



## Communications 2023-2024

**Campuses**  
Burbank  
Los Feliz  
Pasadena  
West Valley

Before sending an email to ask a question, please remember to read Mosaïque. Likely, the answer you're looking for is there!

The guidelines for communication serve as a general guide for ensuring effective communication from parents to teachers, staff, and administrators. Communication refers to sending and receiving information, such as email and notes, and verbal communications, such as telephone conversations and face-to-face meetings. 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, do not demand
- Be ready not just to provide information but to listen to teacher / staff observations and perspectives.
- Enter the exchange with an open mind and assume a shared best interest for your child.
- Be prepared to work collaboratively to solve problems
- We strongly encourage face-to-face communication. E-mail is great for making arrangements and hurtful for making conversations.

### **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.

### **Whom to Contact:**

- Most classroom/playground concerns communications should be directed first to your child's teacher.
- If you have an issue with a particular staff member, first address those concerns directly with that staff member.
- If you have discussed this with your child's teacher and the issue has not been addressed satisfactorily, please contact the school secretary to schedule a time to speak with a school administrator.



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- An issue with another parent, talk to each other. The school is not responsible for parents' behavior outside of the school.
- Please recognize that it is both the policy and the value of our school that we operate with openness, collaboration, and the shared best interest of every student.

### **Student Messages:**

Please clarify arrangements with your child about after-school plans before school to avoid confusion later in the day. A written note in his/her backpack or lunchbox can be a helpful reminder during the day. If you have an unavoidable last-minute change in plans, please call the office, and they will attempt to deliver your message to your student. Please note, however, that the office cannot always get messages to children before they leave, so please do not rely on this for regular communication.

### **Coffee Hour with the Campus Director:**

Coffee Hour with the Campus Director meetings allows for parents / guardians to ask questions, share ideas, or engage in informal conversations with building leadership. These meetings will have no formal agenda and be held outdoors or indoors (depending on weather).

### **Do's and Don'ts when communicating with your school:**

- Keep in mind that we are all here for the same goal: the well-being of your child
- Be patient when teachers don't reply instantly.
- Don't bombard the school with emails.
- Don't forget that the parking lot is not the right place to have a Parent-teacher conference. Plan a meeting.
- Do make sure you don't scapegoat or gossip. Passing along bad information hurts teachers, the community, and the children.
- Don't contact another family regarding an incident with your child and another one. The school will contact them.