

To build a positive relationship with your school . . .

- Meet the staff early in the school year
- Be informed about your child's class and school activities
- Send a note or make a call to recognize a job well done
- Be involved in your school's PAC
- Be willing to listen and learn
- Remember that both you and school staff are interested in your child's success



Abbotsford School District Administration

Visit us at: www.sd34.bc.ca

Phone: 604.859.4891

Kevin Godden - Superintendent of Schools

Gino Bondi - Assistant Superintendent

Angus MacKay - Assistant Superintendent

Carla Danielsson - Assistant Superintendent

Ray Velestuk - Secretary-Treasurer

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Term: December 2014 to December 2018

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Or leave a message for any Trustee at 604.859.4891, ext.1241

Abbotsford District Parent Advisory Council

Email (Attention: DPAC Chair)

dpac.sd34@gmail.com

Abbotsford District Teachers' Association

Phone: 604.854.1946

Email: adta34@shaw.ca



Communication with your school



Information for parents and staff
Partners in Learning



Problems and concerns can be resolved through communication

Suggestions for staff

- At the start of the school year, inform parents how best to communicate with you; e.g. making appointments, use of school planners, time of day, email address
- Provide a copy of this brochure to the individual
- Discuss with the parent how and when the concern will be explored
- Provide a timeline. (“I will get back to you today / in a week / on . . .”)
- Bring closure. A parent should be informed whether or not further action will be taken

Suggestions for Parents

Start with the **person** whose action has given rise to the concerns or problem. This is the person who can best address your concern.

Step 1

If you need further assistance with your concern, your school’s **principal/vice-principal** is there to help.

Step 2

If you feel your concerns are not resolved, contact an **Assistant Superintendent** at 604.859.4891, ext. 1233.

Step 3

If a decision of a District administrator significantly affects the **education, health or safety of a student**, the students and/or parent may appeal in writing to the Board of Education.

Step 4

Note: If a concern is not addressed in a timely manner, or if the parent/guardian is not satisfied with the handling of the concern, the parent/guardian may proceed to the next step.

Help with this process is available by calling the BCCPAC at 1.888.351.9834 or Email (Attention: DPAC Chair) dpac.sd34@gmail.com

Tips for Parents and Staff

1. Set-up an appointment so that concerns can be heard without distractions.
2. Everyone should be informed, in advance, of who will attend a meeting.
3. Be specific about the concern. Making notes may help clarify your thoughts.
4. Keep focused on what is best for the student. Both parents and staff are interested in the child’s success.
5. Stay calm and be polite. Listen to everyone. Try to see the issue from the other person’s perspective.
6. Be prepared to explore various solutions.
7. Confidentiality is important.
8. Keep a record of actions taken.
9. Give the process a chance to address the concern at each step before proceeding to the next step.
10. Confirm that everyone understands the decision reached and any timeline involved.

This document is a collaborative project of the District Parent Advisory Council, Abbotsford District Teachers’ Association, and the Abbotsford School District.