

Communication Protocol

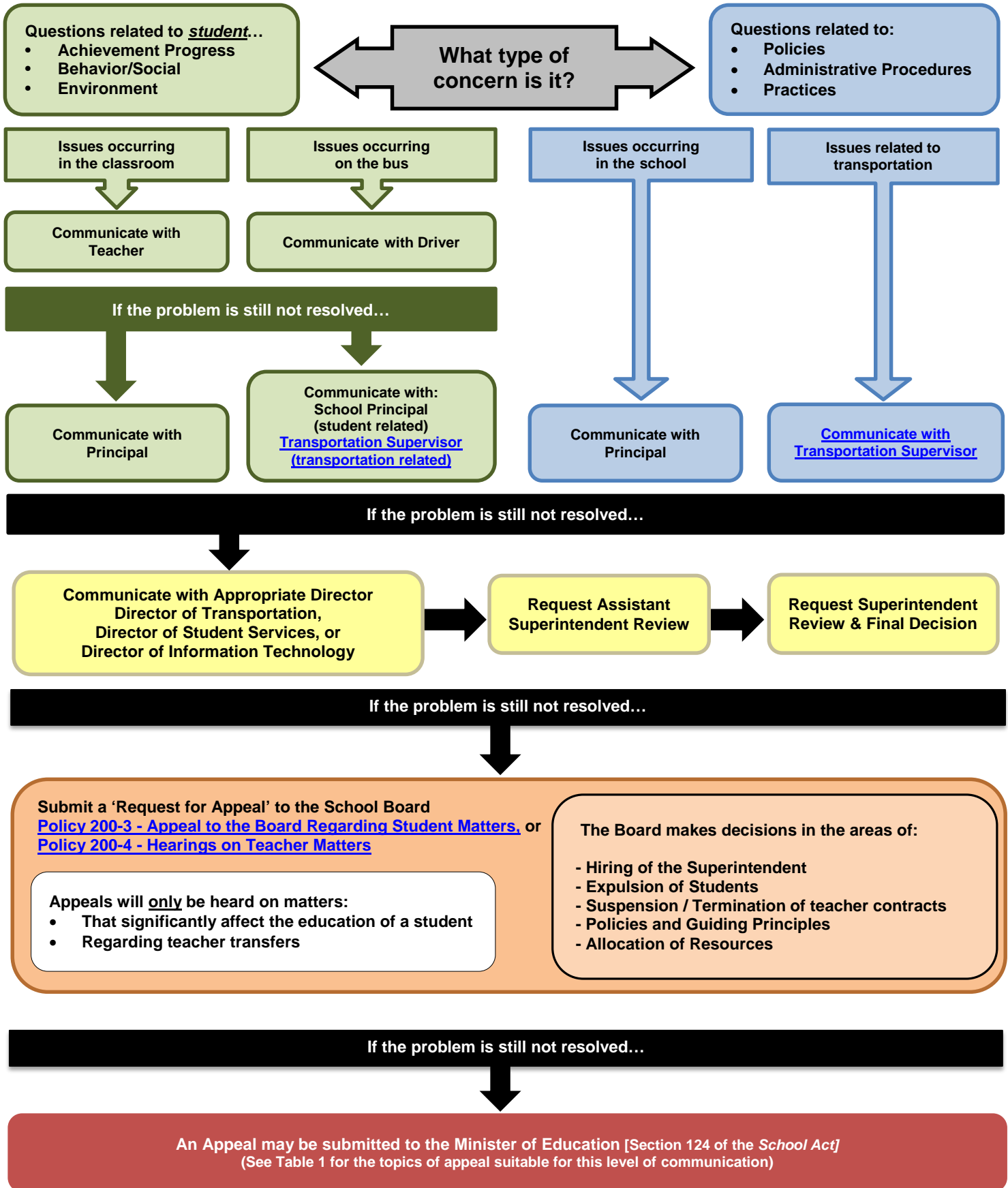


Table 1: Items for Appeal to the Minister
S. 124 of the *School Act*

- Placement of a student in a special education program
- Right to instruction in French (Section 23)
- Home Education Program
- Expulsion of a Student
- Amount and payment of fees or costs
- Access to, or the accuracy or completeness of student records
- Amount of fees payable by a Board to another Board
- Which Board has responsibility for a student

Table 2: Communication Protocol

Decisions made at any administrative level are subject to review to the next level of administration if the matter significantly affects the education or safety of the student.

The levels for communication regarding **student** matters shall be:

- a. Teacher
- b. School Principal
- c. Director
 - i. Director of Facilities and Transportation, 780-674-8510
 - ii. Director of Student Services, 780-674-8506
 - iii. Director of Information Technology Services, 780-674-8515
- d. Assistant Superintendent of Education Services, 780-674-8505
- e. Superintendent, 780-674-8525
- f. Board per [Policy 200-3 Appeals to the Board Regarding Student Matters](#) if the matter significantly affects the education of the student

The levels for communication regarding **student transportation** matters shall be:

- a. Bus Driver
- b. Transportation Supervisor, 780-674-8510 (transportation issues) or School Principal (student issues)
- c. Director of Facilities & Transportation, 780-674-8510 (transportation issues) or Director of Student Services, 780-674-8506 (student issues)
- d. Assistant Superintendent of Employee Services, 780-674-8507 (transportation issues) or Assistant Superintendent of Education Services 780-674-8505 (student issues)
- e. Superintendent, 780-674-8525
- f. Board per [Policy 200-3 Appeals to the Board Regarding Student Matters](#) if the matter significantly affects the education of the student

Questions related to Policy, Administrative Procedures or Process

The levels of review regarding **specific school procedures** shall be:

- a. Principal
- b. Director
 - i. Director of Facilities and Transportation, 780-674-8510
 - ii. Director of Student Services, 780-674-8506
 - iii. Director of Information Technology Services, 780-674-8515
- c. Assistant Superintendent
 - i. Assistant Superintendent of Education Services, 780-674-8505
 - ii. Assistant Superintendent of Employee Services and Facilities & Transportation, 780-674-8507
- d. Superintendent, 780-674-8525

The levels of review regarding **Pembina Hills' Policy and Guiding Principles** shall be:

- a. Board of Trustees

The levels of review regarding **Pembina Hills' Administrative Procedures or process** matters shall be:

- a. Director



- i. Director of Facilities and Transportation, 780-674-8510
- ii. Director of Student Services, 780-674-8506
- iii. Director of Information Technology Services, 780-674-8515
- b. Secretary Treasurer, 780-674-8504 or Assistant Superintendent
 - i. Assistant Superintendent of Education Services, 780-674-8505
 - ii. Assistant Superintendent of Employee Services and Facilities & Transportation, 780-674-8507
- c. Superintendent, 780-674-8525

Concerns of Discrimination and Harassment: Respectful Working and Learning Environments:

[Policy 200-20 Discrimination and Harassment: Respectful Working and Learning Environments](#)

[Administrative Procedure 20-03 Parent Inquiries](#)

[Administrative Procedure 20-20 Discrimination and Harassment](#)

The process for review of questions related to staff matters are found in the following:

Teaching Matters:

Pembina Hills' Policies and Administrative Procedures

ATA Collective Agreement

ATA Professional Conduct

Non-Union Support Staff Matters:

Pembina Hills' Policies and Administrative Procedures

Non-Union Staff Employment Conditions Handbook

CUPE Matters:

Pembina Hills' Policies and Administrative Procedures

CUPE Collective Agreement