

We value frequent and regular communication with our families and community. Email can be a quick and convenient way to reach us, but it's not always the best because we encourage our staff to disconnect from work when they're off to rest and recharge. Here are some guidelines on how best to communicate with our schools and staff:

- If something is urgent or an emergency, call the school or school board office.
- Usually, you can expect to get an email back from school staff in 2-3 days, except during school holidays. If it's urgent, call the school. Staff who work with students are often unable to check their email during school hours and we encourage them to disconnect in evenings and on weekends.
- Use email for things that aren't super important. For example, don't email the classroom teacher if your child is not to go home on the bus that day. Instead, call the school to make sure they get your message.
- If you want to talk about your child's grades, learning, or behavior, it's better to call or set up a meeting with their teacher. You can email the teacher to find a time to talk.
- Confidential matters are best discussed by phone or by meeting in person.
- Please keep all communications respectful and courteous. If an email is aggressive, offensive, threatening, intimidatory, disrespectful or contains profanity, it will be forwarded to the school principal or the person's supervisor.
- If you're emailing about a concern or issue, talk to your child's teacher first. Try to solve the problem together before moving to the next step of contacting the principal or vice-principal.