

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

www.sd34.bc.ca

Phone: 604-859-4891

<i>Julie MacRae</i>	Superintendent of Schools
<i>Kevin Godden</i>	Deputy Superintendent
<i>Steve Carlton</i>	Assistant Superintendent
<i>Bruce Ivany</i>	Assistant Superintendent

School Trustees

Phone

<i>Gerda Fandrigh</i>	604-850-0133
<i>Joanne Field, Vice-Chair</i>	604-614-9203
<i>Sat Gill</i>	604-807-3337
<i>Korky Neufeld</i>	604-309-0952
<i>George Peary</i>	604-850-0584
<i>Cindy Schafer, Chair</i>	604-807-8405
<i>Shirley Wilson</i>	604-853-5576

Abbotsford District Parent Advisory Council

<i>Rhonda Pauls, Chair</i>	604-855-8197
e-mail:	dpac@sd34.bc.ca

Abbotsford District Teachers' Association

Phone: 604-854-1946

Rick Guenther, President

Jeff Dunton, Vice-President



**COMMUNICATION WITH
YOUR SCHOOL**

Information for
Parents and Staff



Partners in Learning

Revised July 2008

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.
- 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.

SUGGESTIONS FOR PARENTS

STEP 1

Start with the person whose action has given rise to the concerns or problem. This is the person who can best address your concern.

STEP 2

If you need further assistance with your concern, your principal / vice-principal is there to help.

STEP 3

If you feel your concerns are not resolved, contact an Assistant Superintendent at 604-859-4891.

STEP 4

If a decision of a District Administrator significantly affects the **education, health or safety of a student**, the student and/or parent may appeal in writing to the Board of Education.

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 each step a chance to address the concern 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 District Parent Advisory Council, Abbotsford District Teachers' Association, and School District No. 34 (Abbotsford).

September 2007

Help with this process is available by calling the BCCPAC at 1-888-351-9834 or contact the DPAC Chair at 604-855-8197 and leave a message.