

Communication Procedures & Code of Behaviour

The Tumbleweed Community strongly believes that open and direct communication contributes to a strong and positive preschool community for our children, the parents, the Parent Executive and Committee, and our teaching staff. Issues or problems can best be resolved if they are discussed with the teaching staff and/or the appropriate Personnel Executive as soon as possible.

This document is a general guide for ensuring effective communication from parents to teachers as well as provides guidelines for expected behavior of parents/guardians while on Tumbleweed grounds. Communication refers to both sending and receiving information, such as email and notes, and verbal communication such as telephone conversations and face-to-face meetings.

A) PARENT COMMUNICATION AND RESOLUTION PROCEDURES

- 1. Present your concern to teaching staff**
 - a. Explain your concern in a calm, polite and respectful manner.
 - b. Be sure when stating your concern, to focus on the issue.
 - c. Avoid blame or threats or criticizing teachers in front of your child, as it creates confusion for your child and does not contribute to solving the problem.
- 2. Allow for a reasonable timeline for addressing and resolving the concern**
 - a. Please be patient and allow the teacher some time to investigate and resolve the issue.
 - b. The teacher may suggest a **Formal Resolution Meeting** (see #4.)
- 3. Maintain an openness to receiving the resolutions to the concern**
 - a. The intentions of the resolution should be focused on the shared best interest for every child at Tumbleweed.
- 4. A Formal Resolution Meeting may be requested**
 - a. If any party involved is not satisfied with the proposed resolutions of the teacher, they need to inform the teacher in writing.
 - b. Teachers will complete an **Incident Referral Form** and a **Formal Resolution Meeting** will be scheduled.
 - c. Parents, Teachers, Personnel Executive, and other Executive members such as the President and Vice-President, will collaborate to address the concerns of those involved and determine the best resolution.
 - d. If parents/guardians fail to uphold the resolutions as determined at the Formal Resolution Meeting, their child may be removed from the program.
- 5. Ensure confidentiality by those involved is maintained throughout the process.**

B) Code of Behaviour for Parents/Guardians

When I am on the property of the school, attending school events, and in all dealings with the school, including phone, email, and face-to face contact I will:

- Not be adversely affected by alcohol or other drugs or smoke tobacco or other substances on the school property
- Act courteously at all times
- Refrain from impolite, abusive or offensive behaviour or language to staff or other families
- Be respectful of the school's environment
- Arrive and collect my child at the booked time
- I will be aware of all Tumbleweed Preschool policies and guidelines and seek clarification of how these policies are interpreted when necessary
- I will report any faulty equipment or unsafe procedures that come to my notice to the staff members
- I will raise all concerns, issues and problems in accordance with the school's ***Communication and Resolution Procedures***
- I will ensure that all individuals associated with my child and who have contact with Tumbleweed Preschool will be made aware of this code and will ensure their compliance with the code
- I understand that failure to meet the above expectations and other Tumbleweed policies may result in removal of my child from the Tumbleweed Preschool program.

I have read and understand the **A) Parent Communication and Resolution Procedures** and **B) Code of Behaviour for Parents/Guardians** and agree to abide by these procedures, code, and other school policies and procedures.

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

Please SIGN and RETURN this copy to the school