



Communication Guidelines

Parent participation is an integral component of Spark's vision and essential to the success of its educational program. The school was created by the dedicated volunteer efforts of parents and community members. Family participation gives the opportunity to all families to contribute to Spark's success on campus.

It is essential that all parents and other visitors to our campus, school events and/or field trips adhere to the expected communications guidelines as set forth below:

Communication and interaction with staff, other parents and students

Parents/guardians, volunteers, community members or other visitors are expected to:

- Interact civilly with staff, students and other parents at all times. Abusive language, raising your voice, insulting or violent behavior to anyone on School grounds or at any School-related event, is not appropriate.
- Facilitate a civil and professional exchange of ideas by ensuring all written and online communication is courteous and respectful.
- Refrain from actions and behavior that constitutes bullying, harassment, discrimination or vilification.
- Refrain from smoking or possessing alcohol on school grounds, or attending any school events if affected by alcohol or other intoxicant.
- Refrain from disruptive behavior on campus or during school activities/field trips that interfere with the overall operations of the school or event/field trip. This may include:
 - Not showing proper care and regard for School property the property of others and Occupational Health and Safety considerations.
 - Refusal to comply with any reasonable order of a Spark staff member attempting to perform his/her duties.

- Arrange any visit to observe a student in the classroom while school is in session with the classroom teacher(s) at least 24 hours in advance. To ensure that class disruption is kept to a minimum, observation periods will be limited to 30 minutes.
- Set an appointment time before or after school if they need to meet with a teacher or staff member. Please do not expect to meet with teachers or staff absent an appointment.
- Refrain from loitering on school grounds absent an appointment.

In the event a parent/guardian, volunteer, community member or other visitor is unable to follow Spark's Communication Guidelines, in person, during a phone call, or via email, a Spark staff member may take one of the following actions:

- Request that the parent cease their inappropriate communication in order to allow the communication to proceed.
- Inform the parent that unless the inappropriate communication ceases, the staff member may put an end to the phone call, meeting or discussion.
- Request another staff member be present for the remainder of the meeting, if deemed necessary to proceed with such.

In addition, depending on the nature of the situation, the Principal or designee may:

- Ban the parent/guardian, volunteer, community member or other visitor from entry to School grounds or from attending co-curricular activities or other events.
- Direct that parent/guardian, volunteer, community member or other visitor may only communicate with members of staff through a nominated School representative.
- Involve other authorities.

Spark has also adopted a Visitor/Volunteer Policy that provides more information about these processes, as well as complaint procedures. A copy of these policies and procedures is available upon request.

If a parent/guardian, volunteer, community member or other visitor has a concern they believe has not been addressed, he or she can make an appointment with the Principal to discuss.