

Policy Name: Email and Written Correspondence Policy- Parents		Policy Number: 413
Created by: BOT	Version: 1.0	Approved:

Policy Statement:

At Lakeside School Faculty and Staff check their email regularly. Teachers and Staff consider email to be an effective way to inform parents of what is happening in the classroom, provide important updates and information, invite parents to meetings or to arrange drivers for field trips. As this is a primary form of communication for teachers to impart information, parents are asked to check email at least weekly. Parents who do not use email must inform their class teacher of this at the start of their child's enrollment and pick up printed copies of communication from the class bulletin board in order to keep apprised of class and school activities. Communication will be in an envelope with the Parent's name on it. Parents who do not use email may also write a quick note and deliver it to the Class Teacher in the same way when face to face communication is not possible. All notes, written or email, will be considerate of guidelines for correspondence, below.

Parents are encouraged to use email to send teachers a quick note, request a meeting to discuss something in detail or to respond briefly to a question in an email from the teacher, such as, if you are interested in being a driver for a class trip.

At Lakeside School, we want longer discussions to happen face to face;

When questions or concerns arise that cannot be resolved in conversation, the parent or teacher is asked to follow the procedure as outlined in the Conflict Resolution Policy, number 407 in our website (<https://www.lakesideschoolkelowna.ca/policies>), from which the following is excerpted:

Below is the procedure to be followed when there is conflict in our school community.

- 1) Bearing the above in mind, a wholehearted, serious attempt must be made to resolve the conflict with the person(s) involved when it has been discovered and the facts are adequately known.
- 2) Failing success, a second attempt should be made.
- 3) Still failing, a person in higher authority (i.e., Faculty Chair, Board President, or Parents' Council Society Chair) should be contacted for assistance. The facts need to be stated in writing and must include attempts at resolution.
- 4) If the person in higher authority cannot resolve the conflict, or at their choice, the conflict should be forwarded to a **Conciliation Committee**, made up of three people.
- 5) If the Conciliation Committee cannot lead the parties to a resolution of their conflict, a mediator from outside the School community must be chosen to work with the issue(s).

The mediator will provide to the Board, in writing, recommendations for the resolution of the conflict.

- 6) **At no time** in the process of conflict resolution is it acceptable to share the conflict situation with others who are not in a position to resolve it. To do so obviously serves no positive purpose and is well known to be destructive. Any member of the community, whether Faculty, Board member, or parent, who is shown to be deliberately destructive to the School will be asked by the Board to withdraw.

Acceptable Email or Written Correspondence

At Lakeside School, we aim to create a positive, safe, caring environment built on trust and respect for all individuals. With this aim in mind the following are considered acceptable content in email or written correspondence:

- Thoughtful language
- No assumption or judgement
- Direct and respectful
- Avoidance of content relating to a specific concern or discussion

Unacceptable Email or Written Correspondence

Providing a positive, safe, and caring environment requires the adults in the community to lead by example. With this aim in mind the following are considered unacceptable in email or written correspondence:

- A group email that opens the door to on-line discussion of a concern
- Inflammatory remarks
- Aggressive, accusatory, or threatening language
- Anonymous communication
- Highly emotional language
- Response to teacher's group email through 'reply to all' if doing this is likely to lead to discussion of a specific concern online (instead, please follow the steps outlined above to ensure this can be a face-to-face conversation)