

Francis Scott Key Elementary/Middle School Parent and Staff Communication Protocol

Communication plays a key role in creating and fostering strong, positive relationships between the school and the home. Communication is a two-way street; our school shares information with our families and community, and our families share information with our school.

The purpose of this document is to guide, manage, and improve school-home communication by offering a standard format, structure, and sequence for regular, ongoing communication.

Communication refers to both the sending and receiving of information, such as email and notes, and verbal communications such as telephone conversations and face-to-face meetings. In order to ensure a successful exchange of information, it is important that all parties follow a few key principles.

Maintain Respectful and Open Communication

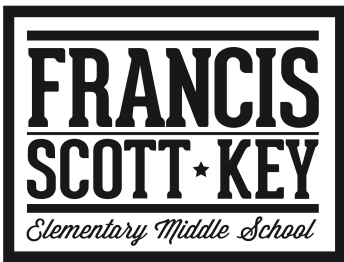
- Always use a respectful and polite tone
- Request, don't demand
- Be ready not just to provide information, but to listen to teachers/staff's observations and perspectives
- Enter the exchange with an open mind and assume a shared best interest for your child
- Be prepared to work collaboratively to solve problems

Confidentiality

- Recognize that confidentiality may limit information that can be shared from school to parents, including consequences for other students' behaviors

Response Time Frames

- While there is no guarantee on the specific time frame for a response, generally families can expect a response within one (1) business day of inquiry even if it is an interim response (EX. I am checking into that and I will get back to you with more information on Tuesday)
- Every effort should be made to respond in a timely manner, whether the response is required from the home to the school, school to the home, or among schools and/or departments. Parents should understand that the teaching day sometimes precludes immediate responses, or that teachers and staff may need some time to collect needed information before responding. Every attempt will be made to acknowledge a concern within one business day (by the end of the day Monday if sent on Friday afternoon or the weekend)



Whom to Contact

- Most communications of classroom and playground concerns should be directed first to your child's teacher. In middle school the homeroom teacher or entire teacher team should receive concerns about academics or in-class behaviors.
- If you have an issue with a staff member, first try to address those concerns with that staff member directly
- If you have discussed the issue with your child's teacher and it has not been addressed to your satisfaction, then contact the school principal or assistant principal.

Please recognize that it is both the policy and the value of our school that we operate with openness, collaboration, and the shared best interest for every student.

Want more information, here are some helpful links!

<https://www.reedschools.org/cms/lib/CA01001640/Centricity/Domain/218/DosDontsEmailingteachers.pdf>

<https://www.verywellfamily.com/dos-and-donts-of-parent-teacher-communication-620919>

<https://www.parents.com/kids/education/back-to-school/the-smart-way-to-talk-to-teachers/>

<https://www.verywellfamily.com/dos-and-donts-of-parent-teacher-communication-620919>

<http://www.readingrockets.org/article/building-parent-teacher-relationships>