

AZ-ZAHRAA ISLAMIC ACADEMY

PARENT & STUDENT HANDBOOK

2024 - 2025



Az-Zahraa
ISLAMIC ACADEMY

In the Name of Allah, the Most Beneficent, Most Merciful

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GUIDING PRINCIPLE

“Rabbi Zidni Ilman, Walhiqni Bis Saliheen”

(My Lord, increase me in knowledge and make me of the virtuous)

MISSION STATEMENT

Our mission is for Az-Zahraa Islamic Academy to provide a safe and nurturing environment where all children can excel in Islamic learning, academic achievement, and socially responsible citizenship. Leadership and integration opportunities are also provided toward preparation for future success.

VISION STATEMENT

Az-Zahraa Islamic Academy provides a safe and nurturing environment that fosters exemplary Islamic education and strong academic achievement.

Islamic learning inculcates ‘taqwa’ (God consciousness) and is based on the teachings of the Quran, Holy Prophet (s), and the Ahlulbayt (as). This builds a confident foundation of Muslim identity. Provision of a high calibre secular education includes excellence in academics. Children are motivated to attain their potential through curiosity and a desire for learning. We strive to meet the needs of all students and support all in an equitable environment.

Our role includes teaching social responsibility and creating global social awareness. We prepare students to excel in moral values and demonstrate exceptional character.

We strive to provide leadership experiences and integration opportunities both within and outside our immediate community. We believe that leadership roles offer the students a chance to give back to the community. Integration opportunities enrich the learning realm and allow for successful futures after Az-Zahraa Islamic Academy and in the larger Canadian society. Provision of extra-curricular programs complements our children’s personal growth.

The chief responsibility of the school is to prepare independent thinkers who have a good sense of right and wrong, through both solid Islamic learning and a wholesome secular education. Az-Zahraa Islamic Academy prepares children to become caring and contributing citizens of distinction.

CHARACTER

Az-Zahraa Islamic Academy is a school built by a dedicated community with the foresight to realize providing a solid Islamic and secular education to our next generation is essential. Our purpose goes deeper than just reading, writing and arithmetic. We want to instill ‘taqwa’ and thereby build a confident foundation of Muslim identity. We place great emphasis on social responsibility, exceptional character development and raising independent thinkers who have a good sense of right and wrong. Az-Zahraa Islamic Academy prepares children to become caring and contributing citizens of distinction.

OUR VALUES

﴿يَا أَيُّهَا الَّذِينَ ءَامَنُوا أَوْفُوا بِالْعُقُودِ...﴾

“O you who have believed, fulfill [all] agreements [you make with others]...” (Quran, Sūrah al-Maida (5), Verse 1)

As a student at the Az-Zahraa Islamic Academy, I pledge to Allah ﷻ:

- 1. To Follow School Rules and Regulations:** I will abide by all rules and regulations outlined in the **AZIA Parent & Student Handbook** and contribute to creating a positive and disciplined learning environment.
- 2. To Respect Islamic Values:** I will strive to integrate Islamic values into daily life, incorporating principles of honesty, integrity, and compassion.
- 3. To Be Committed to Personal Growth:** I will demonstrate a commitment to personal growth, both academically and in character development, reflecting the holistic educational goals of the school.
- 4. To Cooperate with Teachers and Staff:** I will assist teachers and staff to maintain order, safety, and discipline within the school community.
- 5. To Ensure Punctuality and Regular Attendance:** I will be on time for all classes and school-related activities, avoiding tardiness to foster a disciplined and organized learning environment and ensure regular attendance, which is critical for my academic success and overall personal development.
- 6. To Adhere to the Dress Code:** I will adhere to the school's dress code, maintaining modesty and grooming in accordance with Islamic principles.
- 7. To Show Courteous Behaviour:** I will show courtesy and respect towards my fellow students, teachers, staff, and any individuals associated with the school community.
- 8. To Respect Property:** I will respect the property of the School and Masjid – both inside and outside, maintaining cleanliness and taking responsibility for shared spaces.
- 9. To Display Responsible Behaviour at Events:** I will behave responsibly at all school events, whether on or off the premises of the school, reflecting positively on AZIA's reputation.
- 10. To Report Misconduct:** I will report any threats, bullying, or misconduct that may jeopardize the safety of students, faculty, and staff, fostering a culture of mutual care and protection.
- 11. To Avoid Fights or Altercations:** I understand that fights or altercations will not be tolerated and that I must always conduct myself in a civil and well-mannered way, resolving conflicts peacefully.
- 12. To Maintain Confidentiality and Privacy:** I will respect the confidentiality and privacy of others, maintaining a trustworthy and supportive school community.

STUDENT CODE OF CONDUCT

Objective: The goals and objectives of the Grade 5-7 School Code of Conduct outlined below are to provide effective behavior interventions and discipline practices.

Rules and Regulations:

- Mutual respect between students, teachers and parents is the basis for communication at the school. All students must respect all teachers, administrators and other students, and refrain from any statements or actions that harm the feelings of others.
- Play-fighting and bullying (Verbal, Physical, Psychological, or Emotional) are not allowed.
- All personal disputes/arguments must be brought to the attention of a staff member for resolution.
- Failure to do so will result in both parties being held accountable and facing the consequences. Students must not take matters into their own hands!
- Students are not allowed to leave the classroom without the teacher's permission.
- Students are not allowed to leave the school campus during school time.
- All students must do their best to keep clean all school facilities including bathrooms, classrooms, hallways, the gymnasium and outdoors.
- All students must follow the Islamic/school dress code and personal hygiene, avoiding the use of strong fragrances.
- Any foods containing peanuts/nuts are prohibited on school premises.
- Use of cell phones, cameras, and other electronic devices is not permitted in class. If they are used without permission, they will be confiscated and given only to the parent. Repeated unauthorized use of the device will result in disciplinary action and may result in student suspension. Any device confiscated on school property may be checked for content.
- The student will be expelled from the school without warning if he/she is found in possession of any weapons or dangerous substances.
- There is zero tolerance for any damage to school property or other people's belongings. Parents shall be asked to compensate for the damages and expulsion might result from such actions.
- Plagiarism or cheating on any assignment, quiz, test, or exam will result in a zero mark and further disciplinary action when the situation warrants it.
- Theft is considered a serious act and its practice warrants disciplinary actions.
- The school rules and regulations must always be respected. Any student who fails to follow them might face consequences and risks suspension or even expulsion. This Code of Conduct has been developed to emphasize Islamic values and to cultivate a feeling of self-worth and self-discipline in students. It is an expression of the school's climate and its atmosphere for learning. A positive climate is an environment in which all students feel that they are encouraged to participate and are a valued part of the school.

Students in Grades 5 to 7 are expected to discuss this Code of Conduct with their families. Parents are to help to ensure that this code is understood, with both the student and parents/guardians signing it at the beginning of each school year.

YOUNG LEARNER RIGHTS AND RESPONSIBILITIES

We are very proud of the caliber of students who attend the Academy. Our students routinely resolve problems peacefully, include others in activities, respect differences and support one another. We realize that personal freedom requires mutual respect. Younger students in Kindergarten – Grade 4 will be guided toward the full understanding of their responsibilities. The following is an outline of what will be emphasized for our youngest citizens.

1. I have the RIGHT to learn. It is my RESPONSIBILITY to listen to teachers, work quietly at my desk, raise my hand if I have a question, concern or need to leave, and complete assignments.
2. I have a RIGHT to hear and be heard. It is my RESPONSIBILITY not to talk, shout or make loud noises when others are speaking.
3. I have a RIGHT to be respected. It is my RESPONSIBILITY not to tease or annoy other people, or to hurt their feelings.
4. I have a RIGHT to be safe. It is my RESPONSIBILITY not to threaten, kick, punch or physically harm anyone else.
5. I have a RIGHT to privacy and to my personal space. It is my RESPONSIBILITY to respect the personal property of others and to accept their right to privacy.

GENERAL INFORMATION

School Hours

Students should arrive to school around 8:15 am, daily, in order to get settled and ready for the day. School instruction starts from 8:30 am and continues to 3:30 pm. The bus loading process begins around 3:20 pm, with all buses intended to depart the school by 3:30 pm. All non-busing students will be released to the gymnasium for pick up at 3:30 pm. Students are expected to arrive to school on time and to be picked up promptly.

Arrivals

The school doors will open to students at around 8:00 am. Prior to 8:00am, the teachers and staff are busy preparing for the day and are unable to supervise students. Parents should remain with their child outside until the doors open. Ideally, students should arrive to school around 8:15 am.

When students enter the gymnasium, they are expected to gather in their designated grade meeting spot for collection by their teacher. Upon entering the second-floor school space, students are to place jackets in their lockers and organize their homework and necessary supplies for the day. At around 8:25am, students should be settling in their classrooms where school announcements, Surahs and/or Duas will be recited.

Tardiness

If a student arrives after 8:40am, they must report to the Front Office to ‘sign in’ and receive a ‘late slip’ for class. This assures each teacher that our attendance records are updated so that they can continue their instruction uninterrupted. This process serves as a vital emergency management function.

Dismissals

Dismissal is at 3:30 pm. Students will wait in the school gymnasium for parents to arrive. Students are not allowed on the playground or field while waiting. After the student has been picked up, he/she may play only under direct parental supervision. Students in primary grades should be escorted by their parents through the parking lot for safety.

Extracurricular Clubs

We strive to host a variety of extracurricular clubs through popularity and a signup process. The clubs are intended to be self-funding and not draw from the school budget. Fees will offset cost of instructors, supplies and extra responsibilities of school staff. For families not able to afford the fee, assistance is available. Some clubs will have limited enrolment/age limits. Attending a club is a privilege which will be withdrawn if appropriate behaviour is not exhibited. At the conclusion of the club activity, prompt pick-up is expected.

Late Pick-up Procedure

Our facility is not designed for students to wait outside unsupervised when parents are late. Dismissal is at 3:30 pm. At 3:40 pm the remaining students will be signed into a designated waiting room. Parents will need to sign their child out and record the time/reason. We recognize that occasionally there are unforeseen delays. But when late pick-up becomes a habit, other arrangements will need to be considered.

Early Pick-Up Procedure

Parents are to sign the student out from the office and wait for staff to notify the classroom teacher of early pick-up. Please, do not take your child home from school without communicating with the Front Office. To avoid any disruption in the classroom, parents must wait in the Front Office where your child will come to meet you. In the best interest of your child's education, please make appointments after school hours.

Absences

1. If a child is going to be absent, please call the school at 604-274-7861 before 8:30 am.
2. The school is not equipped to care for a sick child. **Do not send your child to school if she/he is feeling ill.** Your child will not be in a condition to learn, germs will be spread, and the teacher will be distracted.
3. If a child is going to be absent for an extended period for a non-medical condition, the administration and the teacher must be notified beforehand in writing, explaining the absence.
4. Families must be aware that if they take any vacations during the school year, the student will miss important academic lessons as well as special activities. The school is unable to provide accommodations for students who are absent due to vacations – these absences will be unexcused.
5. It is quite likely that frequent and/or extended absences will have a negative impact on academic progress.
6. If absences exceed minimum instructional hours, the student will lose their full grant and parents will be required to pay the shortfall.
7. When a student is absent, it is his/her responsibility to make up for the work missed.

Accident/Illness at School



If your child becomes ill or injured at school, we will contact you if we suspect the child should go home or be looked at by a doctor. If you cannot be contacted, we will call the emergency numbers provided. If no one is available to come to the school, we will use our judgment on whether to call emergency aid.

Please keep your child at home if she/he presents any of the following:

- Pain - any complaints of unexplained or undiagnosed pain.
- An acute cold with fever, runny nose and eyes, coughing and sore throat.
- Difficulty in breathing- wheezing or persistent cough.
- Fever over 100 F accompanied by general symptoms such as listlessness.

- Sore throat or trouble swallowing.
- Infected skin or eyes or an undiagnosed rash.
- Headache and stiff neck.
- Unexplained diarrhea or loose stool combined with nausea, or abdominal cramps.
- Known or suspected communicable diseases.

It is the duty of the parent to inform the staff of any communicable disease that the child has or has been exposed to. This will enable the teachers to observe any symptoms in other children and take the necessary precautions.

The Ministry of Education keeps the Academy informed about health concerns and we follow all guidelines. Students are taught the importance of proper handwashing and are expected to wash hands frequently. In addition, students are taught to cough and sneeze into their shoulder or elbow instead of hands to slow the spread of germs.

Medication



No medication will be administered without the proper written permission of the student's physician and/or parent. A copy of the pharmacy label will need to be placed on the permission form. All medicine, including over-the-counter medication, allergy medication and skin cream, must be kept in the office and given to the student under the supervision of a staff member.

Parents are to place medicine in their original containers inside a plastic bag along with a medicine consent form filled out completely with the name of student, reason for medicine, dosage and times, parental signature, and contact number. This policy is to ensure student safety while maximizing school attendance. We are happy to work with the parents to make sure proper care is given as needed but cannot sanction allowing students to self-medicate even with over-the-counter medication. The Academy reserves the right to limit the duration that over-the-counter medications are administered on the basis of parent consent and bears no responsibility for reminding students of medication times.

Medical Alert

Should your child have a permanent or recurring medical condition (epilepsy, allergies, asthma, etc.) that could result in a medical situation, please inform the Richmond Health Unit and the Academy. A Medical Alert Card will be completed and made available to the staff. Please notify the school in the event of any changes in your child's condition.

Anaphylaxis

AZIA is committed to providing a level of care that will ensure the safety and well-being of students with a known risk of anaphylaxis/life-threatening allergies. Given the severe consequences of anaphylaxis, effective training, management, and response is very important. It is necessary for parents/guardians, school administrators, staff, students, and others to share in these responsibilities, to provide a safe environment in schools along with prompt appropriate response to any crisis that may develop. If your child requires the use of an Epi Pen, please ensure that an injector is given to the school office in case of an emergency. In the event the injector must be used, your child may be taken to the hospital for further medical attention. All staff members have been trained in how to administer the injector.

PARKING LOT SAFETY



The safety and well-being of the children is always a major concern. It is the responsibility of each and every parent to ensure safety in the parking lot. Please think about our children - not only their safety but what our actions teach them about kindness, respect and obeying rules. It is necessary to abide by the following regulations: .

1. Respect the “Bus Only” traffic flow areas indicated on the school map and signs in the parking lot.
2. Reduce your speed when entering and exiting the parking area.
3. Obey all traffic signs and any school personnel or volunteers directing traffic.
4. Use the ‘quick-drop’ zone, being sure to pull over out of traffic flow when Grade 4-9 students can exit the vehicle quickly and safely.
5. For younger children, park in the designated parking Zones 2, 3, or 4 and escort your child into the building.
6. For added precaution, please ensure that your child exits the vehicle under your supervision.
7. Supervise your child once you have picked them up from the gymnasium at the end of the day.

SCHOOL BUS SAFETY

Az-Zahraa Islamic Academy relies on school buses to bring our students to and from school and to deliver students to and from Field Trips. All students need to be aware of the rules which govern our bus system and follow the rules to ensure a safe and enjoyable bus ride.



Bus Students: Morning Pickup

1. Be at the pick-up spot five minutes before pick-up time.
2. Wait safely at the back of the sidewalk. Never wait on the roadway or street.

Bus Students: Afternoon Drop-Off

3. Be ready in the classroom at bus call time (determined by the Front Office/teacher).
4. Report directly to the bus line-up spot and line up quietly for the Student Bus Ambassador to take attendance.
5. Proceed to the bus following the Bus Ambassador and listen for the final attendance check before the bus departure from school.

* Due to significant traffic pattern changes across the Lower Mainland, minor delays for a bus departure significantly delay school arrival or student drop-off times. For morning runs, drivers will have no choice but to follow the scheduled pick-up times. **Any change to a bus roster must be communicated to the Front Office no later than 2:15 pm daily.**

****Please note that our bus service offers GPS to allow parents to monitor bus routes and the ETA (estimated time of arrival) of the bus at their designated bus stop. Every effort will be made to update parents on any change of bus due to maintenance or driver illness. The Front Office is available to clarify through the day.**

***** Regardless of age, students who disregard the safety protocols will lose the privilege to use this service.**

All Students: Boarding the bus

1. Wait for the bus to come to a full stop.
2. Be polite and take your turn getting on the bus.
3. Use the handrail.

All Students: Conduct on the bus

1. Students and other passengers must always remain seated and wear the seatbelt, if available.
 - Very small children should use a booster seat.
2. Follow the directions of the driver.
3. Walk to the assigned seat and stay there. Do not stand or move around while the bus is moving.
4. Do not talk to the driver unless it is an emergency. Drivers need to keep their minds on driving and their eyes on the road.
5. Talk quietly to friends so the driver can hear traffic sounds.
6. Keep arms, feet, books and bags out of the aisle.
7. Do not open or close windows.
8. Keep hands and head inside the bus. Do not throw anything out of the window.
9. Loud yelling or profane language is not permitted.
10. Face and body gestures to passersby and people in other vehicles are not allowed.
11. Eating and drinking are not allowed on the bus.
12. Do not deface or litter the bus.
13. Do not tamper with any safety device or any other equipment.

All Students: Leaving the bus

1. Do not leave your seat until the bus comes to a full stop.
2. Take your turn; do not crowd in front of others.
3. Use the handrail; watch your step.

All Students: Inappropriate behaviour on the bus

Bus safety is an important issue to be raised as your child begins school. Each parent should take precautions to make sure that all children know the rules and regulations designed for safe bus transportation. Inappropriate behaviour will be dealt with in the following manner:

1. Verbal warning.
2. Phone call to parents.
3. Meeting to resolve the issue.
4. Removal of bus privilege – short-term or permanent.

RAINY DAYS

British Columbia is known for its wet climate. Students must come to school with appropriate outerwear to accommodate a variety of weather changes. If a child is too ill to spend recess outside, then that child is not healthy enough to attend school. We are lucky to have a protected archway where students can choose to stay out of the elements. Students are not allowed to remain indoors if outdoor recess is announced. In the event of extreme weather, teachers will determine if indoor recess is warranted.

SCHOOL CLOSURES

In case of a school closure due to severe winter conditions, power shortages and other emergencies, a decision will be made as early as possible, and all the personnel will begin notifying parents. School closure notifications will also be provided to CKNW 980 AM and CKWX 1130 News for broadcast. Families will be contacted by email and/or Class Dojo in the event of cancellation. If the Academy is open during inclement weather and you feel it is unsafe to drive, feel free to notify the administration and your child will be excused. It is important that we have current emergency contact names and telephone

numbers in the event of an evacuation. Students will not be released until either a parent or an emergency contact has been contacted.

HEALTHY EATING



Healthy living is a focus of the Academy. Parents are requested to send their children to school each day with nutritious food to fuel growing minds and bodies. Foods such as individual servings of main dishes, vegetables, fruit and sandwiches provide a sound basis for good health and energy.

For the safety of the children, we are a nut-free school. Do not allow your child to bring any food items that contain nuts as we have children that are severely allergic to nuts. The Academy is a nut-sensitive school and a no-pop zone. In addition, students are not to bring un-popped bags of microwave popcorn for lunch or snacks as they tend to burn in our microwaves. It is preferable for students to bring a water bottle to school each day to drink during class time. Juice is reserved only for recess and lunch.

Students should clean up after themselves. This means clearing away all garbage and food from the tables and picking up anything that is dropped or spilled. Appropriate table manners are expected.

HOMEWORK

Homework is a bridge between home and school. Teachers endeavour to keep homework to a reasonable level while still allowing for the flexibility that solid learning requires. Homework is an important component of a child's education as it supplements and supports concepts taught in class. It also encourages the development of self-discipline, organizational skills, a sense of responsibility and independence. We understand that students have individual strengths and weaknesses, self-expectations, and outside interests. It is expected that students spend time according to the following guidelines on homework and supporting activities.



Kg / Gr. 1 15 min.
Gr. 4 / 5 30-45 min.

Gr. 2 / 3 25 min.
Gr. 6 – 9 50-80 min.

If homework takes an inordinate amount of time, please speak to the teacher.

Students in the earlier grades often need parent support with homework. As children mature, they become more independent and assume greater personal responsibility. We appreciate parental monitoring of homework. Should your child be unable to complete a homework assignment, please send a note to the teacher with a brief explanation.

Some suggestions for helping your child with homework:

- * Motivate with praise.
- * Provide a quiet and organized study area.
- * Communicate with the teacher.
- * Encourage independent completion.
- * Encourage good work habits.
- * Use the agenda (Grade 4 – 9).

UNIFORMS

At Az-Zahraa Islamic Academy, we instill a positive Islamic identity. The rules surrounding uniforms and appearance promote the belief that appropriate appearance helps to create an environment of propriety,

dignity, and personal respect. All students are expected to wear clean and proper uniforms daily, unless informed otherwise by the teacher. To maintain consistency, scarves, tunics, kilts, pants, sweaters and jackets must be purchased from our official supplier.

During class, outerwear, including hoodies or non-school-issued sweaters or jackets, is not allowed. When wearing dress shoes, they must be low-heeled and non-marking. Athletic shoes must be available daily for physical activity.

We have distinct uniforms for the primary and intermediate divisions.

- Junior Girls – tartan tunic, plain grey/white tights, leggings or grey uniform pants, white long-sleeve blouse, burgundy cardigan and white scarf.
- Junior Boys – grey uniform pants, long-sleeve white oxford/polo shirt for winter, short-sleeve white oxford/polo shirt for summer and burgundy sweater.
- Intermediate Girls – tartan kilt, burgundy cardigan, grey uniform pants (NO tights or leggings), long-sleeved white polo shirt, and white scarf.
- Intermediate Boys – grey uniform pants, long-sleeve white oxford or long-sleeve polo shirt for winter, short-sleeve oxford/short-sleeve polo shirt for summer and burgundy sweater.

Students must adhere to the uniform policy. Teachers will use positive reinforcement, however, when a student fails to comply, support mechanisms, including consequences, will be implemented.

NON-UNIFORM DAY

Occasionally, the school will have a non-uniform day. Students may choose not to wear their uniform on these days, but all students must adhere to the Islamic dress code. Girls must wear loose-fitting clothes, tops that extend to the mid-thigh and have long sleeves. Boys and girls must wear appropriate clothes and ensure that t-shirts have proper wording, etc.

JEWELRY/COSMETICS

Students are not allowed to wear make-up and nail polish. Jewelry is not recommended to wear to school.

TEXTBOOK AND EQUIPMENT POLICY

Many independent schools charge an additional fee for textbook usage. At the Academy, textbooks are included in the tuition. To preserve the quality of our academic materials, and to control costs, it is necessary for all students to be responsible for the books issued. Wear and tear is normal, but should it be determined that a student willfully damaged school property, consequences will range from student consequences and payment for replacement costs.

ACCEPTABLE USE OF TECHNOLOGY

At Az-Zahraa Islamic Academy our vision is to provide students with the technology and the skills to enable them to construct knowledge and understanding by accessing information and by connecting with others through technology.

Even our youngest students often demonstrate impressive skills while using computers and other technology. We hope that we can help our students develop proper digital etiquette and increase their appreciation for using technology to facilitate learning.

AZIA has invested heavily in technology, most notably in the purchase of a class set of MacBook Pro computers, Smartboards, and iPads. The use of these computers and other technology at school is a privilege, not a right. Students and parents must sign an Acceptable Use of Technology Agreement.

VALUABLES AND ELECTRONIC DEVICES

Honesty and integrity are virtues nurtured at the Academy. Nevertheless, students should not bring money or valuables to school. Any money brought for payments should be handed over to the class teacher or the office early in the morning. The Academy is not responsible for damage or loss of personal items brought to school.



As a general principle, we prefer that students not bring personal phones and other technology devices to school. Students that bring personal phones and other technology devices to school are only allowed to use them if the teacher has approved them as learning tools. If students bring such items to school, they must be given to the Homeroom teacher at the start of the day.

They must remain **turned off** during school hours, including while waiting to be picked up after school. Hiding the device in a hand, desk, under books and papers, etc., obstructs the intended outcome of the policy, and will be considered a breach of conduct.

Teachers may confiscate personal phones and other devices from students who disregard this policy, and such items will be returned directly to the parents by the teacher. Teachers may suspend this rule when allowing students to use personal phones and other technology to contribute to their learning.

AZIA is not responsible in any manner for the damage or loss of such items brought to school.

Social Media Communications

The Az-Zahraa Islamic Academy believes in positive and professional communication and interactions between staff and students. Communication between a staff member and any student at the Academy is based on respectful and responsible conduct, solely via school-authorized channels – these include, but are not limited to, email, MySchool, ClassDojo, and Google Classroom: this is in the interest of protecting all stakeholders.

Under no circumstances are private communications via any social media platform such as Facebook, Twitter (X), Instagram, Snap Chat, TikTok, Discord, SMS messaging, etc. between a faculty or staff member and student actively studying at AZIA to take place.

E-CIGARETTE & TOBACCO-FREE ENVIRONMENT

Both e-cigarette and tobacco use on school property are illegal in BC. This law is always in effect even when school is not in session and applies to the entire property. We appreciate everyone's assistance in keeping Az-Zahraa Islamic Academy a totally smoke-free environment for the sake of our students, staff and visitors.



VIDEO CLIPS & PHOTOGRAPHS OF STUDENTS

Occasionally, the school will take photos and videos of students engaged in learning activities in and around the school and off-site in school-sanctioned events. These photos may be used internally and may also be external facing for marketing purposes. Every year signed parental permission forms must be filled out if a parent wishes to exempt their child(ren) from appearing in photos or videos.

LOST AND FOUND



Please label everything including clothing, food containers and personal supplies. Efforts will be made to find the right owner of lost and found items and thereafter will be placed in the Lost & Found bin. Unclaimed items will be recycled or given to charity and unclaimed uniform items will be added to our uniform recycle program and resold to interested families. Parents are encouraged to label all items and check with the Front Office frequently.

CELEBRATIONS



The Academy is a joyful place. Special celebrations include Eid and the Prophet (S)/Imams' (a) birthdays. Please refer to the monthly newsletter for dates of these events. Additionally, students are welcome to have a small birthday celebration with their class. Arrangements need to be made with the child's teacher one week in advance. Birthday party invitations distributed on school grounds must include either all the girls, or all the boys or all the students in the class. If you are not inviting the entire group, then individual invitations should not be handed out at school. No celebrations will take place during Muharram and Safar.

SUPERVISION OF STUDENTS DURING FIELD TRIPS

The students are supervised by staff members and approved volunteers. During field trips, parents may be asked to help with the supervision of children. It is important that parent volunteers do not bring other children, including siblings, on that field trip. In addition, parents are required to role model proper Islamic attire.

FIELD TRIPS

Field trips are scheduled throughout the year. Permission slips will be provided for each outing. These slips must be signed and returned to the teacher. Failure to return the slip may result in the child remaining at school. Field trips are intended to enhance the educational program and are not optional. A field trip subsidy fund is available; please contact the Front Office for assistance. Students are expected to exhibit Islamic manners and etiquette. A full uniform is to be worn unless otherwise noted.

VOLUNTEER DRIVERS' PROTOCOLS

When feasible the school bus will be used on field trips. At times, the Academy may also rely on volunteer drivers to use their personal vehicles to transport students on field trips. Parents who wish to be a volunteer driver must meet the following conditions:

1. A valid driver's license.
2. Completion of the Volunteer Driver Form.
3. Provision to the school of a Driver's Abstract, available free online from ICBC.
4. The vehicle must have working seat belts, which must be used at all times.
5. When legally required, students must use a booster seat.
6. Stops may not be made between the school and the field trip location.
7. Volunteers are to remain with the students in their care unless directed differently by the teacher in charge.

STUDENT SUPPORT & CONSEQUENCES

Our intention is to mainly be a punishment-free school. Teachers show considerable understanding and patience, but misconduct will always have consequences. Building strong relationships between all members of the school family is paramount. A quiet word or look should be effective in redirecting a student to "take the hint." For a few students, words of warning are sometimes insufficient and may require additional measures. Depending on the seriousness, and circumstances of misconduct, consequences vary and may include suspension and/or expulsion. Minor misconduct will be dealt with by the teacher, with warnings being given. Major offences will be overseen by the Principal, who will lead a 'Discipline Committee': including the Shaykh and Vice Principal. Other faculty and/or staff may be involved. Our approach is to help the child understand where the mistake was made and how they can avoid repeating the same mistake in the future. Things that will result in a student warning include, but are not limited to:

- Repeated failure to abide by the *Student's Responsibilities & Code of Conduct*.
 - Behaviour, uniform, respect, decorum, etc....
- Repeatedly sleeping in class during the lesson.
- Leaving class or the school building without the teacher's permission.
- Not returning to class after leaving it with permission or skipping class.
- Profanity.

Consequences are intended to be fair and consistent. They should help the students learn to make good decisions, take responsibility, and develop personal integrity. Possible consequences include the removal of privileges, engagement in community service, participation in parent/teacher/student conferences, suspension or, if warranted, expulsion after a careful membership review. Open communication between the school and home enables the student to receive the support needed to modify behaviour and become socially responsible citizens. We take pride in our students and value the unique relationship fostered between teachers and students. All school discipline matters should be left to staff. Parents who have concerns about school discipline policy should speak with the appropriate teacher.

Major Offences

Major Offences will likely result in suspension or expulsion without warning and include:

- Defiance/disobedience to any teacher/staff member.
- Cheating or helping others to cheat.
- Aggressive behaviour like fighting, throwing objects, making loud or disruptive noises, coercion, threats, intimidation, harassment, extortion, hazing, or encouraging or helping others to do these things.
- Repeated “bad” behaviour towards a classmate, which may be considered bullying.
- Damaging property; school property or the property of others.
- Stealing property; trying to steal property or possessing stolen property.
- Trespassing: being in a place inside the school building (e.g., teacher’s desk, roof access, storage room) or outside on school property where the student is not supposed to be.
- Pranks: calling “911”, the police or fire department, making a bomb threat, or pulling a fire alarm when unneeded.

BULLYING

We believe that a child grows as a person by developing independence, self-discipline, integrity and a sense of self-worth and social responsibility. Our program emphasizes compassion, civility, social awareness, and respect for self, others and the environment.

It is natural for children to joke around with each other and at times engage in “bad” behaviour. This behaviour should not be confused with bullying. The difference lies in the relationship between the bully and the victim, and in the intent of the interaction. We use the following definition of bullying: “A pattern of repeated aggressive behaviour, with negative intent, directed from one child to another where there is a power imbalance” (Focus on Bullying, P.6).

It is important to understand that very few of the conflicts between children result from bullying. Learning how to get along is part of growing up. Teaching children appropriate social behaviour is a joint task between home, school and community.

If bullying is witnessed or experienced by a student, the student is encouraged to report the conduct to a teacher. Students who commit acts of bullying will be subject to intervention and disciplinary action. The ultimate goal is behaviour change. Such a change requires that children have the opportunity to learn alternative, more appropriate, behaviours.

PARENT PROCEDURE FOR STUDENT CONCERNS

The teacher will work very hard to ensure that the student understands the rules and expectations. All faculty and staff want to ensure that all students are in a safe, nurturing environment and in an environment where the main focus is learning and academic excellence.

If you have concerns over an incident occurring at school, please:

1. Listen to your child’s account with a mixture of empathy and rationality. Due to maturity, a child’s perspective is not the same as an adult. Children see the world through their limited experiences, which influences their assumptions. Remember their ‘reality’ may be different from that reported by others.

2. Allow a cooling-off period of at least a day before contacting the school. Although a teacher's day is non-stop action, arrangements will be made to speak with parents over concerns. School issues must be dealt with during school hours. Phone calls and impromptu conversations with teachers outside of school time in reference to school topics cross professional boundaries and should be avoided. Send an email or make an appointment to speak with the teacher.
3. Realize that the Academy has reasons for the rules, and it is important that all rules be enforced. Be prepared to consider other perspectives.
4. Refrain from speaking with others regarding private matters. Children attending community schools sometimes feel they are on public display. Children will make mistakes and deserve confidentiality as they develop social skills.
5. We would certainly recommend that parents contact the student's teacher in order to resolve all issues. We would also stress that parents try to resolve the issues before the issues become serious.
6. If a parent believes that the issue has not been resolved, then we would encourage you to contact the principal as he / she would be willing to help facilitate a resolution.

Except in the case of safety, no parent or community member is to approach or discipline a student during school hours for any misbehaviour. In such cases, approach the teacher privately.

For incidents occurring after dismissal, it is appropriate to approach the other child's parent in a calm and caring manner to resolve the specific situation. After dismissal, staff are not responsible for student supervision.

FIRE DRILLS/ EARTHQUAKE/LOCKDOWN DRILLS

AZIA schedules frequent fire, earthquake and lockdown drills to ensure the safety of the entire community. It is vital that students pay careful attention to and learn evacuation procedures, and always follow the instructions of any staff member during an emergency or emergency drill.

CHILD ABUSE

All members of the teaching and support staff are legally required to report to the Ministry of Children and Family Development any situations which cause us to suspect that a child is in need of protection for any of the reasons set out in the *Child, Family and Community Service Act* which is the legislative authority for child welfare in British Columbia. Its fundamental guiding principle is that the safety and well-being of children is paramount.

Part 3, Section 13 of the "*Child, Family and Community Service Act 1996*" (amended 2002) clarifies when protection is needed and when the duty to report child protection concerns arises.

Section 13 (1) A child needs protection in the following circumstances:

- a) if the child has been, or is likely to be, physically harmed by the child's parent.
- b) if the child has been, or is likely to be, sexually abused or exploited by the child's parent.
- c) if the child has been, or is likely to be, physically harmed, sexually abused or sexually exploited by another person and if the child's parent is unwilling or unable to protect the child.
- d) if the child has been, or is likely to be, physically harmed because of neglect by the child's parent.
- e) if the child is emotionally harmed by the parent's conduct.
- f) if the child is deprived of necessary health care.

- g) if the child's development is likely to be seriously impaired by a treatable condition and the child's parent refuses to provide or consent to treatment.
 - h) if the child's parent is unable or unwilling to care for the child and has not made adequate provision for the child's care.
 - i) if the child is or has been absent from home in circumstances that endanger the child's safety or well-being.
 - j) if the child's parent is dead and adequate provision has not been made for the child's care.
 - k) if the child has been abandoned and adequate provision has not been made for the child's care.
 - l) if the child is in the care of a director or another person by agreement and the child's parent is unwilling or unable to resume care when the agreement is no longer in force.
- (1.1) For the purpose of subsection (1) (b) and (c) and section 14 (1) (a) but without limiting the meaning of "sexually abused" or "sexually exploited", a child has been or is likely to be sexually abused or sexually exploited if the child has been, or is likely to be,
- a) encouraged or helped to engage in prostitution, or
 - b) coerced or inveigled into engaging in prostitution.
- (2) For the purpose of subsection (1) (e), a child is emotionally harmed if the child demonstrates severe
- a) anxiety,
 - b) depression,
 - c) withdrawal, or
 - d) self-destructive or aggressive behaviour.

To make a report, a person must not contact the offending person. INSTEAD, s/he must call the Ministry of Children and Family Development to make a report. (1-800-663-9122)

The observer of this abuse or a person to whom abuse has been disclosed should document all that s/he has witnessed. It is important to remember that this information should be treated in a confidential manner.

APPEAL OF SCHOOL DECISION

If a parent feels that their child has been unfairly treated as a result of a decision made by a member of the Az-Zahraa Islamic Academy faculty or staff, the following procedure to appeal should be followed: All complaints will be dealt with in a timely manner. Any complainant is expected to follow the appropriate procedure as described below. Confidentiality amongst all parties must be maintained.

1. The issue should be dealt with first by the people directly involved.
2. If the issue cannot be resolved at this level the matter must be brought to the attention of the Principal for appeal.
3. The Principal will clarify the issue of disagreement and document all matters pertaining to the issue and its resolution.
4. The Principal will determine what policy of AZIA can be applied to resolve the issue. The Principal may form a committee of school leaders who were not involved in the initial decision, including the Shaykh, Vice-Principal, faculty and staff to consult for other sources of information and a decision.
5. The Principal having made a judgment on the appeal, shall promptly notify both parties of the resolution in writing. In this written notification, the parties must be informed of the available appeal procedures.

6. Any further appeal that significantly affects the education, health or safety of the student, such as lengthy suspensions or expulsions, may be appealed to the School Board in its entirety. Individual Board Members should not be approached with complaints as they hold no authority as individuals—only the Board as an entity can exercise authority. The appeal must be submitted in writing no more than seven days after the Principal’s decision has been received by the School Board Chairperson.

7. Upon receiving the complaint, the School Board has the authority to make a decision regarding the appeal. The School Board will study the documentation and then may call a meeting to hear presentations from the appellant and the Principal. Both parties will be in attendance and be given the opportunity to respond. The decision may be overturned if AZIA policy was not followed, and not because there may be other reasonable alternative decisions that could have been made.

AZIA TUITION PAYMENT & FEES

Az-Zahraa Islamic Academy makes financial commitments to staff and facilities based on your and other students’ registrations for the whole academic year, and thereby relies upon your full tuition to finance these commitments.

WITHDRAWALS

Students are enrolled for the entire school year. After completing the re-enrollment contracts, parent(s) have an unconditional obligation to accept responsibility for the full payment of all tuition and fees, including the government grant provided to the school for the entire school year. This responsibility remains unless the vacated spot is filled by another student.

If a student is absent, withdraws, or is dismissed from the school, no portion of the fees paid or outstanding will be refunded. All unpaid balances are immediately due.

Notification of withdrawal must be submitted in writing to the Admissions Office by July 15th for the upcoming school year to allow the school adequate time to fill the vacated spot. Parents remain responsible for the full payment of all tuition if the position is not filled by another student.

FEE PAYMENT

Payment by installments is offered as an option to facilitate the payment of School fees. Billings occur monthly and are sent by email. Fees are due on the first day of the month. Late payments (7-days overdue) are subject to a fee of \$35 per month. A \$35.00 service fee will be levied for any returned payment. Please note that the School will not re-admit any student in September unless their account balance is paid in full.

Option 1 - Full Pre-payment:

Pre-payment of fees by September 1st of each year

Option 2 - Monthly Installments

This program is available allowing the payment of tuition fees students to be made over 10 months – September through June. To use this payment option, you must complete and return the Pre-Authorized Debit (PAD) form to the Accountant Office. Please ensure that you have sufficient funds in your account or available credit on your credit card on the 1st of every month when the PAD is processed. There will be a \$35 administration fee for each failed transaction.

PAYMENT METHODS

1. PRE-AUTHORIZED DEBIT (PAD):

To set up the pre-authorized debit program, please forward a VOID cheque to treasurer@azia.ca. If you have already done this and your VOID cheque information remains unchanged from the previous year, you do not need to submit another cheque. By selecting the Pre-Authorized Debit option, you acknowledge that adjustments are permitted for occasional incidentals. You agree to cooperate with AZIA to pre-authorize the processing of each and every PAD against your account whether authorized verbally, electronically or by signature equivalent, as the parties shall agree to constitute valid authorization. All terms have been read and fully understood. By selecting this option, you hereby authorize AZIA to draw on your account, as indicated by VOID cheque, for the following purposes: School Fees, field trips, uniform and all other incidentals.

2. CREDIT CARD:

To set up the payment of school fees via credit card, please complete and return the Credit Card Pre-Authorization form to the Accountant Office. Please note that a 3% administration fee will be added to all credit card payments.

PERSONAL INFORMATION: (PRIVACY POLICY FOR PARENTS & STUDENTS)

Safeguarding personal information of parents and students is a fundamental concern of Az-Zahraa Islamic Academy. The school is committed to meeting or exceeding the privacy standards established by British Columbia's *Personal Information Protection Act* (PIPA) and any other applicable legislation.

This Personal Information Privacy Policy describes the policies and practices of Az-Zahraa Islamic Academy regarding the collection, use and disclosure of personal information about students and parents, including the steps the school has taken to ensure personal and financial information is handled appropriately and securely.

Az-Zahraa Islamic Academy may add, modify or remove portions of this Personal Information Privacy Policy when it is considered appropriate to do so, and any such changes will be effective upon giving notice of the revised policy. You may ask for the most recent update of this Personal Information Privacy Policy at the school office. This Personal Information Privacy Policy may be supplemented or modified by agreements entered into between Az-Zahraa Islamic Academy and an individual from time to time.

Ten Privacy Principles

As part of Az-Zahraa Islamic Academy's commitment, the *Ten Privacy Principles* govern the actions of the school as they relate to the use of personal information. This Personal Information Privacy Policy describes the *Ten Privacy Principles* and provides further details regarding our compliance with the principles.

Definitions

In this Personal Information Privacy Policy, the following terms have the meanings set out below:

"Personal information" means any information about an identifiable individual, as further defined under British Columbia's *Personal Information Protection Act* or other applicable laws. Personal information

excludes the name, position name or title, business telephone number, business address, business email, and fax number of an individual, as well as any publicly available information as designated under applicable laws, such as information available from a public telephone directory or from a public registry.

“**Parent**” means the parent, guardian, or other legal representative of a student.

“**Student**” means a prospective, current, or past student of Az-Zahraa Islamic Academy.

Principle 1 – Accountability

Az-Zahraa Islamic Academy is responsible for maintaining and protecting the personal information under its control. In fulfilling this mandate, the school designates the principal to be the Privacy Officer.

You may contact our Privacy Officer as follows:

Az-Zahraa Islamic Academy Attention:

Privacy Officer - Principal

Address: 8580 #5 Road Richmond BC V6Y 2V4

Phone: 604-274-7861 Fax: 604-27-7862 Email: principal@azia.ca

Principle 2 – Identifying Purposes

Az-Zahraa Islamic Academy will, before or at the time personal information is collected, identify the purposes for which the information is collected, used and disclosed.

What Information is Collected?

Az-Zahraa Islamic Academy collects and uses personal information to provide students with the best possible educational services enunciated by the Mission statement of the school. Most of the information the school collects come to the school directly from parents and students or is information regarding the student’s school activities, performance or behaviour, such as attendance records or grades. For example, when a student applies to register in the school, the school will ask you to provide the information that enables it to complete the registration process. This also includes information on academic, health, and personal matters needed by the school to provide the best possible education and co-curricular programs. Az-Zahraa Islamic Academy also collects information in connection with the use of its computer systems. Personal information may also be collected and used and disclosed in the course of the operation of building security systems, including video and other surveillance systems.

Principle 3 – Consent

Az-Zahraa Islamic Academy will obtain consent of the individual for the collection, use or disclosure of personal information except where the law states exemptions, grants permission, or creates a requirement for collection, use, or disclosure of personal information.

Requirements for consent to collection, use or disclosure of personal information vary depending on circumstances and on the type of personal information that is intended to be collected, used or disclosed. In determining whether consent is required and, if so, what form of consent is appropriate, Az-Zahraa Islamic Academy will take into account both the sensitivity of the personal information and the purposes for which Az-Zahraa Islamic Academy will use the information. Consent may be express, implied (including through use of “opt-out” consent where appropriate) or deemed. For example, if an individual provides his/her mailing address and requests information regarding a particular service, consent to use the address to provide the requested information may be implied. On giving reasonable written notice to Az-Zahraa Islamic Academy an individual may withdraw consent to the collection, use or disclosure of his or her personal information. Upon notice of withdrawal of consent, Az-Zahraa Islamic Academy will notify the individual of the likely consequences of withdrawing his or her consent and, except where

otherwise required or permitted by law, Az-Zahraa Islamic Academy will stop collecting, using or disclosing the personal information as requested.

If a person provides Az-Zahraa Islamic Academy or its service providers or agents with personal information about an individual, the person represents that it has all necessary authority and/or has obtained all necessary consents from such individual to enable Az-Zahraa Islamic Academy to collect, use and disclose such personal information for the purposes set forth in this Personal Information Privacy Policy.

Principle 4 – Limiting Collection

Az-Zahraa Islamic Academy will limit the personal information collected to that information necessary for the purposes identified by the school.

Principle 5 – Use, Disclosure and Retention

Az-Zahraa Islamic Academy will only use, disclose and retain personal information for the purpose for which it was collected unless the individual has otherwise consented, or when its use, disclosure or retention is required or permitted by law.

How is Information Used?

Az-Zahraa Islamic Academy uses personal information as follows:

- to communicate with parents and students, process applications and ultimately to provide students with the educational services and co-curricular programs you expect.
- to enable the school to operate its administrative function, including payment of school fees and maintenance of non-educational school programs including parent and volunteer participation and fundraising.
- health, psychological, or legal information may be used to provide certain specialized services in those areas or as adjunct information in delivering educational services.

If for any reason personal information is required to fulfill another purpose, the school will, where appropriate, notify you and ask you for your consent before the school proceeds.

Az-Zahraa Islamic Academy may use anonymous information, such as information collected through surveys or statistical information regarding students, to constantly improve our school.

When May Information be Disclosed?

Az-Zahraa Islamic Academy may disclose an individual's personal information to others in connection with the purpose for which it was collected, as consented to by the individual, or as required or permitted by law. The following are some examples of how Az-Zahraa Islamic Academy may disclose personal information.

When Authorized by You

Other educational institutions routinely contact the school for personal information about students. For example, if a student moves to another school, student records are requested by the enrolling institution. Your permission to pass on these records is usually obtained when the student is registered, and you authorize the school to disclose such information to other appropriate educational institutions for the ongoing education of the student.

Contact information may be used to enable the school to provide the para-educational and administrative services usually operated by the school. These services include phoning committees, participation groups, parent meetings, fundraising, events, annual general meetings, etc.

In some cases, when communication is over the telephone, your consent to the use and/or disclosure of your information will be obtained verbally. In other cases, such as when you communicate through e-mail, your consent will be obtained electronically.

When Required by Law

The type of information the school is legally required to disclose most often relates to family court issues, legal proceedings, court orders and government reporting requirements. Student information as per Form 1701 is annually filed with the Ministry of Education.

Only the information specifically requested is disclosed and the school takes precautions to satisfy itself that the authorities making the request have legitimate grounds to do so.

When Permitted by Law

The school is legally permitted to disclose some personal information in situations such as an investigation of illegal activities, reasonable methods to collect overdue accounts, a medical emergency or suspicion of illegal activities, etc. Only pertinent information is disclosed. The school does not sell, lease or trade information about you to other parties.

Outside Service Suppliers

At Az-Zahraa Islamic Academy the school sometimes contacts outside organizations to perform specialized services such as printing, student assessments, market research or data processing. Suppliers of specialized services are given only the information necessary to perform those services, and Az-Zahraa Islamic Academy takes appropriate steps to ensure that such information is securely transferred and stored and is used only to fulfill the purposes for which it was disclosed to the service provider.

Restricting Sharing Information

If you choose to limit the sharing of your personal information, please contact the school office and submit a written letter specifying which items of personal information you wish to limit, and to whom you wish these items to be restricted. Please remember that certain agencies, by law, have access to certain types of personal information.

How Long Is Personal Information Retained?

Personal information will only be retained for the period of time required to fulfill the purpose for which it was collected. Once the personal information is no longer required to be retained to fulfill the purposes for which it was collected and is no longer required or permitted to be retained for legal or business purposes, it will be destroyed or made anonymous.

Principle 6 – Accuracy

Az-Zahraa Islamic Academy will take appropriate steps to ensure that personal information collected is as accurate and complete as is reasonably required in connection with the purposes for which it was collected, used or disclosed.

How May I Update Outdated or Incorrect Information?

An individual may, upon written request to Az-Zahraa Islamic Academy request that Az-Zahraa Islamic Academy correct an error or omission in any personal information that is under Az-Zahraa Islamic Academy's control and Az-Zahraa Islamic Academy will, as appropriate, amend the information as requested and send the corrected personal information to each third party to which it has disclosed the information during the preceding year.

Principle 7 – Safeguarding Personal Information

Az-Zahraa Islamic Academy will protect personal information by security safeguards that are appropriate to the sensitivity level of the information.

The School's Employees

In the course of daily operations, access to personal information is restricted to authorized employees who have a legitimate reason for accessing it. For example, teachers will have access to personal information about students but not your account with the school.

Employees are appropriately educated about the importance of privacy, and they are required to follow the school's policies and procedures regarding handling of personal information.

Student Files

Student files are stored in secured filing cabinets. Access is restricted to only those employees (teachers, teacher-aides, secretaries, etc.) who, by nature of their work, are required to see them.

Electronic Security

The school manages electronic files appropriately with passwords and security measures that limit access by unauthorized personnel. The school's security practices are reviewed periodically to ensure that the privacy of personal information is not compromised.

Principle 8 – Openness

Az-Zahraa Islamic Academy will make information available to individuals concerning the policies and practices that apply to the management of personal information. Individuals may direct any questions or enquiries with respect to the school's privacy policies or practices to the Privacy Officer.

Principle 9 – Individual Access

Az-Zahraa Islamic Academy will inform an individual, upon the individual's request, of the existence, use and disclosure of the individual's personal information, and shall give the individual access to it in accordance with the law.

How May I Access My Personal Information?

Individuals may access and verify any personal information with appropriate notice so that the office is able to supply the information required. Most of this information is available in the registration forms and other forms that you filled out.

Parent Access to Student Personal Information

A parent may access and verify the school records of the student, with appropriate notice during normal school hours. In situations of family breakdown, the school will grant access to records of students in accordance with the law.

Principle 10 – Complaint Process

Individuals may question compliance with the above principles.

Questions, Concerns and Complaints

Questions, concerns, and complaints about privacy, confidentiality and personal information handling policies and practices of the school should be directed to the school's Privacy Officer by calling the school office. If necessary, individuals will be referred to use the school's complaint procedure and appeals policies.