

## Rules & Guidelines for Contractors

Teachers/Tutors will arrive ready for work at their scheduled times with all necessary supplies.

Teachers/Tutors will be dressed in an appropriate business casual manner.

If you cannot make a scheduled session you will inform either Abigail or Bruce Robinson as to the nature of the absence, and report it with a minimum of 2 hours lead time (Emergencies will be treated on an individual basis). Doing so will allow us the time to reschedule the session, or to fill your slot with another teacher/tutor.

If you must cancel or reschedule a session for scheduled appointments, you will inform us of the change with 24 hours prior notice so that we may inform the student and reschedule your time.

We require the same time notifications from our clients and will extend to you the same considerations as referenced above with regards to scheduling.

In the event that you arrive at a client home and the client is not present:

We ask that you be as patient and understanding as possible as they too may have had an emergency. However if the client does not arrive within 30 min. of the scheduled time, leave a note with the date and time you were there and notify either Abigail or Bruce of the occurrence, and we will follow up with the client.

In the event that the time you spend with a client exceeds the scheduled time due to an exceptionally heavy workload, or difficult subject matter, record the time and we will follow up with the client to ensure the proper recording of your hours for pay purposes.

Scheduling will generally be handled via the Internet. We will notify you of your regular scheduling through e-mail and will contact you by phone/e-mail for new students, and for schedule changes. **Note:** only changes to existing schedules will be e-mailed; it is the teacher/tutors responsibility to maintain an accurate schedule of their students.

Teachers/Tutors will be required to submit bi-weekly e-mails indicating the actual hours worked and bi-weekly progress reports on your students with regards to any problems you or they may be having.

Teachers/Tutors will be required to establish and maintain contact with both the students' teachers, and parents so as to facilitate the free exchange of information and to maximize the efforts of the student.

We are available to answer your questions by phone during normal business hours: 9:00 AM to 7:00 PM Monday through Friday, Sat & Sun From 9:00 AM to 3:00 PM.

All suggestions and comments are welcome and encouraged.