## The School District 42 Building Blocks for Successful Communication/Planning between Families and Schools....

Working together, to support our children, the following suggested building blocks provide guidelines for success and may help to prevent and/or resolve conflict.

"It's not what you do it's how you do it..."

## 1. Preventing Conflicts

# Positive School Climate/Culture

- Values diversity
- Promotes successful interactions
- Safe environment physically/emotionally
- Clear expectations
- Mutual understanding
- Non judgemental
- Values parental involvement

# Teamwork/ Collaboration

- Common vision
- Respectful dialogue
- Clear communication pathways
- Timely information

### **Meaningful Consultation**

- Family "expertise" re: their child is valued
- Mutual respect
- Equal partnerships
- Individual perspectives valued
- Open communication
- Maintain objectivity

## 2. Resolving Conflicts

## **Problem Solving**

- Active discussion with all involved
- Clear articulation of issue
- Focus on resolution
- Listen to understand/suspend judgement
- Flexibility

#### **Conflict Resolution**

- Simple, clear, parent friendly processes
- Transparency in process & decision
- Focus on hearing all sides of an issue

### **Principles of Fairness**

- Impartiality & honesty
- Procedural fairness
- Fairness in decisions & process
- All appropriate information available to all parties

"Creating a positive future begins in human conversation. The simplest and most powerful investment any member of a community or an organization may make in renewal is to begin talking with other people as though the answers mattered"

Adapted from "Who Will Tell the People" by William Greider

## School District 42's Steps for Problem Solving

School District 42's recommended process to follow as a parent/student if you have an issue or concern.....

\* At any step in the process parents/students are encouraged to bring another individual to meetings with the school. This may be a relative or trusted friend or an "advocate". Attached are links which can assist with advocacy, guidance and information.

#### Step 1

Discuss the issue with the person who made the decision or took the action that you are concerned about e.g. classroom teacher. Usually issues can be solved at this level but may involve ongoing dialogue.

## If not solved

### Step 2

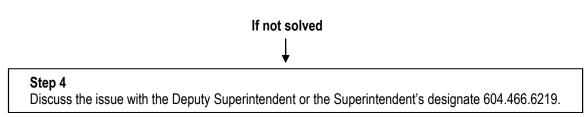
Discuss the issue with the school principal. \* The principal may involve appropriate resources/personnel as required.



## Step 3

Discuss the issue with the Director who is responsible for the zone your child's school is in. They can be reached at 604.466.6218.

Jovo Bikic	Harry Dhillon	David Vandergugten	Shannon Derinzy
Davie Jones Elementary Edith McDermott Elementary Fairview Elementary Hammond Elementary Highland Park Elementary Maple Ridge Elementary Pitt Meadows Elementary	Alouette Elementary Environmental School Eric Langton Elementary Glenwood Elementary Golden Ears Elementary Harry Hooge Elementary Laity View Elementary Learning Services Aboriginal Education	Albion Elementary Alexander Robinson Elementary Blue Mountain Elementary Kanaka Creek Elementary Webster's Corners Elementary Whonnock Elementary Yennadon Elementary	Secondary Schools Connex/Alternate Trades Partnerships and Academies Riverside Centre - Continuing Education - Distributed Learning - International Education - Ridge Meadows College



## If not solved

## Step 5

Appeal to the Board of Education within 15 days of completion of step 4. (See School District 42 bylaw and policy for appeals)



## Step 6

Appeal to the Superintendent of Achievement (see Ministry of Education Section 11 appeals process)\*