

## **STAFF COMMUNICATIONS PROTOCOL**

### **BACKGROUND:**

If a Division employee has a concern about a school or division matter it is, essential they follow the appropriate communications chain to address the matter.

### **STEP 1: TALK TO YOUR PRINCIPAL/SUPERVISOR**

The supervisor can answer questions and provide necessary information for the employee. If the issue is a conflict with another staff member the employee must follow the guidelines as set out by the either the ATA or CUPE Collective Agreements. If the issue is outside the realm of a collective agreement, Administrative Procedure 401 Appendix A will direct the process.

### **STEP 2: CONTACT GYPSD HUMAN RESOURCES**

If a resolution or questions have not been answered, contact Human Resources. Human Resources will ask whether you have already spoken directly to the school principal or supervisor. Human Resources Department provides advice and mediation to support schools, parents, community members and other educational partners.

### **STEP 3: CONTACT THE OFFICE OF THE SUPERINTENDENT OF SCHOOLS**

If you feel the issue still has not been solved, you can contact the Office of the Superintendent.

### **ADDITIONAL INFORMATION**

#### **EDUCATION SERVICES CENTRE**

The Education Services Centre provide advice, mediation, coaching, training and proactive planning to support schools, parents, community members and other educational partners. Anyone can call the Education Services Centre to get information on access to education, best practices for working with students with low attendance, field trips, health issues, lunchroom fees, and pre-enrolment and registration. This department also helps interpret legislation, Division policies, regulations and procedures, and provides information on programming for students with special education needs.

#### **SUPERINTENDENT'S OFFICE**

The Superintendent provides advice and support to the Board of Trustees and ensures board policy is implemented effectively. The Superintendent is supported in this work by the staff in the Superintendent's Office, which is made up of the Superintendent, Deputy and Assistant Superintendents of Schools, Directors, and the Education Services Support Team Consultants.

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