



# RESPECTFUL COMMUNICATION

At Correlieu Secondary School we value effective and respectful communication with our families and community members. Staff are eager to address your questions or concerns. It is important that home and school can communicate effectively to resolve an issue as well as support teaching and student learning.

**In the event of an emergency or urgent matter, please phone the school (250-992-7007) or district office directly.**

## RESPECTFUL COMMUNICATION

- All communication needs to be respectful and courteous
- Be mindful of tone and volume when addressing concerns
- Address the concern(s) at hand
- Listen and understand the concern from the school perspective as well as the students
- Work together to solve problems
- If communication is aggressive, offensive (e.g. racist or sexist comments), threatening, intimidatory, disrespectful or contains profanity, it is considered unacceptable

## COMMUNICATING CONCERNS

- Inquiring about academic progress, learning expectations or behavioural concerns is best addressed in person or on the phone. Schedule an appointment to meet/speak with your teacher
- Confidential matters are best conveyed by phone or personal contact. It is best practice to have prearranged phone calls or meetings to discuss these matters

## SCHOOL/DISTRICT COMMUNICATION PROTOCOL

- Address the concern with the person and give them a chance to respond before bringing the concern to the Principal, Vice Principal or District office. Follow our school district protocol below:

## EMAIL COMMUNICATION

- It may take administration, teachers or support staff 1-3 business days (apart from scheduled breaks in the school year) to respond to email concerns. **If there is urgency to your communication, please call the school**
- Note - Staff who work with students are typically unable to read their email during school hours
- Please send only non-vital messages by email

<https://bcsd28.civicweb.net/FileStorage/FF40AE3D11D24164AB571E0F4DD16E9E-Procedures%20118%20-%20Appendix%201%20and%202%20-%20Communication%20.pdf>

**SCHOOL DISTRICT NO. 28 (QUESNEL) COMMUNICATION PROTOCOL STEPS TO RESOLVING CONFLICT**

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    A[IDENTIFY THE CONCERN] --> B[SET UP A MEETING WITH THE PERSON (ADVOCATE IF DESIRED)]
    B --> C[MEET WITH THE PERSON TO RESPECTFULLY ADDRESS THE ISSUE]
    C --> D[STICK WITH THE ISSUES]
    D --> E[LIST OPTIONS MAKE A PLAN FOR RESOLUTION SUCCESS]
    E --> F[IT WORKED!]
    E --> G[IT DIDN'T WORK!]
    G --> H[WHEN IT DOESN'T WORK, CONTACT:]
    H --> I[YOUR SCHOOL'S PRINCIPAL]
    I --> J[THE SCHOOL BOARD OFFICE (250) 992-8802]
    J --> K[SCHOOL DISTRICT APPEAL PROCESS]
    I --> L[WORK TOWARDS A RESOLUTION TOGETHER]
    J --> L
    K --> L
    L --> M[SOLUTION]
            
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**SCHOOL DISTRICT No. 28 (QUESNEL)**

**COMMUNICATION PROTOCOL**

Steps to Resolving Conflict:

The following guidelines have been developed to support respectful communication when concerns arise. It is expected that every attempt will be made to resolve concerns at the school level; or level closest to the concern.

If at any time, you need advice you can seek assistance/support in this process from:

- School Staff
- School District Office Staff (992-8802)
- School Parent Advisory Council Chairperson
- Trustees (992-8802)
- Web site - [www.sd28.bc.ca](http://www.sd28.bc.ca)

General Information

All concerns should be addressed. If you feel that you cannot approach the individual involved, please contact your school principal for assistance.

If you require more information please contact the School District Administration Office at 992-8802. The Quesnel School District believes that this Communications Protocol, developed by the School Board in partnership with the QDPAC, QDTA, QPVPA, CUPE Local 4990, and District Administration, will aid in a respectful and mutually satisfying resolution to problems and concerns.

The Communications Protocol Committee, under the direction of the Board of School Trustees, is committed to improving communications in the District. This is an on-going process and from time to time the established protocol procedures are reviewed. Your comments are welcomed.

Make a plan for resolution and success:

- Set up an action plan with times, dates and follow-up.

Seek Assistance

- ⇒ If the issue is not resolved, or an action plan is not successful, seek assistance from the Principal after informing the other party of your intent to do so.
- ⇒ If the issue concerns the Principal and you have not had success through the initial portion of this process, contact a Director of Instruction or the Superintendent of Schools at 992-8802 for assistance or support in resolving the issue.

Identify the Concern

Try to resolve the concern:

- Begin at the school level between the concerned parties.

To help you do this:

- Focus on the student's needs.
- Define the real issue: What is needed and wanted?
- Make an appointment to see the person with whom you have a concern. Set a mutually satisfactory date and time.

If the issue remains unresolved after accessing assistance or support from a Director of Instruction or the Superintendent of Schools, contact the School Board using the Appeal Process (Bylaw No. 1). Call the School District Secretary-Treasurer at 992-8802 for information on the appeal process.

VANDALISM ALERT! If you suspect/observe vandalism occurring on school grounds or in a school, please call the school. After hours – phone the local RCMP detachment @ 250 992-9211 [Quesnel] or 250 994-3314 [Wells].

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Fax: 250 992-7652  
Website: [www.sd28.bc.ca](http://www.sd28.bc.ca)

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Reviewed: April 2021

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