

## **300.2 - PSII Communication Policy**

### **Learningstorm Education Society 2018**

PSII will adhere to the following protocols in its communication to parents and students as well as communication among staff members:

1. Communicate in a positive, professional, and supportive manner
2. In cases where communication reveals frustration or conflict, then the PSII staff person involved is advised to include administration in the communication.
3. The school's preference for communication with parents is first email or text (depending on preference), then phone/Zoom. These two main methods are supplemented by a functioning website, active social media (Twitter, Facebook, Instagram).
4. The school's preference for remote 2-way communication with learners is via the school's portfolio announcement system. Sometimes this is supplemented with the use of the messaging service within Trello, or with Discord for those who have indicated it as a preference.
5. All PSII staff members are responsible for managing their own email in an organized
6. A 24-hour turnaround in all communication is expected, with the exception of weekends and holidays.
7. PSII teachers, staff, parents and students should avoid the use of urgent markers in email (Importance: High!) unless the issue is truly urgent or time sensitive.

fashion within their school-provided email account.

8. Parents are informed each year that urgent information will be sent via email sometimes and that email addresses must be up-to-date and must be monitored regularly.
9. Updates made to the website automatically notify parents via email once they have subscribed to those website updates.
10. All learners at PSII are issued a laptop computer and taught to set it up so that it can be used for communication. They are also all added to a learner portal system where they can access their portfolio, the announcements section of the portfolio, their Trello board, and their various online resource sign-in pages (e.g. Ebscohost).