

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.

If not solved



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

Davie Jones Elementary
Edith McDermott Elementary
Fairview Elementary
Hammond Elementary
Highland Park Elementary
Maple Ridge Elementary
Pitt Meadows Elementary

Harry Dhillon

Alouette Elementary
Environmental School
Eric Langton Elementary
Glenwood Elementary
Golden Ears Elementary
Harry Hooge Elementary
Lait View Elementary
Learning Services
Aboriginal Education

David Vandergugten

Albion Elementary
Alexander Robinson Elementary
Blue Mountain Elementary
Kanaka Creek Elementary
Webster's Corners Elementary
Whonnock Elementary
Yennadon Elementary

Shannon Derinzy

Secondary Schools
Connex/Alternate
Trades
Partnerships and Academies
Riverside Centre
- Continuing Education
- Distributed Learning
- International Education
- Ridge Meadows College

If not solved



Step 4
Discuss the issue with the Deputy Superintendent or the Superintendent's designate 604.466.6219.

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)

If not solved



Step 6
Appeal to the Superintendent of Achievement (see Ministry of Education Section 11 appeals process)*