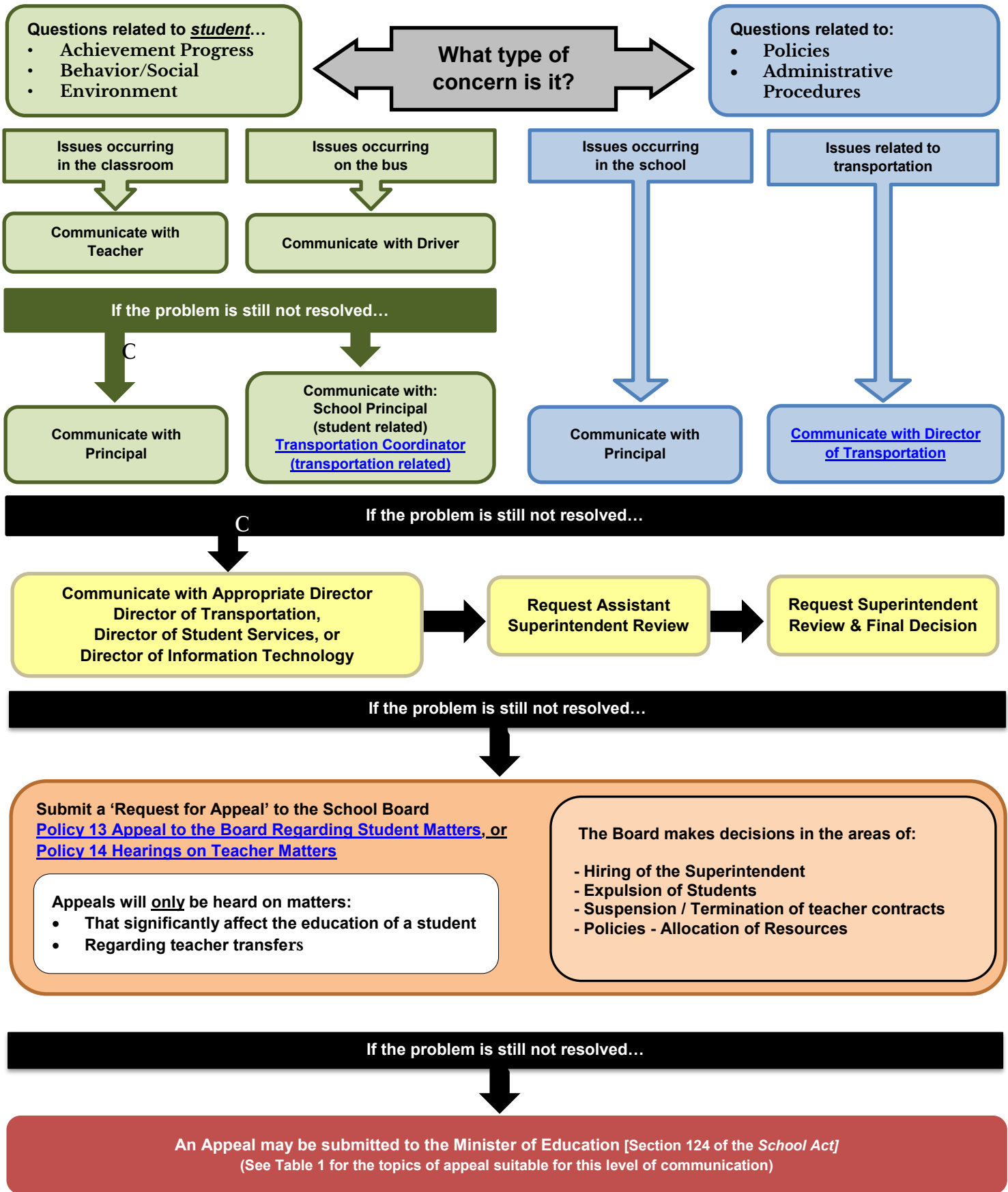


The Board is committed to fostering good communication practices between employees, students, parents and guardians. Recognizing that differences in understanding, interpretation and opinion may occur in interactions with one another the Division Communication Protocol is to be used as a first point of contact for concerns. To address an issue, the individual with the concern should follow the levels set out in the Communication Protocol.

*Please scroll down to view the Communication Protocol in chart or written format...*

# 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 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 13 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. Director of Transportation 780-674-8510 (transportation issues) or School Principal (student issues)
- c. Director of Student Services 780-674-8506 (student issues)
- d. Assistant Superintendent of Facilities 674-8507 (transportation issues) or Assistant Superintendent of Education Services 780-674-8505 (student issues)
- e. Superintendent 780-674-8525
- f. Board per [Policy 13 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 Transportation 780-674-8510
  - ii. Director of Student Services 780-674-8506
  - iii. Director of Information Technology Services 780-674-8515
- c. Assistant Superintendent/Secretary Treasurer
  - i. Assistant Superintendent of Education Services, 780-674-8505
  - ii. Assistant Superintendent of Human Resources and Transportation 780-674-8507
- d. Superintendent 780-674-8525

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

- a. Board

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

- a. Director
  - i. Director of Transportation 780-674-8510
  - ii. Director of Facilities 780-674-8510
  - iii. Director of Student Services 780-674-8506
  - iv. Director of Information Technology Services 780-674-8515

- b. Assistant Superintendent
  - i. Assistant Superintendent of Education Services 780-674-8505 (student)
  - ii. Assistant Superintendent of Human Resources and Transportation 780-674-8507
- c. Superintendent 780-674-8525

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

[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