



Bilingual School
www.holaschool.org

Thank you for supporting HOLA! Escuela Bilingüe. We look forward to providing our services to your family this school year!

This handbook is a comprehensive guide to understanding the policies and procedures of HOLA! Escuela Bilingüe. Please read this handbook carefully, and keep it handy for reference throughout the school year. The content of this handbook may be changed at any time to meet the safety needs of your child and/or the programs of HOLA! Escuela Bilingüe.

For additional information about HOLA! Escuela Bilingüe and for updates throughout the school year, please visit our website at: www.holaschool.org

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HOLA! Escuela Bilingüe. Contact Information

1990 Main Street E, Unit F, Snellville, GA 30078

Office: (678)395-4309

Office Hours vary daily; check our online schedule for complete information.

Monday through Friday, 11am - 8 pm

Sequoia Ayala, Director of Operations & Administration

Geovani Ayala, Director of Educational Programs

Felicia Davis, Finance Administrator

If you have any questions or concerns or need to contact your child after school hours, please call (678)395-4309 to speak with an HOLA! Escuela Bilingüe staff member. We ask that you limit phone calls only to urgent matters so that we can keep interruptions to the program at a minimum.

If your student will miss a scheduled class and you'd like to reschedule, please send us an email, at least (24) hours in advance, at info@holaschool.org.

HOLA! Escuela Bilingüe MISSION STATEMENT

“Our mission is to provide an interactive, culturally-centered language immersion experience that assists both heritage learners and new learners achieve fluency in Spanish and other languages with confidence.”

HOLA! Escuela Bilingüe Vision

Cultivate a community that embraces and acknowledges the power and beauty of cultural and linguistic diversity within Georgia.

HOLA! Escuela Bilingüe Goals

1. Students will improve their Spanish language skills and confidence (specifically: oral language, listening, reading, and writing).
2. Students will improve their cultural understandings of Spanish-speaking communities around the world and in the United States.
4. Students will have fun while improving their skills and confidence.
5. Students will participate in “real-life” experiences while improving their skills and confidence.

HOLA! Escuela Bilingüe PROGRAM COMPONENTS

HOLA! Escuela Bilingüe will provide a safe, caring, and engaging learning environment for all students. The program is offered on regularly scheduled school days, after school hours and maintains a staffing ratio of one adult to 20 students. Additionally, students can enroll in day-long camps during dates/times school is not scheduled (such as Spring Break; Summer Break, Winter Break).

NOTICE OF EXEMPTION

HOLA! Escuela Bilingüe is not a licensed child care facility. We are not required to be licensed by the Georgia Department of Early Care and Learning, because our program is exempt from state licensure requirements. Although we are not a licensed child care facility, we take the care of your child seriously. See page 5 for our employee requirements for training and supervision.

WHO IS ELIGIBLE?

- HOLA! Escuela Bilingüe has programs for students of all ages. To enroll in the appropriate course, students should read the course description for information regarding the age range intended for a particular course.
- Students who have been disenrolled from an HOLA! Escuela Bilingüe program from a previous year due to a behavior infraction are not recommended for the program. Admission to the program will only be considered following a parent/guardian/student and staff planning meeting that will outline the daily expectations and behavior support plan.

REFUND POLICY

Refunds will be issued (minus a \$125 administrative fee) if your withdrawal request is received at least 10 days prior to the start of a class. Any refund request received within 9 days or less until the start of the session will be denied. This allows us time to fill the spot with another student. No refunds will be granted for cancellations received after the start of a session. Credit for future classes will be granted at the discretion of HOLA's management. To change your class day/time or withdraw please send your request in writing (with necessary details) by email to info@holaschool.org.

INCLEMENT WEATHER POLICY

HOLA's programs will follow the Gwinnett County Public Schools cancellations, closings and modified schedules. Students will be notified via email of any changes to our class schedules. In the event that this affects HOLA, we will do our best to provide makeups for private lesson programs only. No refunds are given for cancelled classes due to weather or school cancellations.

ACADEMIC SUPPORT

Working together, students, their parents/guardians, teachers, and staff members will provide engaging after school activities that will support our students' academic needs. Through this process, we will meet the instructional requirements of the student in an empowering manner that ultimately leads to increased academic achievement.

EMPLOYEES/VOLUNTEERS

All HOLA! Escuela Bilingüe employees and volunteers shall act in accordance with our organization's policies, as well as applicable state laws and regulations. All employees and volunteers will undergo a yearly background check. Our employees are hired based on a combination of education and experience that demonstrates a strong understanding and sensitivity to the educational and social needs of school-age children. They will also receive annual safety training and assessments to ensure compliance with organizational policy. For additional information regarding the training and certifications required to fulfill a position at HOLA! Escuela Bilingüe, please visit our website.

BEHAVIOR EXPECTATIONS

HOLA! Escuela Bilingüe has three behavior guidelines:

1. BE SAFE.
2. BE RESPECTFUL.
3. BE RESPONSIBLE.

The goal of the HOLA! Escuela Bilingüe is to provide a safe, fun, and educational environment for all participants. We understand that providing a motivating and engaging program encourages good behavior. We expect all students, staff, and adults to show respect for one another. Failure to adhere to this rule will cause the student and/or adult to be removed from HOLA! Escuela Bilingüe.

Conduct that disrupts the operation of HOLA! Escuela Bilingüe, interferes with the rights of others, endangers the safety of any person, or damages property will not be tolerated. HOLA! Escuela Bilingüe has a zero tolerance policy for bullying and/or physical harm. Major behavior infractions such as those described above will lead to immediate disenrollment from HOLA! Escuela Bilingüe programs. These disciplinary measures have been established to ensure each student's right to a safe, fun, and educational environment.