

COMMUNICATION GUIDELINES



**WE ALL
AGREE**

Staff

- Respond to inquiries in a timely manner, typically within one or two working days. Please note that response times may be longer around weekends, holidays, exam periods, or during staff absences.
- Collaborate with parents to resolve issues or concerns.
- Respect the confidentiality of all students and families.
- Acknowledge that there can be multiple perspectives on an issue.

Parents & Guardians

- Follow the district communication process to address concerns. Please contact the teacher first, and if further discussion is needed, reach out to the school principal. Use respectful language in all communications.
- Avoid using social media to voice complaints against the school, staff members, parents/caregivers, students, or the district. This approach is unlikely to resolve issues and may instead complicate or inflame the situation, promoting gossip, rumors, and inaccuracies.
- Recognize that there can be multiple perspectives on an issue. Seek to clarify your child's version of events with school staff and be open to considering different viewpoints.

Everyone

- Believe that every student has the potential to contribute positively to the learning community and is important to us.
- Treat all members of our school community with dignity, regardless of Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age, as protected by the BC Human Rights Code.
- Arrive safely and calmly at a school, refraining from using inappropriate language or profanity, or engaging in threatening behaviors or acts of violence. Staff, students, and school guests have the right to a peaceful and safe school environment.