



# Huron-Superior Catholic

## DISTRICT SCHOOL BOARD

### PROCEDURAL GUIDELINES

#### School Board Communication with Parents/Guardians

*Note: All references to Parents below refers to Parents/Guardians.*

#### **Context**

The Huron-Superior Catholic District School Board and all partners acknowledge the positive impact of parent engagement on student achievement. Students are supported and inspired to learn in a culture of high expectations in which parents:

- are welcomed, respected and valued by the school community as partners in their child's learning and development
- have choices about how to be involved in the educational community to support student success
- are engaged through ongoing communication and dialogue with other educational partners to support a positive learning environment at home and at school
- are supported with the information and tools necessary to participate in school life

#### **Parent engagement includes:**

- providing a positive learning environment at home, actively working with children to support what they are learning in school and making learning an important part of the day
- having conversations with teachers so that there is clear communication between the school and the home
- becoming involved in school activities and volunteering to help with school events, trips and other activities
- participating in a school council at the school level and parent involvement committee (PIC) at the school board level, to provide perspective

We strongly believe that when parents/guardians feel connected and informed, they are more likely to be actively involved in their child's learning. Increased involvement

strengthens the parent-school partnership, fostering a sense of community and shared responsibility for the child's education.

### **Parent/Guardian Information**

As outlined in PPM 170, the board will make parents aware of the information that is available to them to support their active involvement in their child's education.

The Ministry document, Your Child's Education: A parent guide to our school system will be posted in the parent section of the board website.

The board will ensure that parents are made aware of this information:

- Upon Registration of a new student in the registration Package (Refer to Appendix A)
- At the start of each school year

The Board will communicate directly with its PIC Chair and Chair of each of its school councils where to access this information and encourage school councils to communicate the information to school communities.

### **Communication Protocol for Responding to Parent Inquiries**

Note: The following Protocol is for parent inquiries. The process for dealing with complaints could be found in the policy 4003 procedural guideline.

This protocol shall be shared and reviewed with appropriate staff and also included in the parent section on the Board website.

#### **Purpose/Objective:**

This protocol is intended to provide consistency and transparency in how the board will respond to inquiries by parents and guardians.

#### **Process/Timelines:**

- When making an inquiry, the inquiry should be made at the appropriate level. (Is the inquiry related to the classroom, school or board?) If necessary, the inquiry will be redirected to the appropriate staff member.
- When receiving the inquiry, employees shall acknowledge receipt of the inquiry within 2 business days.

- If the inquiry cannot be addressed within 5 business days of receipt of the inquiry, the staff member shall provide an estimated date of response to the parent/guardian.

**Other Considerations:**

Responses to parents/guardians should be:

- Clear and easy to understand
- Include relevant and accurate information that addresses the specific inquiry

This protocol should be subject to regular review with broad consultation (PIC, SEAC IEAC, School Councils)

