## To build a positive relationship with your school . . .

- Meet the staff early in the school year
- Be informed about your child's class and school activities
- Send a note or make a call to recognize a job well done
- Be involved in your school's PAC
- Be willing to listen and learn
- Remember that both you and school staff are interested in your child's success



#### Abbotsford School District Administration

Visit us at: www.sd34.bc.ca Phone: 604.859.4891

Kevin Godden - Superintendent of Schools Gino Bondi - Assistant Superintendent Angus MacKay - Assistant Superintendent Carla Danielsson - Assistant Superintendent

Ray Velestuk - Secretary-Treasurer

#### School Trustees

Term: December 2014 to December 2018

Phil Anderson phil\_anderson@sd34.bc.ca
Freddy Latham freddy\_latham@sd34.bc.ca
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Shirley Wilson shirley\_wilson@sd34.bc.ca
Or leave a message for any Trustee at 604.859.4891, ext.1241

#### Abbotsford District Parent Advisory Council

Email (Attention: DPAC Chair) dpac.sd34@gmail.com

#### Abbotsford District Teachers' Association

Phone: 604.854.1946 Email: adta34@shaw.ca



# Communication with your school



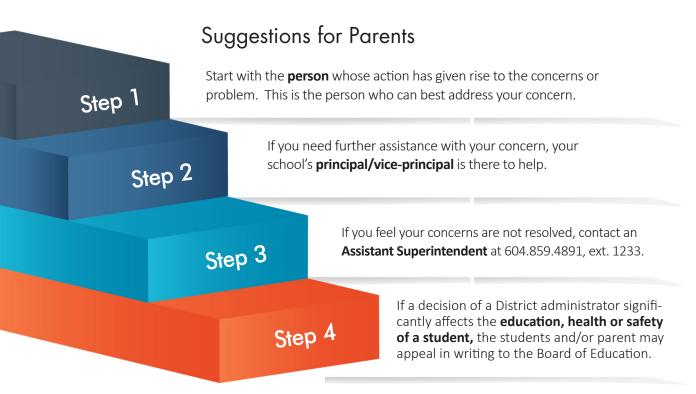
Information for parents and staff
Partners in Learning



### Problems and concerns can be resolved through communication

#### Suggestions for staff

- At the start of the school year, inform parents how best to communicate with you; e.g. making appointments, use of school planners, time of day, email address
- Provide a copy of this brochure to the individual
- Discuss with the parent how and when the concern will be explored
- Provide a timeline. ("I will get back to you today / in a week / on . . .")
- Bring closure. A parent should be informed whether or not further action will be taken



**Note:** If a concern is not addressed in a timely manner, or if the parent/guardian is not satisfied with the handling of the concern, the parent/guardian may proceed to the next step.

#### Tips for Parents and Staff

- 1. Set-up an appointment so that concerns can be heard without distractions.
- 2. Everyone should be informed, in advance, of who will attend a meeting.
- 3. Be specific about the concern. Making notes may help clarify your thoughts.
- 4. Keep focused on what is best for the student. Both parents and staff are interested in the child's success.
- 5. Stay calm and be polite. Listen to everyone. Try to see the issue from the other person's perspective.
- 6. Be prepared to explore various solutions.
- 7. Confidentiality is important.
- 8. Keep a record of actions taken.
- 9. Give the process a chance to address the concern at each step before proceeding to the next step.
- 10. Confirm that everyone understands the decision reached and any timeline involved.

This document is a collaborative project of the District Parent Advisory Council, Abbotsford District Teachers' Association, and the Abbotsford School District.

Help with this process is available by calling the BCCPAC at 1.888.351.9834 or Email (Attention: DPAC Chair) dpac.sd34@gmail.com