electronic networks. There is no *right to privacy* as it relates to information accessed, developed, or used on Ombudsman computers, networks and the internet.

Ombudsman employees may monitor or access information from computer workstations at any time. Ombudsman does not provide electronic mail to students.

Ombudsman takes precautions to prevent access to materials that may be defamatory, inaccurate, offensive, or otherwise inappropriate in the learning center setting. On an unregulated network however, it is impossible to control all material and a user may discover inappropriate material. Ultimately, the parent/guardian is responsible for setting and conveying the standards that their son/daughter or ward should follow, as the parent/guardian is legally responsible for his/her student's actions. Ombudsman supports and respects each family's right to decide whether or not to authorize unsupervised access to the Ombudsman learning center's electronic networks. Any violation of the Terms and Conditions, outlined on the Internet and Electronic Network Usage form, will result in immediate revoking of internet and electronic network privileges and may result in termination from the program.

Media Release

Upon enrollment, each parent/guardian and student are asked to sign a Media Release form. This form authorizes Ombudsman and its parent company, Educational Services of America, to use the student's photograph and statement for publicity and marketing purposes. Ombudsman supports and respects each family's right to decide whether or not to authorize the use of the student's image or statements for media purposes.

Privacy

All persons, including students, have a right to privacy. This includes the right to keep private one's transgender status or gender nonconforming presentation at school. Information about a student's transgender status, legal name, or gender assigned at birth also may constitute confidential medical information. Ombudsman personnel will not disclose information that may reveal a student's transgender status or gender nonconforming presentation to others including parents and other center personnel, unless legally required to do so, or unless the student has authorized such disclosure. Transgender and gender nonconforming students have the right to discuss and express their gender identity and expression openly and to decide when, and to whom, and how much to share private information.

Ombudsman is required to maintain student records which may include the legal name of the student, as well as the student's gender. Ombudsman will change the student's official records to reflect a change in legal name or gender upon receipt of documentation that such legal name and/or gender have been changed pursuant to state legal requirements.

Release of Student Information

Ombudsman protects student privacy and maintains strict confidentiality of all protected student information and records in accordance with federal and state law. Written Consent is required before student information can be shared with individuals outside of Ombudsman,

except the authorized personnel from the referring school district. Federal law allows for the waiver of written parent/ guardian consent in release of information only under very specific conditions (FERPA 99.31) including:

- A. To education institution/ LEA school officials/ teachers with legitimate educational interests.
- B. To officials of another school/school system where a student seeks to enroll.
- C. To accrediting organizations to carry out accrediting functions.
- D. To parents/ guardians of dependent students ("Dependent" meaning in this case, minors in custody of the state).
- E. To comply with judicial order or lawfully issued subpoena.
- F. To appropriate parties in a health or safety emergency.

Information concerning Ombudsman students is not shared outside the school without written consent except as required by law. A record of all approved transfers of information is kept in the students' cumulative file. This transfer of information is limited to documents in the cumulative file, which have been generated by Ombudsman and does not apply to documents in the cumulative file, which have been generated by other agencies or professionals.

Inspection of Student Records

Student cumulative files are stored virtually. Ombudsman will not make these student records available, nor disclose any confidential information regarding the student, to any individual or agency other than parent/guardian with educational rights and appropriate Ombudsman representatives without a signed release from the parent/guardian, except as provided by law. All personnel with access to student files must sign the Confidentiality Agreement.

Directory Information

Directory information may be released to the general public without written consent from a parent/guardian, unless a parent/guardian

requests that such information not be released. Any parents/guardians who do not want such information to be made public should “opt out” using the Directory Information form. Directory information is limited to: Student’s name; student’s address; parent’s /guardian’s name; parent’s/guardian’s mailing address; parent’s/guardian’s telephone number; parent’s/guardian’s email address; student’s date of birth; student’s gender; student’s grade level; student’s dates of attendance; student’s academic degrees; student’s participation in club, athletics, or events; photographs, videos, or digital images used for informational or news-related purposes (whether by a media outlet or by Ombudsman) of the student participating in school or school-sponsored activities, except that: (i) no photograph highlighting individual faces will be used for commercial purposes, including solicitation, advertising, promotion or fundraising without the prior, dated and written consent of the parent/guardian, and (ii) no image on a school security video recording will be designated as directory information.

Record Requests

All requests for records, including transcripts, Social Security/insurance forms, attendance and enrollment verifications, must be put in writing and submitted to the Ombudsman administrative office in Libertyville, Illinois. Requests should include the student name, date of birth, what is needed and to where the information should be sent. A form can be found on the Ombudsman website at www.ombudsman.com. Record requests are processed in the order in which they are received.

Civil Rights

Ombudsman complies with the Civil Rights Law passed by Congress. The following nondiscriminatory provision protects the right to equal opportunity in Ombudsman programs:

Ombudsman does not discriminate on the basis of race, color, national origin, gender, disability, sexual orientation, marital status or religion in

any of its policies, practices or procedures. This nondiscrimination policy complies with the requirements of Titles VI and VII of the Civil Rights Act of 1964, Title IX the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Individuals with Disabilities Education Act, the Americans with Disabilities Act of 1990 and other Federal and State laws. Coverage applies to both (a) admission and access to, and (b) treatment and employment in, Ombudsman programs and activities, including vocational education. The lack of English language skills will not be a barrier to admission and participation in the education or any other Ombudsman program.

Students, parents/ guardians, or any other individuals having questions or concerns regarding Ombudsman’s non-discrimination policy or the filing of discrimination complaints should contact the program supervisor. Discrimination complaints should be sent in writing to Ombudsman’s Chief Compliance Officer:

Chief Compliance Officer
1321 Murfreesboro Pike, Ste 702
Nashville, TN 37217

Fees

Students will be charged for any damaged done to the center or its equipment. No records will be released until all fees are paid in full.

NOTIFICATION INFORMATION

Immunizations

A student shall not be allowed to attend the center without submitting documentary proof of immunization to the referring district or Ombudsman if enrolling privately. Exemptions from the immunization requirements may be granted under limited circumstances, but the student may be excluded from attendance during outbreak periods of communicable diseases for which immunizations are available.

Student Records

The Family Educational Rights and Privacy Act or FERPA (20 U.S.C. § 1232g; 34 CFR Part 99) is a

Federal law that allows students and parents rights to review educational records unless:
There is a court order, state statute, or other legally binding document preventing this;
The student has reached the age of 18;
The student is attending an institution of postsecondary education.

To read more about your rights under FERPA, please visit: www.ed.gov/gen/guid/fpc/ferpa or

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-59

Students with Disabilities

The Individuals with Disabilities Education Act or IDEA is a law granting services to qualifying students with disabilities. Referring districts must provide services to qualifying students attending the Ombudsman program. If a student is privately placed into Ombudsman, the child may seek special education assessment, evaluation, etc., from the student's local school district.

To read more about your rights under IDEA, please visit: <http://idea.ed.gov> or

U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202

DISCLAIMER

This Handbook contains a general outline of the policies and procedures for students of Ombudsman Educational Services. The Handbook cannot anticipate every situation or answer every question about enrollment. The guidelines set forth in this handbook may not be applicable in every situation. Ombudsman may demonstrate flexibility in the administration of this Handbook and reserves the right to deviate in whole or in part from any section set forth in the Handbook without notice. Every effort will be made to the keep

the handbook current, but there may be times when policy will change before this material can be revised.

The Handbook (in whole or in part) does not grant or imply any right of continued enrollment for any period of time. The enrollment of a student is on an at-will basis. That is, any violation of the program's policies or procedures or the Enrollment Agreement may result in temporary removal from the center and, pending administrative review, termination from the program.



STUDENT HANDBOOK RECEIPT

Student Name: _____ Center: _____

The Ombudsman Student & Parent Handbook is an important document intended to help the student and parent/guardian become familiar with the Ombudsman program's policies and procedures and to clarify what is expected of a student in this program. Although this Handbook is a guide, it is not the final word in all cases. Individual circumstances may dictate individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the Ombudsman Student & Parent Handbook.

- I acknowledge that I received a copy of the Ombudsman Student & Parent Handbook and understand that it is my responsibility to read and abide by its policies and procedures.
- I understand that the contents of this handbook will be modified from time to time to reflect changes in Ombudsman policy and procedures and to meet new and changing regulatory requirements.
- I understand that my signature below indicates that I have read and understand the above statements.

Student's Signature

Parent/Guardian's Signature

Date

Please return the signed copy of this acknowledgment to the learning center.