



Learning To Make A Difference

# Parent Handbook

**Parent Handbook  
2025-2026**

# Head of School's Message

Chris Lynn

Dear Parents and Members of the IS Havana Community: Welcome to the new school year!

It is my sincere privilege to introduce you to the International School of Havana. Our school is a warm, vibrant, and nurturing environment that simultaneously provides our students with opportunities to develop and grow, while also challenging them across their learning and personal development.

We strive to develop future leaders with the skills, international outlook, knowledge, and dispositions to support positive engagement in and for their societies. The ISH Nines and the Learning and Community Principles value inclusion, ethical conduct, understanding of cultures worldwide and governance and civil society. The teaching staff have worked hard to offer opportunities that move the student from the theoretical to an understanding of inspired, visionary problem-solving that leads to community action. The result is confident learners who know themselves as learners, who have explored their passions, and who believe that education is a creative, joyful process that engenders hope and curiosity.

Our school is a happy, safe community where young people thrive, discover their talents and realise their full potential. At ISH, we grow character and independence; we develop deep and real connections, and we form friendships that last for a lifetime. A strong, nurturing pastoral programme supports learners' wellbeing and guides their academic journey through the school, which fosters self-discipline, personal responsibility, and leadership skills. The small student-to-teacher ratio assures a caring, personalised environment. Careful attention is paid to students' academic achievement as well as to their physical, social and emotional development.

I often tell my colleagues that parents are every school's secret weapon and that every successful school is established around that crucial parent-school partnership; your children, our learners, need support not only from the school but also from you at home. Together we can and will make a positive impact upon every child's education. At ISH we are so fortunate to enjoy a very close relationship with our wonderful PTSA – please get involved!

The start of a new academic year creates a natural time to reflect on who we are and to celebrate the fact we belong to such a unique and special community. It's also a time to be excited about who we are becoming and what the future holds for us. We welcome you to visit us and experience that special ISH magic for yourself. We are proud of our excellent bespoke facilities and would be pleased to share with you the excitement in learning that our students relish. You will see the carefully curated diversity of our inclusive, progressive and innovative curriculum programmes from Pre-K to Grade 12 enriched by the scope in our leadership opportunities, service learning, and broad, extra-curricular life, and you'll be charmed by our uniquely boutique campus buildings at two sites in Miramar.

The ISH motto, "Learning to Make a Difference", after 60 years still holds strong today. Our impressive alumni demonstrate this – global citizens who aim to make a positive contribution to the lives of others. We continue "learning to make a difference" and aim to create for our learners a limitless future where together we can live without boundaries. I look forward to meeting you all in person to share our strategic direction and my pride and joy in our incredible school, with its amazing students, teachers and support staff.

Welcome to the International School of Havana!

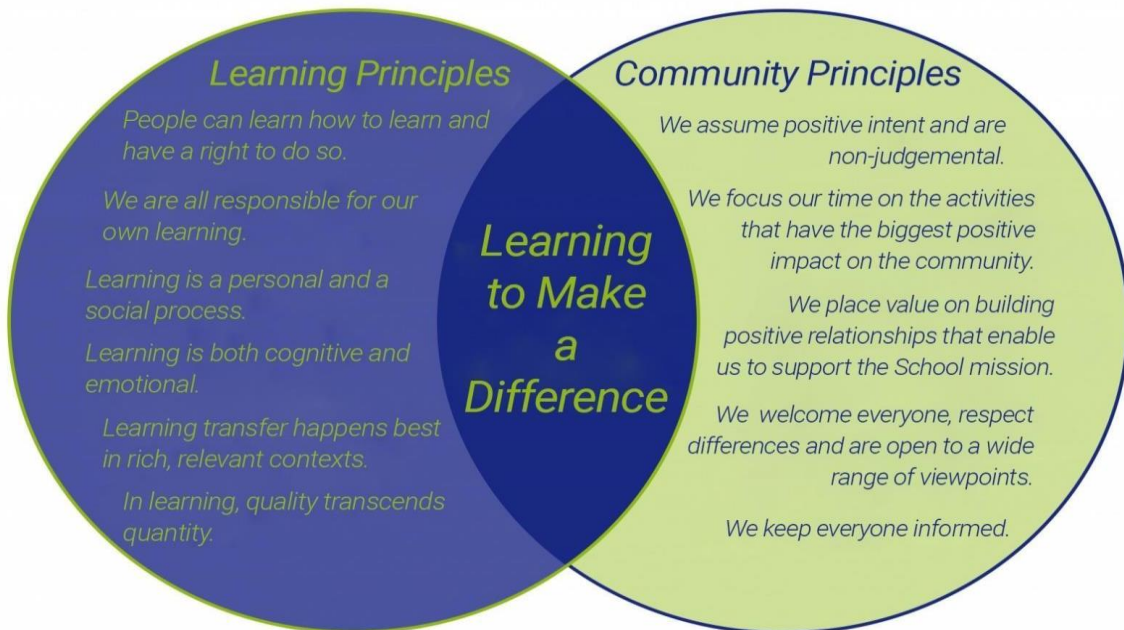


## Expectations of Parents

It is essential that all parents of students at the International School of Havana can say, "I will" to each of the following statements:

- Understand and support the school's Vision, Mission, Philosophy and Objectives, including the Learning and Community Principles
- Understand and support the school's Shared Understanding of High Quality Learning
- Understand and support the school's Student Profile and The Nines
- Recognise, honour and respect the dignity of each individual student, teacher, parent, and school staff member
- Support the work of the school
- Help my child(ren) to understand and embrace cultural diversity
- Send my child(ren) to school ready to learn
- Send my child(ren) on time, well rested and with full attention to their physical/mental health including sustenance from nutritious meals
- Take an active interest in what is happening in my child(ren)'s classroom
- Aware of my child(ren)'s academic strengths and celebrate them
- Aware of my child(ren)'s challenges and areas of difficulty, and actively help in the search for solutions to them, including through transitions
- Regularly visit the school website at <https://www.ishavana.org>
- Read and respond in a timely manner to any written communication sent home from the school
- Support the guidelines and rules as written in this Handbook
- Provide a quiet space in the home for reading and home learning
- Be available at home learning time for questions from my child(ren)
- Work to realise the balance between helping extend student learning and letting my child(ren) do work independently
- Be involved in the life of the school

# The School Vision, Mission, Philosophy & Objectives



## School Philosophy

- The philosophy of the school is to create and provide a stimulating, happy, safe, secure and disciplined learning environment that is non-discriminatory as to ethnic origin, gender or religious belief within which students are encouraged to take intellectual risks without being at risk physically.
- The school seeks to promote academic excellence by providing the best possible learning environment within an appropriately regulated community that contributes to and abides by its own rules.
- The School offers a programme of study principally through the medium of the English language, while also recognising that Spanish and other languages are an important aspect of a student's experience.
- The School seeks to encourage every child to reach full potential by instilling a commitment to lifelong learning, providing a programme of learning support for those who need it and developing international mindedness and global citizenship.
- The School further endeavours to foster respect for the different cultures, including that of the host country, which make up both the School and the wider community.

## School Objectives

- To nurture the whole child within the academic curriculum and through Extra Curricular Activities (ECAs) by addressing the emotional, moral, physical, intellectual, social, creative and cultural needs of the students.
- To maximise the skills of learning in all students, including those with Special Educational Needs, in order to provide learning experiences enabling students to meet, or preferably exceed, the benchmark learning outcomes and attainment levels set by our curriculum.
- To enhance the skills of teaching for all members of the academic staff through an ongoing programme of professional development based on sound, modern educational theory.
- To actively encourage parents to become and remain involved in the education of their children through regular reporting of student progress, programmed parent-teacher consultations and the development of home-school collaborative strategies to maximise student achievement.
- To promote a sense of care and responsibility in each child, for the School, host country and larger global ecological and educational environment through field-trips, projects, exchanges and other activities within the curriculum.

## Philosophy of Communication

Clearly defined, open, effective, and positive lines of communication between staff, students, and parents are the responsibility of every member of our community.

Mutually respectful communication along clear lines facilitates understanding of issues that arise from various viewpoints. Better understanding of issues and the available resolutions to them, promotes harmonious and more effective relations.

School communications will address either matters that affect a single student or matters that affect larger groups. Those communications that affect an individual will be directed to the parents and/or teacher concerned while matters that affect a larger group of students will be addressed with the parents of that group or the wider community where relevant.

ISH has various forms of communication including:

- Newsletters
- Class Dojo (Primary School)
- Website ([www.ishavana.org](http://www.ishavana.org))
- ISH Community WhatsApp group
- Emails

Parents are expected to remain up to date by reading school communication.

## How To Communicate With Us

### If you need more information:

If you need further information about any aspect of curriculum or school policy and procedure not covered in this Handbook or the respective academic programme appendix that covers the grade level which your child attends, please contact the school office.

#### ***School Curricular Programmes contact:***

- First, the relevant Teacher
- Then the relevant Homeroom teacher and/or Academic Coordinator
- Thirdly, the Head of Section (Primary, Middle or High)
- Lastly, the Head of School

#### ***Extra Curricular Activities, contact:***

- The Whole School Extra Curricular Coordinator

#### ***Enrolment and General school information, contact:***

- Admissions Office

#### ***Information regarding fees, financial aid, and payment options, contact:***

- The Business Manager

The school believes that such meetings are too important to take place informally, and an appointment should be made either directly via email with the teacher concerned or by request through the appropriate campus secretary.

Please expect that meetings with teachers will be documented for the benefit of all parties concerned to avoid misunderstandings and miscommunication.

### If you have concerns....

....and/or complaints to bring to our attention; parents should:

1. start by making an appointment and speaking formally to the teacher concerned - if the concern/complaint is not resolved;
2. then speak formally to the relevant Homeroom Teacher or Academic Coordinator concerned (as appropriate) - if the concern/complaint is not resolved;
3. then speak formally to the relevant Head of Section (Primary, Middle or High) - if the concern/complaint is not resolved;

4. lastly, book an appointment with the Head of School.

Please note that in all cases, the Head of School's decision is final unless the Board of Directors policy allows an appeal to be made. If such is the case, the Head of School will advise the parents that a written appeal of the administrative decision may be sent to the Board through, and with a copy to, the office of the Head of School.

In an emergency, please contact the campus secretaries by telephone/WhatsApp.

## Contact details

### Email:

Calle 18 Campus Secretary: [campus18secretary@ish.co.cu](mailto:campus18secretary@ish.co.cu)

Calle 22 Campus Secretary: [campus22secretary@ish.co.cu](mailto:campus22secretary@ish.co.cu)

Admissions Office + Bus: [admissions@ish.co.cu](mailto:admissions@ish.co.cu)

(53) 72140773

Business Manager: [business@ish.co.cu](mailto:business@ish.co.cu)

Finance Office: [finance@ish.co.cu](mailto:finance@ish.co.cu)

IT Department: [ithelpdesk@ish.co.cu](mailto:ithelpdesk@ish.co.cu)

School Nurse: [nurse@ish.co.cu](mailto:nurse@ish.co.cu)

Primary Counsellor: [pscounselor@ish.co.cu](mailto:pscounselor@ish.co.cu)

Secondary Counsellor: [sscounselor@ish.co.cu](mailto:sscounselor@ish.co.cu)

ECAP Coordinator: [ecapcoordinator@ish.co.cu](mailto:ecapcoordinator@ish.co.cu)

### Phone:

Calle 18/16 Campus: (53) 7 2042540, (53) 7 2042818

Calle 22 Campus: (53) 7 2140773, (53) 7 2140776  
Nurse (53) 72044150

Website: [www.ishavana.org](http://www.ishavana.org)

## The School Day

### Two Campuses

ISH is spread across two campuses, located just two blocks apart. Primary and Middle school students attend the Calle 18 campus, and High School students attend the Calle 22 campus. Occasionally, students may attend classes or school events (assemblies, school fairs, sporting events, extra-curricular activities, etc.) on the opposite campus. Snack and lunch times may vary across the groups, but all students have snack time as well as lunch.

### Early Years

Pre-K 1 and Pre-K 2, 8:10 am to 2:30 pm. Extra Curricular Activities 2:35 pm to 3:20 pm.

Children can start to arrive at 7:50 am. Lessons start at 8:15 am and finish at 2:30 pm. At this time children can be picked up unless they are involved in an Extracurricular Activity, which start at 2:35 pm. Once extracurricular activities end at 3:30pm, children should be picked up.

### Kinder - 12

The school day is from 8:10 am to 3:30 pm. All Extra Curricular Activities: 3:35 pm to 4:30 pm. Children should be picked up at 4:30 pm following their ECA.

On some days, Extra Curricular sessions and/or sports matches may extend beyond the times mentioned above.

### Early Release

On Wednesdays, students are dismissed at 2:30 pm. These afternoons are for extended staff meetings and collaboration.

## School Supplies

The lists below outline:

- What supplies students need,
- What equipment is considered optional, and
- What the school will supply.

You can increasingly find school supplies in Cuba, but they are not always available, so we recommend families purchase any required equipment during the school holidays. Students and parents are advised that for reasons of security all items should be labelled with the student's name.

## Primary School

All school books and writing equipment are provided.

### Required Equipment – Grades 6 and above

- A personal electronic device (Grade 6 and above)
- Pens (black, blue, red)
- Pencils for drawing & design
- TI-84 graphing calculator (Grade 8 and above only)
- Students in Grade 11: a portfolio as specified below
- Drawing equipment: set squares, compass & protractor
- Coloured pencils
- Highlighters
- Metric ruler(s)
- Pencil sharpener(s)
- Eraser(s)
- Glue stick(s)
- Ring binder or folders for students working with loose paper
- Organiser for home learning and handouts

## Whole School

- PE clothing (blue shorts and ISH PE shirt can be purchased through school)
- Appropriate sports shoes for PE lessons and school trips
- A USB stick for storing/transferring files
- A reusable water bottle or drinks container and reusable cutlery

## High School Only: Graphing Calculators

In order to meet the curriculum requirements for the Cambridge IGCSE course in International Mathematics and both IB DP Mathematics courses, all students require a graphing calculator. These are best purchased overseas. The model used by the ISH

Mathematics Department and by all our students is the Texas Instruments T1-84 Plus CE-T. You can order this online from [www.studentcalculators.co.uk](http://www.studentcalculators.co.uk) or from another online supplier.

## Behavioural Expectations

### What Should Parents Expect To See?

The School believes that young people need a clearly defined structure for what is and is not acceptable behaviour and dress code. The School also believes that the only real discipline is self-discipline. As such, we encourage students to take responsibility for their own good behaviour and acceptable standards of conduct. The School's rules and the standards of behaviour and dress **must** be supported by those parents who choose the school as the place where their child(ren) will be educated.

### Student Conduct and Discipline

The school recognises that:

#### 1. **General Principles**

- No set of rules can cover every possible situation.
- Behaviours considered unacceptable by wider society, along with common courtesy and decency, should guide conduct in our international school community.

#### 2. **Unacceptable Behaviours**

- **Fighting:** Fighting is unacceptable and will generally result in a student being sent home.
- **Alcohol and Smoking:** The use, possession, purchase, sale, or distribution of alcoholic beverages or smoking by students is strictly prohibited on school premises, during lunch off-campus, or at any school-sponsored activity or event. Violations will result in automatic suspension.
- **Drugs:** The use, possession, purchase, sale, or distribution of narcotics or other illegal drugs is strictly prohibited on school premises, during lunch off-campus, or at any school-sponsored activity or event. Violations will result in automatic suspension and, if circumstances warrant, expulsion.
- **Weapons:** Possession of weapons on school property is strictly prohibited and will result in automatic suspension.
- **Searches:** If there are grounds for suspicion that alcohol, drugs, weapons, or other

prohibited items are on school property, the school reserves the right to conduct a search. The Head of School has established clear guidelines for how such searches will be carried out.

### 3. **Discipline Procedures**

- Teachers are expected to address discipline issues that arise in their classrooms.
- Teachers will act in accordance with the school's established discipline guidelines.
- Corporal punishment is expressly forbidden;
- standards of student discipline and dress, both those imposed upon students and those formulated with student input, may not meet with the unquestioned agreement of all members of the school community.
- Nevertheless, the school insists that the School Rules be accepted and adhered to by all members of the community.
- Disciplinary actions that may be taken with students include, but are not limited to the following:
  - A "Think Paper" with follow up;
  - Extra work;
  - Suspension of privileges;
  - Detention (recesses, lunchtimes and after the school day is over - parents must be given at least 24 hours notice in writing for an after school day detention.)
  - Disciplinary Probation;
  - Suspension;
  - Expulsion.
- Parental comment and input are welcomed in disciplinary situations provided that the authority of teachers and school administrators is in no way undermined with and/or to the students.



## Student Code of Conduct

ISH is committed to the safety and protection of all.

We foster a climate of mutual respect for the rights of others and embrace and celebrate our diversity. This Code of Conduct outlines the principles that guide our students in the classroom, on the playground, within our school environment and beyond, all with the purpose of creating a powerful, positive learning culture.

Our Code of Conduct is embedded in The Nines, the expectations we hold for ISH students.

## Student Dress Code

The school does not have a set uniform.

Students are expected to maintain a high degree of professionalism in the clothing they choose to wear to school. This includes showing respect for fellow students, the different cultures and members of our staff. This can be achieved by choosing appropriate clothing for our school setting and school excursions.

Our Student Dress Code is based on several foundational principles:

- All members of our community are encouraged to take pride in their appearance and, in doing so, enhance the positive image of our school in the community.
- In school, as in life, there are contexts for particular and differing types of clothing. As a place of learning, we expect and ask our students and staff to dress appropriately for this context.
- As a community, we demonstrate respect for each other by dressing in a manner that does not cause offence or distract from our core purpose, which is Learning to Make a Difference.

In Primary and Early Years:

- A top that covers the shoulders, back and stomach even when the hands/arms are raised.
- No item of clothing to have inappropriate language, images or messages that are indecent.
- Skirt, trousers, leggings or shorts that are not too short.
- No clothing that is transparent or too small for the child.
- No underwear is displayed.
- Sneakers/trainers, closed shoes and no Crocs.
- PE kit to be worn on PE days.

All items of clothing must be clean and in good repair. Students are to wear regular clothing for their lessons unless they have PE. On PE days, students should wear their PE kit and should have their regular clothes to change into if they get too hot after PE. Students who do not wear the correct footwear or remove jewellery will not be able to participate in PE lessons for their own safety.

All students are required to maintain the highest standards of personal hygiene, safety and cleanliness, by:

- Bringing a spare change of clothes,
- Bringing deodorant and/or toiletries for bathing,
- Using appropriate footwear,
- Tying back long hair,
- Removing and/or covering jewellery to protect the skin from tearing.

Please ask the Physical Education teachers to excuse your child if there are medical reasons, so that an alternative programme may be provided.

Changing rooms and showers are provided for the students and, as part of the process of learning to follow a healthy lifestyle, students are expected to use them.

## Student Attendance Policy

## For All Students

The school's general policy on attendance is that students are expected to be present every day of the school year, although we are conscious that students enrol throughout the academic year.

Parents/caregivers are expected to notify the appropriate Campus Secretary by telephone or email, at the latest by 8:10 am, so that Homeroom Teachers may be advised.

Both absences and lateness will be reported to parents in the twice-yearly semester reports.

In the case of late arrivals, two lates will be considered a whole day of absence.

Students work very closely together and should be absent if:

- They have a fever or high temperature 100.5F degrees/37.6 C or more
- They have been vomiting
- They have diarrhoea
- They have a persistent cough/sore throat
- They have head lice

Research and common sense indicate a high correlation between attendance in school and academic success. In order for a student to receive maximum benefit from his or her education, daily attendance is required. Class discussions, examples and teacher feedback cannot be replaced by home assignments.

Absences, for any reason, are disruptive to the educational process and detrimental to student achievement. ISH asks parents to ensure that their children attend school regularly.

## Attendance Requirements

- For all students, 100% attendance is the expectation, though the school is aware that sometimes unforeseen circumstances or health concerns prevent that goal from being realised. Students must complete the academic year with 90% attendance. That is, assuming an academic year to be 180 days, a student may have no more than 18 days of absence. In cases where the academic year is scheduled for more than 180 days but less than 190 days, a maximum of 19 days of absence will be allowed.
- In Grades 9 to 12, there is also a requirement for promotion of 80% attendance at the classes of each subject that the student is enrolled in throughout the course of each academic year (or the portion of the year after they first join the school).
- For students transferring to ISH mid-year, 80% attendance is required to receive a reporting document.
- Satisfactory compliance with the attendance requirement is a precondition for all students to be eligible for academic promotion from grade level to grade level and

also for final graduation from the school.

- Failure to meet the attendance requirement will result in a review of eligibility for promotion on a case-by-case basis by the Head of Section and the Head of School.

## School Absences

- An absence will be considered “excused” with a valid reason (sickness, school-related activities, family emergency) and a note from a parent.
- An absence will be considered “unexcused” when it has not been pre-approved as an excused reason (see above). A family vacation, for example, is not a valid reason for an excused absence and will be considered “unexcused.”
- Students who have an absence lasting longer than 3 days due to illness must provide a doctor’s certificate stating the reason for the absence and verifying that the student is now fit to return to school.
- Participation in school-sponsored educational excursions such as field trips, athletic competitions, or student exchanges will not be counted as absences.
- We recognise that situations can occur which may warrant special consideration. Leaves of absence for excused absences may be granted and will be considered on a case-by-case basis.
- Skipping school (truancy) or forging a parental note are both serious offences that may lead to suspension.
- Missing classes to study or complete assignments is also considered skipping.
- The Head of Section is responsible for all determinations made under this policy.

## Absence Notification Procedure

- Parents/Caregivers should call the respective campus office before 8:10 am to inform the school that their child will not be attending classes. If no phone call has been received, the student’s home will be called to confirm the reason for the absence.
- Middle and High school students are responsible for contacting their teachers to determine what work needs to be made up.

## Medical and Family Emergencies Absences and Student Work

Occasionally, illness may result in a student being unexpectedly absent from school for a short period of time. Students may also be absent for family emergencies, to attend funerals or when applying for visas at an embassy. Under such circumstances, students and parents are expected to email their teachers in order to stay up-to-date on class content and assignments. Students are obligated to make up missed work as soon as possible upon return to school.

If a student will be away from school due to an excused absence lasting more than three days, contact the Head of Section. Please note that students who must be absent for prolonged periods are responsible for completing any work missed while away from school.

### Absence on the Day of an Assessment

A student who has an excused absence on the day of a classroom assessment may be required to take the assessment when convenient for the teacher. Students who assessments due to an unexcused absence may not have an opportunity to make them up. Students who have demonstrated a pattern of absences on test days or due dates for major summative projects may be referred to the counsellor or academic programme coordinator for further action.

If a student misses a major end of course project or presentation, or an IBDP or IGCSE coursework assignment for external submission/marking, they risk the possibility of failure.

### Exams

Students must take examinations on the scheduled date. Exams will not be written early or given late to accommodate individual travel plans. Students who are ill and therefore unable to take semester examinations on the scheduled date must provide a doctor's certificate.

If a student misses an exam due to illness and provides a doctor's certificate, they may be given the opportunity to retake a different exam.

### Early Departure from School

Occasionally, students may need to leave campus before the end of the day. Students will be permitted to leave only under special circumstances and when communication has been received from a parent through the respective campus office. Students who become ill during the day may receive permission to leave school from the school nurse, who will notify parents. Prior to departure, the student must report to the office to sign out.

### Absence of Parents

If parents/caregivers are going to be absent from Havana for any amount of time, they are required to notify the respective campus secretary in advance and to provide contact information in case of an emergency. A local guardian name and contact information must also be provided.

### Attendance Guidelines for School-Related Trips

While ISH stresses the importance of classroom instruction, we recognise that valuable learning experiences take place outside the classroom. Thus, opportunities are available for students to take part in school-related group travel.

Students are reminded that they are responsible for checking with teachers regarding work and/or assessments to be missed prior to the absence.

## Student Punctuality

### Late for School

High and Middle school students are expected to be in their Homeroom class by 8:10 am each day. Students who arrive at school after 8:10 am will be considered late for school.

### Late for Class

It is the responsibility of all students to get to class in a prompt, prepared, and punctual manner. Cases of persistent lateness will be reported to the Head of Section, who will take action if necessary and inform the Head of School.

### Closed Campus

The school has a closed-campus policy for all grades. Any student leaving the campus during the school day (including lunch) must have specific permission to leave school from parents.

### Access to School After Hours

School buildings are open between 7:00 am and 4:30 pm on school days. Security will not allow students into building areas during other times unless accompanied by a teacher.

Any activity on campus outside of these hours must be approved in advance by the Head of Section and supervised by an ISH employee.

The school has decided to extend the scope of the use of the Calle 18 playground area by allowing its use on weekends by ISH families.

ISH families may use the playground area on weekends under their own responsibility and only after signing the Disclaimer Form, which can be provided by the Campus 18 secretary.

## Visiting the School During the School Day

For security and emergency reasons, visitors to the school are expected to wear a Visitor's Pass.

## The Curriculum

The school's separate academic curriculum is outlined in a series of appendices that are available to parents, from class teachers from the website and/or the Admissions Office.

## Language Policy

- In the classroom: the language of instruction for all classes apart from studies in other languages, is English. It is expected that students communicate in English to build their academic fluency and as the language of inclusion. However, where needed, other languages may be used to support students' learning.
- Outside of the classroom: students are free to communicate with their peers in any language they have in common, provided that the use of language is consistent with the principles of respectfulness and inclusiveness.
- The school uses British English for official communication.

## Rationale and Language Profile

- The language of instruction for all subjects, apart from foreign language classes, is British English. British English is also our language of inclusion.
- ISH students are expected to develop proficiency in English as well as to learn a second or additional language.
- ISH recognises that some students require support with English as an additional language in order to access the curriculum and reach their full potential.
- The demographics for both our student body and academic staff are diverse. The language profile of students is similarly diverse: As Spanish is the language of our host country, many students have Spanish as their mother tongue, and some students are native English speakers.
- ISH recognises that language learning plays an important role in developing internationally-minded global perspectives through understanding and respecting other cultures.

## Principles

- Language is essential as a foundation for learning, and language acquisition and development must start as early as possible.
- Development of a student's first language is essential, and we seek to provide opportunities for this development. Further, literacy in at least one language is vital for all students to reach their full potential.
- All teachers are language teachers.
- All teachers support EAL learners with a variety of techniques in lessons, and support the integration of EAL learning throughout the curriculum.

## Home Learning

The School regards the setting and completion of home learning as an integral part of the education partnership and a valuable element in the process of allowing students to develop their autonomous study skills; it helps students to take responsibility for their own learning.

Therefore, teachers will set home learning, and students are required to regard learning at home as a part of their programme of studies.

## Home Learning in Primary

The School regards the setting and completion of home learning as an integral part of the education partnership and a valuable element in the process of allowing students to develop their autonomous study skills; it helps students to take responsibility for their own learning.

Therefore, teachers will occasionally set home learning and students are required to regard learning at home as a part of their programme of studies.

It is an expectation of all students that home learning set is:

- communicated to parents by the class teacher using Class Dojo;
- a sensible time frame in days for return is chosen and communicated to the parents;
- informed of the maximum number of minutes allocated to complete the task;
- completed to the best of the student's ability;
- returned to the class teacher by the due date;

Grade	Minutes allocated
Kinder & Grade 1  A week to complete home learning.	Typical task - Frequency Flashcard of new word sounds to practise at home. Students will also take home a sheet to practise the formation of the letter. Learn keywords. Reading homework will be given when the class teacher feels a child is ready and is confidently recognising a number of keywords by sight. Maximum 10 minutes reading daily.
Grade 2 & 3  A week to complete home learning.	Reading in English for 10-15 minutes daily. Spellings to learn – weekly Curriculum subject – weekly maximum of 20 minutes. Appropriate times tables to learn weekly maximum of 20 minutes daily.
Grade 4  A week to complete home learning.	Reading in English for 25-30 minutes daily. Spellings to learn – weekly Appropriate times tables to learn weekly maximum of 20 minutes daily. Curriculum subject – weekly maximum of 30 minutes.
Grade 5  A week to complete home learning.  Home learning may increase from March each year in preparation for final primary assessments from Cambridge (Checkpoints).	Reading in English for 30-40 minutes daily. Spellings to learn – weekly Appropriate times tables to learn weekly maximum of 20 minutes daily. Curriculum subject – weekly maximum of 40 minutes.

- Both complete and incomplete work is recorded.
- NO home learning will be sent to primary students during school breaks or school holidays.
- If a student is ill at home, work can be negotiated between the class teacher and parent. This will also apply if a student is traveling with the family and will not be able to be in class during the Semester time. Parents are expected to be supportive of this school process.

## Middle and High School: Parent Expectations Regarding Home Learning

Parents play a large part in embracing the language of learning in the home and can create a climate where failure is seen as positive. Therefore, the school seeks the support of parents/caregivers and who agree to the following responsibilities.

Parents are responsible for:

- Show interest and support towards learning in the home.
- Seeing teachers as partners in home learning.
- Establishing routines for home learning.

- Having high expectations for the quality of their child's work.
- Create a space for studying so that when their child is in that space, they are in learning mode.
- Being available to provide support while being mindful of the right amount of input for the tasks set. In other words, they are not doing the work for the child but supporting the child through the process.
- Supporting the child by asking three key questions:
  - What are you learning today?
  - Why are you learning it?
  - How will you know that you have learned it?
- Talking with their child about their progress in school.
- Communicating with their child or the school, as needed, in case there is clarification needed regarding tasks set for home learning. The subject teacher is always the primary contact for related issues and should be contacted via email with any questions.

## Reporting Procedures

Electronic Progress Reports are issued in October, and Semester Reports are issued midway through the year and at the end of the year. Teachers may also contact parents/caregivers by email or telephone to report on student achievement or to inform parents/caregivers of changes in student progress.

## SPTCs and SLCs Learning Conferences

Student-Parent-Teacher Conferences (SPTC) are scheduled soon after the release of progress reports and at other points throughout the school year. The dates of these events are shared via the school calendar. Student Led Conferences (SLC) take place at certain points in the school year.

Additional conferences can be scheduled at the request of parents or teachers any time during the school year through the individual teacher or the office.

Parent/Caregiver participation in conferences is expected, as it gives students an opportunity to reflect jointly with parents and teachers on successes and achievements in the classroom.

Additionally, it provides a forum to discuss any concerns in the class along with strategies to address those concerns. Conferences also provide an excellent venue to establish goals for the remainder of the semester.

## Open House

Early in the school year, an Open House is held to introduce parents/caregivers to their child's teachers, classrooms, and the programme of studies. It is an opportunity for parents/caregivers to see their child's learning environment, understand school

expectations, and share ways to ensure a successful school year. All parents are encouraged to attend this important event.

## Academic Integrity

All members of the community should be able to show respect for the work of others, be fair and transparent in all instances of academic work. To support all members of our learning ecosystem in complying with academic integrity requirements, the following norms are to be strictly observed: All work submitted or presented must be the student's own with references, citation and works cited lists (bibliography) as required.

All students will comply with the word count requirement and they will make proper use of footnotes, endnotes and appendices in assignments.

All students, teachers and invigilators in general will follow the regulations for exam taking established by the school and any external examination boards whose exams are sat for at ISH.

Students will not engage in collusion, plagiarism, double dipping, fabrication or any other type of malpractice as defined in this academic integrity policy.

Students will not use digital tools to generate responses for assessments, including coursework. Students must understand that work produced by online response generators or Large Language Models (LLMs), such as 'ChatGPT4,' 'Moonbeam,' etc., are unacceptable.

Students will seek guidance and clarification as required before, during and after completing work, but always prior to submission of the final version.

All community members will seek guidance and clarification as required to support the students and one another in complying with the norms established herein.

## Definitions

What behaviours damage academic integrity?

Presenting assignments as the student's own work when it has been produced by a source that has not been cited properly, by Artificial Intelligence Large Language Models, and/ or web-based tools that disguise copied material using synonyms (article spinners). (Plagiarism)

Copying from others (including Artificial Intelligence Large Language Models) with or without their consent. (Collusion)

Inventing data or information that is not from a real source. (Fabrication)

Turning in the same work (in full or partially) for two different classes. (Duplication or Double Dipping)

Submitting work that has been completed—fully or in part- by another person such as a tutor or consultant or by Artificial Intelligence Large Language Models. (Misconduct)

Taking unauthorised material into an examination room, disruptive behaviour and communicating with others during an examination (Misconduct)

Communicating the content of a final external examination (IGCSE, IBDP) twenty-four (24) hours before or after the examination to others outside the school community (Misconduct).

Buying the work of others, online or otherwise.

## Providing education and support

At ISH students have access to learning opportunities that promote a culture of academic integrity, including the following:

- annual workshops to learn how to cite and reference sources in the different disciplines;
- annual workshops on how to use online and digital platforms effectively (including Artificial Intelligence ones) while observing academic integrity rules;
- research, information management, and work ethics guidance in lessons and guidance periods on an ongoing basis;
- relevant assessment assignments accompanied by rubrics and teacher feedback on the completion process and drafts.

## Expectations and responsibilities of the school community

Academic integrity for students at ISH

At ISH students are expected to put the above values and behaviours into practice by acting honestly in their academic work (researching, writing, editing, producing final papers and taking examinations). This means taking responsibility for their own learning and being fair to others. For this purpose, students should:

- cite the work of others consistently and accurately in their assignments.
- safeguard their academic resources as well as those provided by their teachers and avoid sharing them without permission. These materials include, among

others, class PowerPoint presentations, project work, unit tests, examinations and teacher-made materials.

- avoid cheating and plagiarism, as defined in this policy, whilst maintaining academic standards.

## Academic integrity for parents, legal guardians and tutors at ISH

At ISH, parents are expected to:

- encourage their children to learn the academic integrity rules set by the institution and by each subject teacher.
- support compliance with the norms of academic integrity at all times, avoiding any behaviours to the contrary
- avoid submitting work on behalf of their children or letting others complete pieces for them, including Artificial Intelligence. Since all work submitted to a teacher is subject to the academic integrity policy, it is important that parents bear in mind that their children are responsible for making decisions about when assignments are ready to be submitted.

### Consequences of and Procedures for Dealing with Academic Misconduct

At ISH, we will adopt the approach of understanding the context of possible malpractice or academic misconduct rather than simply adopting a stance of punishment and penalties. We understand that students will likely make mistakes and the latter will be opportunities to learn, in a safe environment, developing their mastery of academic honesty practices.

However, students who have been reported, investigated and determined to be in contradiction with the policy and what it stands for, will face the following consequences:

#### First Infraction:

The student will be given a chance to make up for the work under conditions set at the teacher's discretion. The teacher will review the Academic Integrity Policy with the student to ensure understanding. The teacher will also avail this opportunity to identify and agree upon ways to support the student to correct the behaviour that led to the infraction. The student's name will be entered on the infraction registry and this will be reported to the Head of Section.

#### Second Infraction:

Other established penalties or consequences as outlined by the ISH Academic Integrity Policy: Withdraw the right of the student to re-sit an exam/test or resubmit an assessed piece of work.

The student's name will be placed on the infraction registrar and will be reported to the Head of Section. The teacher will, again, avail this opportunity to identify and agree upon ways to support the student to correct the behaviour that led to the infraction.

A meeting with parents/caregivers is called to help the student to understand the consequences of his/her actions.

### Ensuing Infractions:

A disciplinary hearing will be held with parents/caregivers, the student and the Academic Integrity Committee. An investigation is conducted and then, disciplinary actions may be taken including suspension and expulsion from the institution.

NOTE: Infractions should be counted across subjects and not within individual subjects. They should not prevent a student from being promoted if criteria for promotion have been met.

### Student Rights

Students have the right to have a parent, peer or teacher present in any discussion of an incident, or hearing, mostly if the consequences are particularly weighty. This will ensure the process is fair and consistent.

The students have the right to appeal the decisions, ask for a second hearing and produce evidence to support the appeal.

### Information Communications Technology (ICT)

All students and staff are expected to use technology resources and services in a manner appropriate to a school setting and in keeping with the ISH IT Acceptable Use Policy. Whether using technology at home or at school, students are expected to give consideration to the effects their actions may have on other members of our community and the global society in general.

To enrich the learning experience, students are expected to bring a personal device to school each day, for use in the classroom. ISH provides students access to the school network, with emphasis placed on education and reinforcement of safe online behaviours. Parents/guardians and students are required to read the BYOD, IT Acceptable Use, and Cyber- Conduct Policies (below) carefully.

# Bring Your Own Device Policy (Middle & High School only)

## Statement of Purpose

ISH recognises, fosters and encourages the use of technology to complement and enhance student learning by facilitating inquiry, efficient collaborative work, problem solving and communication. Accordingly, all ISH students in Grades 6 to 12 are required to have access to a personal device for use at school on a daily basis. Grade 5 and below will not be allowed to use mobile phones in class. Any devices required will be booked through the IT Department.

## Hardware and Software Specifications

- a) Types of Computing Devices Requested by the School: Students must bring a device to school that can be used to create documents, presentations, and spreadsheets, and which allows for sharing work with others. The following guidelines should help when considering the suitability of a device:

The device must have a physical keyboard.

Device hardware, operating system and applications must work together.

It must be able to access a variety of web-based applications using common protocols and languages.

It must be able to connect to an 802.11 b/g/n wireless network.

It must be able to connect to an external display; any connectors or adaptors required to do so must be supplied by the owner. The Calle 22 campus is equipped with HDMI cables.

It must have a working battery and power supply. The school has North-American-style power outlets. Any adaptors needed must be supplied by the student.

It must be able to access, save, export files to an external storage device. It is recommended that the device be able to record sound and video.

While there is no maximum age specified, the device should be as up-to-date as possible in order to meet the specified requirements.

- b) Tablets may be used with the permission of the teacher; however, for students these are generally considered to be used as back-up devices as they do not meet all the requirements mentioned above.
- c) Connection to the Internet: Students have access to the Internet through the school's network, using their individual username and password.
- d) Software Requirements:
- Microsoft Office programmes (Word/PPT/Excel) or MAC equivalent
  - A web browser: Mozilla Firefox or Google Chrome are recommended. Windows-based computers please note: Internet Explorer is not compatible

with some school systems.

- Students may be required to have additional subject-specific software.
- Windows-based computers must have up-to-date anti-virus software. Owners are responsible for the installation and updates of this software.
- A universally compatible Audio/Video player (e.g. VLC).

NB: Hardware support for IT devices in Cuba is extremely limited. Many software vendors and application developers block downloads in Cuba (including Apple, Google, Adobe, Microsoft and many others). It is therefore important to purchase and download everything you will need either before arrival (if new to Cuba) or when travelling.

## Responsibility

- Parents are responsible for purchasing the device. This device remains the property of the student/family.
- Students are solely responsible for their device (including the operating system, applications and hardware). Parents must ensure that students are aware of this. The school will extend support for connectivity within the school's network.
- Devices must be clearly labelled with the student's name and grade.
- Owners are responsible for updates or repairs.
- ISH takes no responsibility for the security of student-owned technology. ISH is not responsible for lost or stolen devices, nor does ISH take any financial responsibility towards damaged or stolen devices.

## Guidelines and Regulations

- Students must adhere to the **ISH IT Acceptable Use Policy** and the **Cyber Conduct Policy**.
- Students may use their personal devices in the classroom for educational purposes at the teacher's discretion.
- High school students may use electronic devices, including mobile phones and other multimedia players, during non-instructional times (e.g. before/after school, breaks and lunch). No phones in class for primary students, they are brought into school at your own risk.
- No electronic devices may be used during fire drills or other emergency protocols.
- Devices must be password-protected.
- We advise that students do not loan a personal device to another student. Under normal circumstances, only the owner of the device should use it.
- Students may not take, transmit or post pictures, videos or audio recordings of any members of the school community while on school premises, unless consent is specifically given by the subject of the picture/video/audio recording.
- Students are responsible for keeping their documents and folders organised and for making regular back-ups of their school work.

## Mobile Phones

- No phones in class or school for primary students. If they are brought into school,

this will be at your own risk.

- For students in the Middle School, use of mobile phones is not permitted during the school day (that is, from 8.10 am to 3.30 pm) and phones must be put 'away for the day' in the mobile phone lockers.
- For students in the High School, during lessons mobile telephones should be switched off and put away, out of courtesy to teachers and other students.
- If a student loses a key, they can be issued with a replacement key for a fee of 10 USD.

## Consequences

Students in violation of this policy may have their electronic devices confiscated by any faculty member or administrator. Confiscated devices will be held in the school office and can be collected at the end of the school day. In repeated cases (beginning with the second incident), the device will only be returned to the parent.

## IT Acceptable Use Policy

### Statement of Purpose

The school has accepted a duty to provide students with the privilege of quality Internet access as part of the learning experience. The nature of the Internet demands that the school implement, as far as it is possible, measures to guard against the misuse of the resource and to protect students from exposure to inappropriate material.

### Agreements

- Use of the Internet
  - Internet access is a privilege, not a right.
  - Parents/Caregivers will be made aware that students are provided with internet access.
  - Internet access is only provided for students who agree to abide by the School's IT Acceptable Use Policy.
  - Monitoring and management of Internet use is the responsibility of the school IT department. Thus, Internet sites visited by individual students will be monitored and records maintained.

- The downloading of large video or music files is prohibited. If this is necessary for legitimate and approved educational purpose, students must make a request, co-signed by a teacher for the IT Manager to download the file.
- Unethical and unlawful activities including unauthorised access to any data or communications equipment without the owner's permission, "hacking," or unauthorised disclosure, use, or dissemination of anyone's personal information is prohibited.
- Misuse of the Internet or breaches of the IT Acceptable Use Policy may result in the loss of Internet access privileges.
- Use of e-mail
  - Email accounts for students are a privilege, not a right.
  - Students will be provided with school-issued email addresses.
  - All e-mail accounts on school hardware are owned by the School and are therefore not private. The School retains the right, through its designated officials - the Head of School and the IT Manager - to review, audit, intercept, access and disclose all messages created, received, or sent over the electronic mail systems as deemed necessary for just cause, or as required by law.
  - If a student receives an offensive email, they must inform a teacher immediately.
  - Attachments sent by mail must not exceed 3MB.

## Rules

Students shall:

- use computer hardware, software, Internet and e-mail access in a manner consistent with the School rules as well as the applicable laws of Cuba;
- be aware of and abide by copyright and licensing laws;
- abide by all the general rules of this policy as well as the specific ones governing the use of the designated computer rooms and any additional rules subsequently implemented by the Head of School and/or the IT Committee.

Students shall not:

- intentionally interfere with the ability of other users to make effective use of school hardware, software and network resources;

- allow anyone else, including family members, to use individually assigned email accounts;
- use any form of obscene, sexually explicit, harassing, racist, sexist or abusive language or behaviour online;
- send messages using someone else's name;
- publish names, addresses and pictures on the Internet without permission;
- read email or files without the owner's permission;
- intentionally access Internet sites containing sexually explicit or hate materials;
- import or introduce files or programmes from remote sources without first performing approved anti-virus scanning;
- intentionally attempt to disrupt the working and/or performance of the school's hardware, software and/or network.

## Cyber-Conduct Policy

### Statement of Purpose

ISH provides a compassionate, receptive and non-threatening atmosphere for each and every student in which to learn and succeed. Like other forms of bullying, cyber-bullying through the use of IT can seriously impact the health, well-being and self-confidence of the individuals or groups affected. Accordingly, in addition to the provisions laid out in the School's IT Appropriate Use Policy, ISH has a strict policy against cyber-bullying. Thus, any attempt to use IT resources, both those belonging to the school and/or personal devices, to bully or harass members of the school community, is unacceptable.

### Definitions and Key Statements

Cyber-bullying is the use of any electronic communication device to convey a message in any form (text, image, audio or video) that defames, intimidates, threatens, terrorises or is otherwise intended to harm, insult, or humiliate another, physically, emotionally or mentally in a deliberate, or hostile and unwanted manner. Long-term persistent actions are considered especially repugnant. This definition includes, but is not limited to, harassment, intimidation, and bullying based upon race, colour, religion, ancestry, national origin, economic status, gender, sexual orientation, identify, pregnancy, marital status, physical appearance, or mental, physical or sensory disability. In addition, any electronic communication that disrupts or prevents a safe and positive educational or working environment, and/or may cause damage to or loss of personal or the school's property is also considered cyber-bullying.

The school takes a pro-active, as opposed to reactive, stance to the prevention of cyber-bullying.

## Agreements

Users of the School's IT resources shall:

- conduct electronic communications in a respectful manner, as described in the School's IT Appropriate Use Policy;
- in the event of a disagreement with another individual or group, state their position objectively and factually;
- immediately inform a teacher or an IT assistant in charge of supervision if an individual believes they are the victim of cyber-bullying or if they feel cyber-bullying is taking place at ISH;
- preserve evidence of any offending communications, whenever and wherever it occurs
- both at school and elsewhere and provide teachers with this evidence.

Users of the School's IT resources shall not:

- send inappropriate and/or threatening emails, text messages (SMS) or instant messages;
- encourage others to send to third parties inappropriate and/or threatening emails;
- overwhelm others with email messages;
- knowingly send viruses or malware by email or introduce them deliberately into the school's network or other computers (electronic sabotage);
- spread rumours;
- send negative messages;
- impersonate others online by sending an inflammatory, controversial, inciting or racial message which causes them to respond negatively to a third party;
- harass other members of the school community;
- leave abusive messages;
- send to other(s) pornography or other graphic material that is knowingly offensive;
- create a web page or write an entry on a blog that depicts an individual or group in negative ways;
- attack or insult anyone;
- modify any evidence aiming to falsely incriminate a member of the community;
- use any school information system such as the school's external or internal websites or the school intranet to convey a negative message of any form to any member of the community;
- use non-school owned IT devices like cell phones or personal PDAs/laptops/desktop computers to convey a negative message of any kind to any member of the community;
- respond to any kind of cyber-bullying when they are angry or upset. Users must inform a staff member.

## Complaint Procedure

The school will take any report of cyber-bullying seriously and will investigate reports promptly. Cyber-bullying victims and their parents are required to report any incident to the school, provided that such a complaint can be and is, supported by evidence.

A student shall report a complaint of cyber-bullying, orally or in writing, to a staff member. If a parent initiates the complaint, the appropriate staff member will follow up with the student.

The staff member will gather and preserve the evidence and all relevant information. Assistance from the IT staff may be requested to collect evidence and thereby help to determine if the alleged cyber-bullying conduct occurred.

After the information has been gathered, the Head of Section shall be notified of the complaint. The Head of Section, in consultation with the Head of School, will determine the need for further investigation or whether to begin disciplinary proceedings/intervention.

The aim of all administrative disciplinary proceedings/interventions will be to ensure that the conduct ceases and the guilty parties are discovered and appropriately disciplined.

## Sanctions

The school policy on bullying will apply as appropriate to incidents of cyber-bullying.

In applying sanctions to proven perpetrators of cyber-bullying, consideration will be given to the number of previous offences, type and impact of bullying, and the circumstances where bullying occurred.

Sanctions should include helping the bully to recognise the consequences of their actions both for others and for themselves. Support to enable the attitude and behaviour of the bully to change will be provided.

Specific measures to be taken may include, but are not limited to:

- withdrawal of the right to use personal IT devices on the school premises for a specified period of time (up to and including indefinitely);
- restriction or withdrawal of the right to 1) use the school's IT hardware and/or Internet connection; 2) access non-educational web sites on school premises; 3) access the school email service;
- signing a behaviour contract;
- parent meeting with the Head of Section;

- suspension;
- expulsion, if no improvement is seen in a student's behaviour following a suspension.

## Student Success Team (SST) at ISH

Students are supported at ISH through a team effort. Members of the SST include school counsellors, EAL teachers, and Learning Support teachers. The SST meets regularly to identify students of concern and to discuss strategies and interventions that will promote their success.

Student Success is available to all students, including those

- for whom English is an additional language (EAL);
- with learning difficulties;
- are physically challenged, where campus limitations allow for inclusion;
- with behavioural, social or emotional problems.

## English as an Additional Language (EAL)

The EAL program is a resource for students who are non-native English speakers in the process of acquiring English. Through English as an Additional Language (EAL) classes, students are supported in the development of listening, speaking, reading and writing skills in order to transfer those skills into their other courses. Admission to the EAL program is determined by the SST.

## Learning Support

The Learning Support (LS) program aims to support those students who have difficulties with specific aspects of the learning process. Through an individualised learning plan and small group instruction, students in the LS program learn how to advocate for themselves as they develop the habits and self-management skills needed for both academic and personal success. The Learning Support teacher collaborates with content area teachers to provide accommodations that ensure our students have the support needed to learn and achieve in their classes. Admission to the Learning Support program is determined through a referral process initiated by a teacher or counsellor.

## Counselling Services

ISH provides students with both academic and social-emotional counselling services.

The counsellor offers support services for all students and families as they manage issues of settling and living in an international environment. The goal is to promote personal well-being, healthy relationships and a successful balance of academic, extracurricular and community involvement for ISH students. The counsellor offers a wide range of student support services, including

- assisting students and their families with career planning and the university application process;
- assisting new families with initial placement through review of academic records and development of a suitable study program;
- social-emotional counselling, for issues including, but not limited to social relationships; emotional regulation; time management; problem solving and life skills development; crisis intervention; and adjustment to a new school and environment.
- The academic aspect of the counselling program differs for each grade level.

Students and parents may directly contact their child's counsellor. A teacher, Head of Section or other faculty/staff member may also refer a student to the counselling office. Should the need for counselling be ongoing or of a nature beyond the services able to be provided by ISH, students may be required by the school to seek outside professional assistance. In recognition that effective counselling is built upon trust, the counsellor is considerate of issues of confidentiality when working with students, their families, and ISH faculty and staff.

### Guidance in Middle and High School

The guidance program plays a critical role in the school's overall academic and student support services plan. Guidance helps to create a personalised learning environment where all students are well known by at least one adult.

The purpose is to develop a sense of community through an intentional pastoral care program that:

- a) endorses the enhancement of emotional well-being,
- b) recognises and values the development of resilient young people who feel a sense of belonging and connectedness, and,
- c) promotes a sense of meaning and purpose in life.

### Tutoring

Parents/Caregivers who desire tutoring for their child may find that the school secretary has suggestions for possible tutors.

Payment for tutoring services is a private matter to be arranged between the parents/caregivers and the tutor. Teachers may only tutor students for remuneration when this is first cleared with the Head of School.

If parents/caregivers have made arrangements for outside tutors, it is advisable that the tutor communicates with the classroom teacher to ensure that the assistance is relevant and helpful. The classroom teacher knows the needs of the student best and can therefore provide direction and guidance for the tutor.

## Emergency Policy and Procedure

The safety of students at the school is of paramount importance. With that in mind, the school operates an emergency policy and procedures on both campuses to meet the specific needs of each location and ensure student, staff and visitor safety, as far as is possible.

When on site during an emergency or an emergency practice drill, please follow the directions given by the staff members in charge of the evacuation or the drill. The school will notify the parents when a drill has taken place.

If a prolonged evacuation is needed or the school is not able to open/needs to close early for reasons of threat, actual natural disaster or civil disturbance, contact with parents will be made via the ISH Community Whatsapp group and via email.

In the case of an emergency, please do not attempt to telephone the school, in order to keep our telephone lines open for emergency use.

If we need you to come to school to pick up your child(ren), you will be asked to do so by a member of staff or through Room parents, with instructions on where to collect your child(ren).

## Rainy Day Procedure

The school operates procedures on both campuses to meet the specific needs of each location and ensure as much convenience as possible for students, staff and visitors at drop off and pick up times when there is heavy rain.

Normal procedures will be followed unless localised flooding makes access impossible.

Teachers will make sure that all the students remain safe and are delivered to the appropriate entrance when their transportation arrives.

Arrangements are made for the students to remain indoors when morning recess or lunch is affected by heavy rain.

## Health Guidelines

The School Nurse is a registered nurse and is available during the school day at the Calle 18 campus. 8:00 am to 4:30 pm. A log is kept of all treatment administered to students. In the event of an injury or illness, the nurse will contact the parents / caregiver so the student can be sent home or, if the case is serious, transported to a medical centre or hospital for further evaluation. Costs associated with emergency treatment or transportation are the responsibility of the parents.

## Medical Records

It is very important that the school nurse has complete, updated medical records for all students. Parents/Caregivers are asked to complete and submit the ISH Medical Questionnaire on behalf of their son or daughter. The completed questionnaire makes sure we have your preferred physician's name and contact information, as well as insurance, allergy and all other important medical information. For emergency purposes, parents are required to notify the school in writing of any address or phone number changes. If your phone numbers (work, home or mobile), or those of your child's designated emergency contact change, be sure the numbers are updated with the school.

## Illness

Parents/Caregivers are asked to notify the school nurse of any infectious diseases or of any change in the health status of a student, (e.g. a vaccination, illness or operation).

Many of the most common illnesses (colds, influenza, hepatitis A & B, chicken pox, and conjunctivitis) result from viral infections. Antibiotics are ineffective in treating or preventing the spread of viral illness - rest, adequate hydration and time are required for the body to overcome the infection. In order to minimise the spread of viral infection and to ensure the quickest recovery, it is important for parents to keep students at home if they are sick.

ISH maintains a "Fever Free" environment and requires all students to stay home if they have or have had a temperature of over 37.5 degrees Celsius within the past 24 hours.

Additionally, if your child is vomiting or has other signs of an illness that might be transmitted to others, please keep them home from school. This policy supports our efforts to maintain a healthy environment.

Parents/Caregivers are requested to inform the office prior to 8:10 am if a student will be absent due to illness. In the event of extended illness, where the student will be absent for a number of days, parents are requested to contact the school nurse.

School Nurse: Ms. Kareli: [nurse@ish.co.cu](mailto:nurse@ish.co.cu)

## Injuries

Injuries sustained during the school day will be evaluated by the school nurse. Notification procedures as outlined above will be followed in the event that the nurse determines the student should leave school for rest or further evaluation. If a student needs accommodation (wheelchair, elevator, or other assistance device), either for a short or long-term medical condition, please contact the school nurse for assistance.

## Medication at School

Students with a diagnosed condition that requires them to carry medication or medical equipment may do so during school hours on condition that the school nurse is informed.

If you wish the school nurse to store or administer medication during school hours, please send written authorisation including the following information:

- The name of the student receiving the medication and the current date
- The name and description of the medication
- Scheduled time(s) and duration for the administration of the medication
- Instructions for the administration of the medication
- The name and contact information of the prescribing doctor
- A description of any possible side effects

A few over-the-counter medications (e.g. Panadol, Ibuprofen) are available and can be given if parental permission is on file as part of the medical authorisation form submitted at the time of enrolment.

## Anti-Bullying Procedures

Procedures the school will use to respond to bullying:

- Bullying incidents will be reported to a trusted staff member
- All incidents will be recorded by the staff member receiving the information on an Incident Form and, where possible, immediate follow up will be given.
- If the staff member receiving the report cannot resolve the situation, the incident will be forwarded to the Counsellor or Head of Section as the situation warrants.
- All bullying behaviour or threats of bullying will be investigated and appropriate action will be taken. Student conduct will be monitored to ensure repeated bullying does not take place.
- Every effort will be made to help the bully change his/her behaviour and to reconcile with the victim.
- 
- The school might take disciplinary action that can consist of, but is not limited to, any of the following:
  - A staff member talking to both parties involved.
  - A staff member talking to a class or group of students where the problem occurred. Disciplinary action that will relate to the incident and with the purpose of correcting the behaviour and to prevent further problems.
  - Recommend child referral to a psychologist.
  - Signing a behaviour contract.
  - A time-out period for the student to go home and talk to his/her parents.
  - Parents/Caregivers being called in to talk about the problem with the student, the Counsellor, Head of Section and/or Head of School.

The student being suspended if a case merits this or in the case of repeated offences. A recommendation being made for the student to be expelled if no improvement in the student's behaviour is seen following a suspension.

## Middle and High School Lockers

The school expects that all students will need a locker to store personal belongings and valuables safely. The following procedure is followed: All students will receive a locker key from the relevant campus receptionist. They will have to sign that they have received this key.

At end of year, students must return their key. If a student loses a key, they can be issued with a replacement key for a fee of 10 USD.

Official school documents will not be released at the end of the school year, until locker keys are returned or paid for.

Student lockers are subject to inspection by members of staff.

For health and safety reasons, lockers should be left clean and empty at weekends and over vacation periods.

## Extracurricular Activities Programme (ECAP)

The School offers a wide programme of activities; students may sign up for the activities they wish on a first come first served basis. Some activities, by their nature, require that there is a limit on the number of participants that can be accommodated.

The Extra Curricular Activities Coordinator will provide a list of the activities available to students in each of the two semester sessions, which usually take place after school.

## Student Parties on the School Premises

The School is prepared to allow parties, organised by students and supervised by teachers to take place on school premises.

All events that are organised by the teachers, the PTSA, Room Parents or the Student Council, on or off the school premises, will close by 11:00 pm at the latest for all students, unless it is a planned sleepover.

All parties either on or off the school premises, are subject to normal school rules on behaviour, smoking, alcohol and/or possession/use of controlled substances.

The School does not consider it appropriate that school premises should be the venue for a private party offered by parents, either during or after school hours. '

## Birthday Celebrations

The school aims to avoid interruptions to scheduled classes, so it is expected that any school special celebrations happen at break or lunchtime where possible.

- Check with the school nurse and Homeroom Teachers beforehand to ensure that

allergies will not be an issue and that protocols for these types of events are followed.

- In Primary, only cupcakes are to be purchased per student.
- To avoid potential fire hazards, birthday candles should not be used on the school premises.
- The relevant Heads of Section must be informed in advance.

## Library Services

Each ISH campus contains a Library Learning Commons equipped with a variety of print and digital books and resources. Each library is a student-focused facility designed to support intellectual, educational, recreational, social and cultural development. The libraries provide inviting, dynamic learning environments for students, staff, and school community members. Library services aim to support and enhance teaching, information literacy and 21st-century learning. School librarians and library assistants facilitate personal and intellectual development through collaboration that fosters a love of reading and the effective and fair use and production of ideas and information.

### Library Hours

Libraries are open on instructional days (7:50 am - 4:30 pm), and closed on staff professional development days and during school holidays.

### Library Borrowing Guidelines

Students may borrow a maximum of 4 books at a time for 14-day periods during in-person learning throughout the school year.

### Library Use Guidelines

Students, staff and community members agree to work collaboratively and fairly. We use the library spaces and the resources provided with respect. We take responsibility for the resources we use and return items in the same condition as when they left. We follow copyright law and ensure we are upholding the school's academic integrity policies.

## Transportation & Cafeteria

Students have the following options for travel to and from ISH:

- A school bus service is provided by ISH for an additional fee, and dependent on availability. For information on routes, availability and costs of the bus services, please contact the School's Admissions Officer ([admissions@ish.co.cu](mailto:admissions@ish.co.cu)). Buses arrive at school between 7:45 a.m. – 8:00 a.m. each day. Afternoon buses depart at approximately 3:35 pm for students, except on Wednesdays, when they leave at 2:35 pm.
- Private cars, car pools or contracted drivers and taxis may drop students off in front of the gates of the two campuses. Due to the high volume of traffic and the

large number of children in the area, all vehicles are required to drive slowly and follow the directions of traffic personnel. Turn off vehicle engines.

- Please refrain from parking in front of the vehicle access gates to allow school buses to enter/exit. Additionally, avoid double parking on the main roads of Calle 18 or 16.
- Students with parental permission may walk or ride bicycles to school. Helmets are strongly suggested for student bicycle riders to ISH.

## Cafeteria information on both campuses

Students can have an account with the cafeteria to get snacks and/or order lunch.

The menu is published weekly, and an account can be set up by contacting the [admissions@ish.co.cu](mailto:admissions@ish.co.cu). Orders can be made up to 7:00 a.m. on the same day they are required.

## Bus Safety

The safety and well-being of all ISH students while travelling to and from school is very important. All school rules and guidelines regarding appropriate behaviour will apply to all school buses. This includes travel for school field trips and sports exchanges.

ISH students are expected to behave in a manner that promotes a safe and pleasant ride on all school buses.

Bus supervisors are assigned to every route and monitor safety and behaviour.

## Bus Conduct Guidelines

Any student using school transportation is obligated to follow all school rules as well as the rules outlined below.

If a student does not follow the directions of the bus driver, exhibits unsafe or inappropriate behaviour or acts in violation of school rules, parents will be contacted. A student may be denied bus privileges if continued violation of school rules occurs.

Students are to follow the guidelines listed below:

- Respect the bus driver and bus supervisor at all times
- Be on time. The bus cannot wait for students who are late arriving at the designated pick-up spot
- Be seated with seatbelt fastened at all times
- Keep windows closed.
- Treat bus property with care and respect.
- Exit the bus at your stop only; use the front door only to exit.

- Use appropriate language; keep voices at a reasonable level.
- Refrain from eating food or chewing gum on the bus; drink water only.
- Refrain from throwing anything within or out of the bus
- Keep all body parts inside the bus: do not reach or lean out the windows
- Be responsible for personal belongings.

## Consequences

Failure to adhere to the rules above may result in your child being suspended from using the bus service.

## Parent Contributions to the Life of the School

### The Parent Teacher Student Association (PTSA)

To enable parents/caregivers to contribute to the life of the School, a Parent Teacher Student Association, PTSA, exists with an Executive Committee elected by the parent body. The Chair of the PTSA is a non-voting member of the Governance Committee of the Board of Directors.

The Executive Committee of the PTSA is made up of the Chair, the Vice Chair, the Secretary, the Treasurer, two ad hoc members, two teachers and at least one student representative.

The PTSA operates under its own formal constitution that defines the areas of interest and operation the PTSA is designed to address. They can be contacted by email [ptsa@ish.co.cu](mailto:ptsa@ish.co.cu) and are always happy to help or give advice about life in Cuba.

### Room Parents

Room Parents volunteer under the auspices of the PTSA to act as a liaison between the parents and the school.

### Volunteers to Support Student Learning

If you wish to volunteer, please contact the school office and/or the Heads of Section or the Head of School

### Working Relationships with Administrative & Support Staff

Both the Administrative and Support staff members are very important to the functioning of the School.

ISH community members must bear in mind that these staff members have demanding

jobs to do and that they both need and merit being treated respectfully. They need to be able to do their jobs without additional requests being made of them from people other than their immediate supervisors.

## Additional Fees

### External Examination Fees

These fees are levied to cover the School's costs for external testing and examinations. As such they are set annually based upon external examining agencies' charges.

### Bus Fees

For information on routes, availability and costs of the bus services, please contact the Admissions Office.

### Other Fees

Occasionally, it may be necessary to request additional fees for parents for certain activities such as the beginning and end of year outdoor education overnight trips. As far as is possible these will be included in the school's invoice. However, if that is not possible in any case, parents will be advised of the amount of the additional fees and the reason for the charge, in writing.

## Leaving the School for Good

When you know you are leaving please notify the Admissions Office in writing in order to begin the procedures needed to obtain transcripts, reports, etc.

Please note that no official school documents will be issued until all financial obligations to the school have been settled in full.

Please give us as much notice as possible as the preparation of official school documents is not a simple process and does take some considerable time.

If you need the school documents legalised by Cuban authorities, consult the Admissions Office as to the procedure to follow. Legalisation involves several steps. The normal procedure is as follows but may be subject to change by the Cuban authorities at any time:

- The Chair of the ISH Board of Directors authenticates the Head of School's signature;
- The Consulate/Embassy of the country of origin authenticates the Board Chair's signature.
- The Cuban Ministry of Foreign Affairs (MINREX) authenticates the document.
- The Foreign Section of the Cuban Ministry of Education can also provide equivalency recognition for ISH documents and transcripts.

## Extra Copies of Report Cards

The school provides each student's family with a digital copy of the student report card. Report Cards are issued at the end of each of the two reporting periods that make up the academic year.

Additional original, signed and sealed with a school stamp, report cards can be made available to families that need and request them for a nominal fee.