

To build a positive relationship with your school...

Be Involved

- Meet the staff early in the school year
- Support and work with your child's teacher(s)
- Attend school events and activities
- Be involved in your school's PAC
- Support your child's learning at home
- Stay informed of your child's progress at school

Communicate

- Remember that both you and school staff are interested in your child's success
- Be willing to listen and learn
- Take opportunities to get to know the people who work with your child
- Ask your child about their school day
- Keep the school informed about issues that may affect your child; don't wait for a small problem to become a large concern
- See what social media options are available to keep up-to-date on school activities



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Assistant Superintendent, Secondary

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2018 - 2022 Board of Education

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Communicating With Your School

Problems and concerns can be resolved through communication

Suggestions for Staff

Establish Communication Preferences.

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.

Develop Communication Timelines.

Discuss with the parent how and when the concern will be explored and provide a timeline. ("I will get back to you today / in a week / on...")

Close the Loop.

Bring closure and provide the parent with a conclusion. A parent should be informed whether or not further action will be taken.

Suggestions for Parents

Start with the concern.

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

Talk to the Principal / Vice-Principal.

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

Contact the Assistant Superintendent.

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

Write to the Board of Education.

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.

Resolving An Issue

Education is shared between the home and the school, and good communication is an excellent starting point for resolving an issue.



Make an Appointment.

This ensures concerns can be heard without distractions. Everyone should be informed, in advance, of who will attend a meeting.



Be Specific.

Communicate clearly about the concern. Making notes may help clarify your thoughts. Keep focused on what is best for the student. Both parents and staff are interested in the child's success.



Be Respectful.

Stay calm and be polite. Listen to everyone. Try to see the issue from the other person's perspective. Be prepared to explore various solutions. Confidentiality is important.



Be Patient.

Give the process a chance to address the concern at each step before proceeding to the next step. Keep a record of actions taken.



Be Transparent.

Confirm that everyone understands the decision reached and any timeline involved.

Note for Parents: 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.



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