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## **Learner Attendance Procedure**

- Step 1            Following the first missed session without notification, the designated tutor will contact the learner as a reminder of the requirement to notify the tutor when a session will be missed. The tutor will remind the learner that three missed sessions without notification could result in the learner no longer being eligible to receive READ Ottawa services.
- Step 2            Following the second missed session without contacting the tutor, the designated tutor will notify the appropriate READ Ottawa pair coordinator of the missed session. The pair coordinator will contact the learner to review the attendance expectations as a participant of the READ Ottawa program as outlined in the signed Learner Letter of Commitment, as well as investigate possible causes for the lack of attendance. Details of the discussion will be documented in the learner's case file notes by the pair coordinator.
- Step 3            Following the third missed session without notification, the appropriate pair coordinator will discharge the learner from READ Ottawa.
- Step 4            An appeal of this decision can be made to the Program Committee by the discharged learner. The appeal process is as follows:
- The pair coordinator will inform the learner of their ability to appeal to the Program Committee by contacting the executive director. The pair coordinator will provide the learner with the work phone number and email of the executive director.
  - The executive director will bring the appeal before the Program Committee. If necessary, a special committee meeting will be held to review the appeal.
  - The pair coordinator that discharged the learner will recuse themselves from the appeal process.
- Addendum:        In the event that a learner loses all contact with the tutor and the READ Ottawa program (i.e., "disappears"), attempts to contact that learner will be documented by the tutor and appropriate pair coordinator. If there remains no contact with the learner after 30 days since the last documented tutoring session, the pair coordinator will mail a letter of dismissal to the learner's last known mailing address, and the learner will be formally discharged from READ Ottawa..