

Wellington-Napoleon R-IX School District

Guidelines For Parent Communication

The purpose of this document is to serve as a general guide for ensuring effective communication from parents to teachers, staff, and administrators. Communication refers to both the sending and receiving of information, such as email and notes, and verbal communication 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 teacher/staff observations and perspectives
- Enter the conversation with an open mind and assume a share 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

Time to Respond to Communications

- Teachers will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses.
- Teachers and staff may need some time to collect needed information before responding.
- **District guidelines state that teachers and staff need to respond within 24 hours of receiving the communication from the parent. Often times, in the age of instant messaging, social media, etc. we all expect instant responses. However, by allowing teachers time to respond, you are allowing them to keep the student's instructional time as the top priority, and it allows the teachers to respond, before or after school, or on their plan time.**

Whom To Contact

- Most communications of the classroom should be first directed to the teacher of your child.
- The building administrator will direct the conversation toward the classroom teacher, if the administrator is contacted without contacting the teacher.
- The administrator will only intervene if the concern or problem cannot be handled between the parent and staff member.

Also, just a reminder, that supervision is provided starting at 7:30am every morning and students should not arrive before that time.