

Guidelines for Positive Communication



Dear Parents and Caregivers,

In the Okanagan Similkameen School District, we want schools to be safe, supportive, and welcoming places for students to learn and for staff to work. A key part of creating this environment is how we communicate and work together as a community.

We deeply value the partnership between home and school and ask for your support in the following areas:

Communication

- Please follow our process when concerns arise: Begin by making an appointment to speak with your child's teacher, and if more follow-up is needed, contact the school administration. Additional information can be found in Board Policy [F-10 Dispute Resolution Policy](#)
 - Use respectful language in all communication, whether in person, on the phone, or through email.
 - Please understand that responses may not always be immediate. Staff will do their best to communicate with you as soon as possible.
- Clarify your child's perspective with staff to better understand the full picture, and work toward calm, reasonable solutions.
- Avoid using social media to air complaints. It does not resolve concerns and often makes situations harder for everyone involved.

Partnership

- Support your child's regular attendance at school and reach out if you need help with this.
- Work with staff to find solutions when issues come up.
- Review and discuss the Student Code of Conduct with your child so they understand expectations.

Conduct

- When visiting the school, please remain calm and respectful. Swearing, inappropriate language, threats, or verbal abuse are not acceptable.

School Culture

- Please join us in treating all members of our school community with dignity and respect. This includes respecting diversity in identity, race, culture, beliefs, family status, abilities, gender, and age, as outlined by the BC Human Rights Code.

Together, we can build a school environment where all students and adults feel safe, respected, and supported in their learning. Thank you for your partnership in this important work.

Warm regards,

Marcus Toneatto
Superintendent of Schools
Okanagan Similkameen School District No. 53

