



Communications Policy

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| Policy Communications Policy | Adopted: February 25th, 2015 Reviewed: Updated – to be approved |
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Staff Communication

Synopsis:

As with all large organizations, clear lines of communication are crucial. At all times, administration will seek to communicate clearly and effectively through the use of personal interaction, e-mail, memos and staff meetings. In the case of concerns or conflicts, administration will follow the Matthew 18 principle. Teachers are encouraged to use the following lines of communication.

- Go to the person directly involved in the conflict or concern.
- If the matter is not resolved at that level, speak with the principal.
- If the matter is still unresolved, follow the Grievance Procedures outlined in Schedule E of the teacher contract.

The Board will not respond to communications that have bypassed the above steps. All communication should be done with care and sensitivity to the close-knit community we represent.

Policy:

1. **Communication with Parents:** Teachers are expected to communicate regularly with parents through phone calls and newsletters. However, care must be taken to ensure all communication is done in a professional manner and that it clearly supports the school’s mission. Any outside notices (i.e. advertising) must be approved by the principal or vice-principal before being sent home.
2. **Communication with Divorced, Separated, and Foster Families or where Legal Custody has not been given to the “Guardian(s):”** At the beginning of the year teachers should check student files for information regarding parent communication. If the information is not recorded, notify the principal. The principal will contact both parents and record communication in the student file. The principal will also notify the student’s teacher(s). It is very important that the school remain neutral in such potentially difficult situations, ensuring both parents are well informed about their child’s progress.
3. **Internal Email:** Internal email is a vital aspect of Mountain Christian School’s communication system. Every teacher is responsible to become proficient in the use of the internal email system and to check and respond to email messages on a daily basis. Care should be taken to ensure the email system is used in a professional manner. At no time should it replace needed face-to-face interaction for conflict resolution, and care should be taken when forwarding emails received from an external source. The internal email system is primarily for school related matters.
4. **External Email & Internet:** External email and internet access is available for all teaching staff. New teachers should see the principal to set up their external email and internet access. It is expected that the external mail and internet would be used in a professional manner and primarily for school related matters. All communication directed to students through external email should be done in a professional manner and related to school matters.

Methods of Communication with School Community

Communications from the school are sent out regularly via email, Facebook, our school Website as well as a texting system which parents can choose to register for. Other forms of communication also include ClassDojo for Little and Junior School; and our Canvas Learning Management System for Senior School.

Individual or school-specific emails are also regularly sent.

Parents/Guardians have access to all staff school email addresses and can expect a response within 24 hours.

Should the parent / guardian not receive a response or is not satisfied with the response, they should then connect with the Heads of Schools to offer them the necessary support. In the event that the HOS is not able to resolve the issue, either the Vice Principal or Principal will be approached for support in resolving the matter at hand.