

# ÉSMS Parent & Student Handbook

[stmalo.rrvsd.ca](http://stmalo.rrvsd.ca)  
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**Membres du personnel d'ÉSMS pour l'année scolaire 2019-2020**  
**ÉSMS Staffing for the 2019-2020 school year**

<b>Directrice/ Principal</b>	Julie Karatchuk
<b>Conseillère/ Guidance counsellor</b>	Danielle Cahill
<b>Orthopédagogue/ Resource Teacher</b>	Carmen Maynard
<b>Resource Teacher</b>	Michelle Wehrle
<b>Secrétaire/ Administrative assistant</b>	Carol Preteau
<b>Secrétaire/ Administrative assistant</b>	Julie Côté
Maternelle française/ French Kindergarten	--
Maternelle anglaise/ English Kindergarten	Michelle Wehrle
1e et 2e année programme français/ Grades 1 & 2 French program	Sydney Ciastko
1e et 2e année programme français/ Grades 1 & 2 French program	Christine Dixon
1e et 2e année programme anglais/ Grades 1 & 2 English program	Bailie Bruckshaw
3e et 4e année programme français/ Grades 3 & 4 French program	Danielle Gosselin
3e et 4e année programme français/ Grades 3 & 4 French program	Kaelyn Janzen
3e et 4e année programme anglais/ Grades 3 & 4 English program	Rikki Erhart
Éducation physique M à la 4e année/ Physical Education grades K-4	Dan Trudel
Éducation physique 5e à la 8e année/ Physical Education grades 5-8	Dan Trudel & Rikki Erhart
Musique M à la 8e année/ Music grades K-8	Shane Yeske
Arts plastiques M à la 8e année/ Art grades K-8	Cara Stefanyshyn
Bibliothécaire enseignante M à la 8e année/ Teacher librarian grades K-8	Cara Stefanyshyn
Mathématiques 3e et 4e année programme anglais/	
Mathematics Grades 3 & 4 English program	Kyle Ryzebol
Programme Coup de pouce/ "Coup de pouce" program	Joëlle Remillard

<b>Programme français 5e à la 8e année</b> Français: Joël Fouasse Anglais: Sara Christle Mathématiques: Steven Bellemare Sciences et sciences humaines: Bonnie Nayet HCSA: Joël Fouasse	<b>English Program Grades 5 to 8</b> ELA: Rachael Mont Basic French: Megan Lafond Mathematics: Kyle Ryzebol Science & Social Studies: Megan Lafond HCSA: Joël Fouasse
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<b>Auxiliaires/ Educational assistants</b> Christine Collette Leanne Sawatsky Misty Hassan Véronique Curé Joëlle Remillard Janice Maynard Brigitte Lambert Megan Bouchard	<b>Concierges/ Custodians</b> Gerry Larivière Sheila Yarema Richard Dubois	<b>Conducteurs d'autobus/ Bus Drivers</b> Luc Carrière Cindy Herman René Lacasse Glenn Hopfner Suzanne Hyker George Pageot Henri Marion
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## **School Office Hours**

Our school office hours are from 8:30 a.m. to 4:00 p.m.

Please leave a message with the office if you need to get in touch with students and teachers.

If you need to contact the school after hours, please leave a message on our answering machine.

## **School Schedule**

8:45	Students enter classrooms and prepare for the day.
8:55	Canada and announcements
10:15–10:30	Recess
11:45–12:45	Lunch Hour
2:00–2:15	Recess
3:30	Students dismissed for the day

\*\*An appropriate arrival time for non-school bussed students would be 8:30am. We respectfully ask that non-bussed students arrive no earlier than this time.

## **Student absence/late**

If your child will be absent or late for school, please notify the office to inform us.

**Every absence must be justified by a parent or guardian.**

We use Safe Arrival for student attendance. Should your child be absent from/late for school and the school has not been notified prior to the start of the day or the afternoon, an automated call will be made from Safe Arrival to notify you. These calls will occur shortly after 9am and 12:45pm.

We must be able to respond immediately if a child has not arrived at school.

If your child arrives late for school, your child must report to the office before entering class.

If your child must leave school early for an appointment during school hours, a written note or email to the office or classroom teacher will suffice.

**For safety reasons parents must report and wait at the office to pick up their child.**

**Parents will be asked to sign in/out their children when picking up early from school.**

## **Program Options**

École St. Malo School is a dual track school. We offer two programs: Français program & English program. Students of both programs will experience and will participate in both French and English cultural activities.

### **The Français Program is:**

A program for k-8 francophone students

A program where the language of instruction is in French.

K-2: French language instruction in all subjects

Grades 3 to 4: French language instruction in all subjects except for the English subject

Grades 5 to 8: French Language instruction in all subjects except for English, and Home Ec., Hockey Academy, and Physical education.

### **The English Program is:**

A program for K-8 Anglophone students

K to 8 the language of instruction is in English for all subjects except for Basic French.

## **Child Custody**

In most cases, when parents are divorced / separated, both parents continue to have equal rights where the children are concerned. Please inform the office if both parents wish to receive school notes, report cards, etc. We will do all in our power to ensure that both parents receive the necessary information. If you have a court order that limits the right of one parent in matters such as custody or visitation, please

provide the office with a copy of legal restriction rights. Unless a copy of your court order is on file with us, we must provide equal access to both parents. Therefore in order to avoid any unnecessary problems that may arise, please ensure that the school has proper legal documentation.

### **Student Injuries**

Students sent to the office with headaches, stomach cramps, etc. will stay there for a short time. Afterwards, the child will return to the classroom if he/she feels better. The parent will be called to pick up the child if needed.

You will be notified promptly of any serious injury (sprains, breaks, concussions, etc.) which might require medical attention. If any injury warrants hospitalization we will make every effort to call you or your emergency contact for prior approval. If you are unavailable, we will call an ambulance on your behalf. Hospitals require parental consent when treating a child.

### **Change of Information**

Parents/Guardians are responsible to notify the school of any changes of information, such as: phone numbers, email, social work, health info, address, & name change.

### **Emergency Contact**

Please ensure that your Manitoba Medical Number is on the student information form, as well as an up-to-date list of contact phone numbers where we can reach you, and the name and number of someone to contact in case of an emergency in your absence.

### **Arrivals and Dismissals**

Students are expected to promptly report to their classroom at 8:45 a.m. In case of inclement weather, students are allowed to enter their respective entrances and transition to their homeroom. Supervision is provided at the front and back doors starting at 8:15 a.m. At dismissal time the students are expected to leave the school grounds immediately to walk home or take the bus unless an activity has been organized for them at school. **Non-bussed students should not arrive prior to 8:40 a.m.**

### **Staying in at Recess**

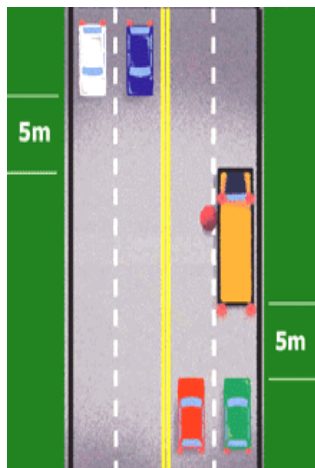
Children need time to play and relax in order to better concentrate in class. **If a child has been ill, he should not return to school unless he can go outside for recess.**

### **Parent Parking & Child drop off**

Please refrain from parking in the front of the school during morning bus drop off and afternoon dismissal bus pick up.

### **Bus drop off**

#### **School bus safety rules For motorists**



- Flashing yellow lights on the school bus indicate that the bus is getting ready to stop and load or unload. This means that you need to slow down and get ready to stop.
- Flashing red lights indicate that the bus has stopped and that children are getting on or off. It is illegal to pass a school bus from either direction once it's stopped and has its lights activated unless there is a physical barrier (such as a median) between your vehicle and the bus.
- As soon as the bus driver turns on the flashing red lights, drivers coming from both directions must immediately stop at least five metres from the bus and remain stopped until the lights stop flashing, the STOP arm folds away and the bus begins to move.
- Be extremely cautious around school buses and remember that young children are prone to sudden movements

### **Bussed Students**

If you are picking up your child you **MUST** notify the school prior to 2pm in order to avoid human errors. Parents must report to the office to sign out their children when picking them up from school.

Please note that bussed students must come to school and return home on their assigned bus at all times unless dropped off and picked up by parents. Non bussed students will not be transported on any to and from school busses. A bussed student assigned to a bus cannot hop on another bus to go to a friend's house after school. If your child is attending a friend's birthday party or other visit; alternate transportation will be required. Any changes to transportation for your child must be made through the school or RRVSD Transportation Dept. Due to an increased student enrolment, our busses are at capacity and being safe is of great concern. Bus manifests must be respected in case of emergency.

Busses may break down or be delayed on cold, stormy days. Should this occur please follow these guidelines:

- Students wait at their bus stop no longer than 10 – 15 minutes on cold days.
- Students should proceed home or to a babysitter or a designated emergency home.
- Parents should first call Darren Cameron, at 746-2317 extension 2229.
- Arrangements should be made with your child as to where to go in case of an emergency.

### **Bus Procedures**

Please consult the bus ridership manual posted on the school website in the Parent's Corner.

### **Bus Misconduct Reports**

School administration speaks with student and parents are notified; further consequences may be applied, depending upon the situation. This may include a bus suspension or in school suspension. Any further misconduct reports may be cause for indefinite or permanent suspension from using school division buses.

### **Purchasing and Making Payments to the School. SCHOOL CASH ONLINE (SCO)**

- In an effort to increase student safety, ensure financial integrity, and decrease our environmental footprint, the school will no longer send paper notes home to inform parents of special events, programming (Hockey Academy, Home Ec., Computers) or field trips.
- **PARENTS MUST REGISTER FOR SCHOOL CASH ONLINE**, a divisional effort to make our schools safer and better. SCO can be accessed from any computer, tablet, or phone; no printer is required! A 24/7 Parent Hotline is available to help you get going, or keep going! Parents must have an active bank account to make payments; credit card payments are not available currently, but are in the process of being set up at the division level.
- Once you are registered and your children are attached to your file, SCO will send you an email each time an event is added to your child's account. This email will serve as your announcement of upcoming hot lunches, field trips, and other opportunities your child can enjoy; you will NOT get a note home, so please do read the emails
- If you require support or have questions please call the school and ask for Carol Preteau.

### **Interschool Program**

There will be opportunities for students of Grades 5-8 students to participate in activities that involve other schools in the division. Cross country, volleyball, floor hockey, softball and basketball, badminton are examples of these activities.

### **Activities**

On occasion, students will participate in organized activities held at the school. Please understand that these occur in conjunction with their learning. Please don't ask that your child be excused from these important activities planned for them. These activities are an extension of the classroom.

### **Field Trips**

A field trip is a valuable way to enhance the learning experience of our children. All students are expected to participate in these field trips. From time to time, we will be asking parents to pay part of the admission fees for excursions. A signed permission slip through school cash online is required from the parents to allow the child to participate.

### **K-8 Student Progress Reports**

The report aims to provide parents and students with clearer, more comprehensive information about their progress as well as suggestions on how they can best support their child with his/her learning.

There will be two oral reporting periods:

- November
- April

There will be three written reporting periods:

- December
- March
- June

Each report will inform parents about their child's social development, work habits, time management and constructive suggestions for further academic growth and goal setting.

### **Dress Code**

The dress code takes into account safety, health, and our desire to create a positive learning environment. Regardless of the weather, we expect that our students will continue to dress in a respectable and appropriate manner.

The following are **not** allowed in school, and phys. Ed.: Muscle shirts, crop tops, short shorts, cut-offs, beach wear, halter tops, tops with spaghetti straps and short skirts. Clothing with offensive language and offensive messages are not acceptable.

### **Hats and Footwear**

At École St. Malo School, hats are not worn inside the building. We ask that students and adults remove their hats as they enter the school and leave them off until they exit the building.

Shoes are to be worn at all times. Students must have two pairs of non-marking shoes at school – one pair of indoor shoes and one pair of outdoor footwear. This allows for the school to stay clean. We have a beautiful facility at École St. Malo School and we need your support in keeping it clean. It is preferable that Gr. 5-8 students have a pair of gym only footwear.

### **Halloween Costumes**

Students are allowed to wear costumes on that day only. Masks, weapons, violent paraphernalia and baggy costumes impeding the safety of your child are strictly prohibited.

### **Prohibited Items**

To ensure the safety and well being of all, students should not have the following items on school property during school hours:

- Lighters and matches/ Laser pointers
- Beverages containing high contents of caffeine (Jolt, Red Bull, etc....)
- Over the counter medication (Tylenol, Advil, etc...)
- Alcohol or illicit drugs
- Any dangerous weapons defined by the Criminal Code of Canada

**School Code of Conduct (see attached appendix)**

## **School Cancellation**

Early dismissals due to blizzard warnings or other emergencies are a possibility during the school year. The procedure is as follows:

During extremely cold weather when buses are unable to be operated safely and with assurance, bus service will be discontinued. If an emergency occurs where early dismissal is necessary, announcements will be made over radio stations CBC, CJOB, CKY and others if possible.

When cancellation of classes occurs it is for the entire day. An announcement will be made on local radio stations; (CBC, CJOB, CKY) prior to 7:00a.m. and on the School Division Website

### **Bussed Students:**

In the event of bus cancellation due to inclement weather, all efforts will be made to announce bus cancellations prior to 2:15 p.m. Afternoon bus cancellation to media shall be made by 2:30 p.m. The school will attempt to phone the parents or billetters to inform them. School will remain open until regular dismissal time. Staff will remain at school until the end of the school day. Town students are also expected to stay until the end of the school day. **Parents are requested to develop a plan so their child knows what to do if no one is home. Upon receiving the phone call to make alternate arrangements, it is not necessary to pick up your child until 3:30 p.m. Transportation arrangements should be made and provided to the school by 4:00 p.m**

### **Bus cancellation due to inclement weather**

Should transportation and or the RCMP recommend that school buses remain off roads, students may be required to be picked up by a parent or designate or the emergency billets will be activated as indicated on your child's registration form. Announcements will be made on radio station after 2:15 p.m. and posted to the RRVSD web site and the school website.

## **SUGGESTIONS FOR PARENTS**

**The final decision** to attend school or travel to school via school bus always rests with the parent. If this is the case please call your driver and the school to report the absence.

**Please do not drop children off at school** unless you are certain that school is operating that day and that staff are present to supervise the children. Town students should not arrive at school prior to 8:30.

**Please listen** to the radio and check school division and school websites frequently between 6:30 and 7:00 a.m. daily to determine if schools are operating. Every effort will be made to have announcements broadcast by 7:00 a.m. and 2:15 p.m.

**Please do not** call the school, the division, or the radio stations for information on cancellations. Such calls tie up telephone lines which may be needed for emergency use.

### **The school will:**

Notify parents of the bus route cancellation prior to 3:15 p.m.

Continue with regular classes until 3:30 p.m.

Remain at school until all students have been picked up or billeting arrangements have been made.

Make sure that all students will be signed out by parents, designated adult or guardian.

Post the cancellation on the school website.

### **Parents will:**

Notify and update any changes in contact information and provide the school with an emergency billet contacts.

Sign out their child/children at the office before leaving.

Use the main entrance when coming to pick up their children.

Wait at the main entrance until your child is called to the office.

Make arrangements with the office for pick up first, rather than texting your child.

## **Wind Chill**

Decisions respecting the closure of schools will be made by the Superintendent /CEO after consultation with the RRVSD Transportation department, RCMP, Highways department, other school divisions, and consideration of the following criteria:

- visibility
- Extremely cold temperatures (-35 or lower) - Environment Canada Manitoba (telephone 1-900-565-5555) . [http://weatheroffice.ec.gc.ca/forecast/canada/mb\\_e.html](http://weatheroffice.ec.gc.ca/forecast/canada/mb_e.html)
- wind-chill factor (-45 or lower) - For more information on Wind Chill, please visit the Environment Canada

**The decision to close schools shall be made prior to 6:45 a.m. Media announcements shall be made by 7:00 a.m. The paramount consideration is the safety of students.**

The announcements shall be through the medium of the following radio and television stations:

CFAM - CJOB - CBC-990 - CKSB - CHSM

**If we close due to cold weather or poor road conditions, parents and guardians need to keep students at home or make alternative arrangements.**

If at any point and time you feel as a parent that it is unsafe to send your child on the bus due to the weather in your region and choose to keep your children at home, your decision will be respected.

## **Lunch Hour Protocol**

The Lunch program at École St. Malo School is primarily designed as a service to students who are bussed to school, to those who walk a long distance or for students who have one or both parents working.

Recess: 11:45- 12:15

Lunch: 12:15-12:45

Lunch Students:

- Are expected to cooperate and be respectful
- Will talk quietly and remain seated while eating in order to prevent injuries and to promote a pleasant atmosphere
- Are expected to clean up their table or desk (Garbage cans are available and uneaten food is to be returned home. There is a recycling and composting program in place.
- Have permission to use the washroom facilities before or after lunch.
- Are asked to leave their eating area quietly and in an orderly fashion.

**Eating at school is a privilege, not a right.**

Any non-bussed student who continues to be uncooperative will lose that privilege and other lunch arrangements will have to be made by the parents.

We cannot permit students who have lunch at school to leave the school grounds unless they are accompanied by a parent or a designate. We will accept occasional requests (notes, letters, and phone calls) from parents to allow their children to leave school property. A note sent by a parent is only valid for that day.

Please remember any student who does not stay at school for lunch should not return to school before 12:40 p.m. In this way, we have an accurate count of the number of students we are responsible to supervise over the lunch hour.

## **Technology**

The students at École St. Malo School are provided with opportunities to enhance their skills in the area of technology. To meet this challenge, teachers will provide students relevant experiences that will lead students to become proficient learners in the assessing, processing, and delivery of information with the aid of current technology. These experiences are presented through an integration of technological literacy in the regular curriculum. That is, specific skills are introduced within the subject matters. Improper use of school or personal technology will result in consequences.



### **Acceptable use Agreement and Personal Device Policy**

All students and parents are required to sign an acceptable use agreement yearly for the use of the Internet provided by the school division. A copy of the signed agreement is placed in the student's cum file at school. **Please do not call, text or email your child during class time. Inappropriate use of a Personal Electronic device may result in removing the PED from the student until the end of the day.**

### **Cell Phones**

Cell phone use is permitted during class time at the discretion of the teacher for educational purposes only. Taking pictures or videos of other students is not permitted at any time. Cell phone use is not permitted during recess times (inside nor outside). If a student must make a call/text, they will be asked to do within their classroom during break times upon request to the teacher.

Student permissions (ie: leaving school grounds for lunch, outing) will not be accepted via student cell phone text message. This permission must go to the office or classroom teacher via email, phone call, or written note.

Student not complying with the cell phone use regulations of the school may have their phone removed for a class, the day, or until parents pick up their phone at school.

### **Library Program**

The school library is an essential component of the educational process. It is an extension of the classroom and strives to develop independent learning skills and lifelong reading habits.

Students will have the opportunity to borrow or exchange books during class time. The number of items signed out by students will be determined by grade level.

All library materials are normally lent for a one week period. It is important that the borrowed materials be handled properly, and returned when due. Parents' assistance in this matter is greatly appreciated.

If books or other materials are not returned by the due date, students will receive notification. If items are still outstanding, a letter with request for payment will be mailed to the parents of the student. The money collected will be used to replace the lost items. Any payment made by parents will be refunded if the item is returned in good condition.

### **Student Services**

The Student Services team provides assistance and support to students through a consultative-collaborative approach with the classroom teacher. The team works collaboratively with teachers, parents, administrators, other clinicians, and most importantly students.

Referrals for services are generally requested by the teachers; however they may originate from the parents, administrators, or from the student. Parents are kept informed of the developments and progress of their child once they are referred for services. Services may be on a consultative basis or direct intervention. In all cases, the aim is to keep the students integrated in the regular classroom and to provide programs to meet the needs of the students to enhance learning and self-esteem.

### **Counseling/Guidance Program**

The counselor works in the school within the classrooms, with small groups, or on an individual basis. Students may be referred by school staff or can self refer in order to be seen by the counselor. Parents may also contact the counselor at the school in order to request that their child be seen. The counseling program's objectives are to teach students how to solve problems, make their own decisions and communicate appropriately with others.

Students are taught to accept responsibility for their own behavior and to develop acceptance and understanding for others. The counselor can be reached at school by calling 347-5255.

### **Medication**

Please be advised that we cannot administer prescription or over-the-counter medication without a parent's signature. Special forms are available at the school office. All medication including over-the-counter medication must be stored in the original packaging/containers. Students are not to carry any medication of any kind with them.

It is very important that you notify the office if your child has a life threatening allergy or is taking medication. (Asthma, EPIPEN, etc...)

Thank you for your cooperation.

### **Communicable Disease**

Please notify the school immediately if you suspect your child has any of the listed communicable diseases.

### **Allergies**

There are a few children attending École St. Malo School who suffer life threatening allergies to certain items. Even an exposure to a tiny amount of this item could be a potentially dangerous and frightening situation at school. Although each child and their family must take responsibility to avoid exposure, staff and other children and their families can also help to make the school environment safer.

- A letter will be sent home with students of the affected classroom
- Classrooms of students with allergies will follow proper procedure.
- Due to allergies we discourage sharing of lunches or snack foods.
- Inform your child's teacher before giving food products to any children, other than your own, at school.
- Teach your children to respect this very serious situation

### **Smoke Free School**

Red River Valley School Division believes that it has a responsibility to provide a healthy environment for all students who attend our schools, for all employees who work in our schools, and for all volunteers.

Students, employees, and visitors are not permitted to smoke anywhere on school property, including vehicles parked on school property.

### **Personal Belongings**

We ask that video games (Game Boy, Nintendo, Ipod, Digital Cameras, Digital Phones, etc...), card collections, jewelry and any valuable belongings be left at home. The school will not assume responsibility for lost or damaged items. Laser pointers are not permitted at school. These items will be confiscated and returned to the owner at the teacher's discretion.

Refer to the Personal Electronic Device Policy.

### **Lockers**

École St. Malo School provides lockers for the convenience of students from grades 1 to 8. Students are not to change lockers once they have assumed responsibility for the condition of the locker, and for its contents. We recommend that they do not keep valuables and money in their locker. Students are assigned individual lockers and are responsible for it and its contents.

School lockers may be subject to inspection (as per Public Schools Act). Searches will be conducted where the administration has reason to believe that school rules have been broken. **Combination locks are available for students at an affordable cost.**

### **Lost and Damaged Materials**

Parents and students are reminded that damaged, lost or stolen school property requires reimbursement.

### **Lost and Found Items**

During the school year, many students misplace or forget a variety of items including shirts, pants, sweat pants, socks, mittens, boots, sweaters, etc. These items are stored in our "Lost & Found" box until it is full. At regular intervals, we donate the contents, as we do not have storage facilities.

### **Bicycles**

The school is unable to accept any responsibility for the safety of bicycles brought to school. Please review these bicycle safety recommendations with your child. Students should;

- Wear a helmet
- Provide adequate training in proper bicycle riding
- Ride single
- Respect all traffic rules
- Upon leaving, walk bicycle to perimeter of school grounds
- Station your bicycle in the bicycle rack provided

The playground is an area designated for sports and activities other than cycling.

### **Parents Reporting to the Office**

All visitors, volunteers, and parents coming in to spend time in the building will report to the office to sign in. Anyone wandering around the school will be asked by any staff member to report to the office. Please do not pick up your child at the south entrance of the school. Please communicate with the school for pick up rather than texting your child directly. We would rather get the call from parents than from students. It's all about safety.

### **Volunteers**

Parents & grandparents are always welcome at the school. If you have some time to contribute, we can always use the help. Please contact the school at 347-5255 if you wish to become a parent volunteer or you may talk directly with the classroom teacher. All volunteers must sign in at the office and sign a confidentiality form. A copy of the Criminal Check and Child Abuse Registry documentation may be required.

### **Information on school activities and calendar events:**

Calendars and school events are posted on our school website: [www.ecolestmalo.net](http://www.ecolestmalo.net). Stay informed! The Newsflash messages can be sent to your email or phone. You have a question or a concern, you can email your child's teacher or call the school.

### **Concerns? Call the Teacher First.**

At one time or another, we have all experienced a misunderstanding with someone. Did she say this? What did he mean by that? What happened? I am feeling frustrated. Please call us if you need clarification. Please discourage your child to text you during the school day when your child faces a conflict at school, teachers are in a better and more immediate position to help your child deal with what is going on in school.

How should you handle a misunderstanding with your child's school?

**Social Media** (Facebook, Twitter, email, texting, etc..) is **NOT** the place to vent, to complain, to criticize, to make excuses or to blame. Please remember to respect your child's dignity and respect the individuals who work daily with your child. As teachers, we prefer partners in education and have trusting dialogues. Social media can affect you and your child's reputation and have long term effects beyond the school environment. We expect parents to be models for their children when using social media

### **Communication is the key!**

First, contact the school and request to speak to the teacher involved. (If you call when the teacher is in class, the secretary will take a message and the teacher will call you back as soon as possible. Be sure to leave the phone numbers where you can be reached during the day as well as in the evening.)

Explain your concerns to the teacher. Try to remain calm and collected, as most issues can be resolved with greater ease if both parties remain cool-headed and polite. Be sure when stating your concern to focus on the issue. Phrases such as, "I heard that this was said" or "I understand that this is what happened" or "Could you tell me about "or "what happened" are good ways to start the dialogue.

Many misunderstandings can be worked out by talking to the teacher. However, if by chance the matter is still not resolved to your satisfaction, you should tell the teacher you will contact the school administration and then contact the school principal.

The Principal, in conjunction with the teacher or other staff member will work towards resolving your concern. This may be done through a phone call or a meeting at the school.

Should the matter still unresolved at this point, you may contact the Assistant Superintendent responsible for that school. (Either ask the Principal for the Assistant-Superintendent's name or phone the school board office.)

If the matter remains unresolved at this point, you may then contact the superintendent. Should the matter still remains unresolved, you may make an appeal to the board of trustees for a final decision.

At all stages from teacher to the Board of Trustees, you are requested to tell each level that you are not satisfied and are going up to the next level.

On the other hand, if teachers and/or other staff members have done something which you applaud, why not phone them or write them a note or even send a letter to the principal!

**PARENTS AND EDUCATORS  
PARTNERS IN EDUCATION!**