



Peterborough Victoria
Northumberland and Clarington
Catholic District School Board

BOARD POLICY

Policy Section

**PUBLIC RELATIONS AND
COMMUNICATIONS**

Policy Number

705

TITLE OF POLICY

SUPPORTING COMMUNITY CONCERNS

Date Approved: December 15, 2015

Projected Review Date: December, 2019

Policy Statement

The Peterborough Victoria Northumberland and Clarington Catholic District School Board is committed to building strong relationships with staff, parents, trustees, parishes and the larger community. Strong relationships and meaningful dialogue are essential to: improving student achievement and well-being, providing excellence in educational programs, ensuring effective stewardship of resources and enhancing confidence in publicly funded Catholic education.

Questions or concerns from parent(s)/guardian(s) or the community, shall be dealt with at the level closest to the issue in a fair, respectful and effective manner that reflects the board's vision and strategic priorities.

Purpose

The **Supporting Community Concerns** policy formalizes the process for addressing concerns and questions that are within the jurisdiction of the Board.

There are certain matters that trustees and staff members are unable to discuss. These include, but are not limited to, personal information, disciplinary measures concerning students, property matters, legal matters, negotiations and personnel matters, such as staff performance concerns.

Alignment with Multi-Year Strategic Plan (MYSP)

The **Supporting Community Concerns** aligns with the board's vision of Achieving Excellence in Catholic Education through Learning, Leadership and Service. It supports our Strategic Priorities and most especially it helps to: Ensure our structures, processes, relationships, and actions reflect our Gospel and Catholic Social Teachings.

Responsibilities

The Board of Trustees is responsible for:

- reviewing and considering for approval the **Supporting Community Concerns Policy** recommended for consideration by the Policy Development Committee
- understanding and communicating with members of the community the **Supporting Community Concerns Policy** and the protocol
- assigning responsibility to the Director of Education for operationalizing and managing the policy
- monitoring and holding the Director of Education accountable respecting the implementation and operational details of the policy
- providing community members with information to address the concern and direction as to which staff member to contact
- advocating actively for students, their learning and well-being in the boards work with the community and municipalities and the province.

The Director of Education is responsible for:

- providing leadership regarding implementation and operational details in the **Supporting Community Concerns Policy**
- participating as needed to discuss the concerns
- communicating the outcome(s) of concerns raised with the local trustee(s)
- apprising the Chair of the Board of any local concerns that may have system wide implications or may require a system response or Board motion.

The Superintendents are responsible for:

- providing leadership and supports for Principals/Vice-Principals, Managers, Executive/Administrative Assistants and all departmental staff in their knowledge, understanding, and implementation of the **Supporting Community Concerns Policy**
- supporting staff members, students and parent(s)/guardian(s) during the process
- explore options that have not been considered by staff members
- apprising the Director of education of any local concerns that may have system wide implications or may require a system response or Board motion.

Managers are responsible for:

- providing leadership, management and support for the members of their department in their knowledge, understanding, and implementation of the Supporting Community Concerns
- adhering to the accompanying **Addressing Public Concerns Protocol**.

Principals/Vice-Principals are responsible for:

- providing leadership and support for the members of their school communities in the knowledge, understanding, and the implementation of the **Supporting Community Concerns Policy** and the accompanying protocol for addressing public concerns and questions
- supporting staff members and members of the community during the process
- engaging in dialogue with members of the community who have concerns or questions about school matters
- ensuring that personal details concerning students or staff members are not discussed with members of the community.

Staff are responsible for:

- implementing the **Supporting Community Concerns Policy**
- adhering to the accompanying **Addressing Concerns and Questions Protocol**
- engaging in dialogue with community members about school or department concerns, as required.

Members of the community are responsible for:

- adhering to the **Supporting Community Concerns Policy** and the **Addressing Concerns Protocol**
- **engaging in respectful discussions and constructive dialogue**
- notifying staff member(s) if they plan to bring a representative to any meeting.

Catholic School Councils are responsible for:

- understanding their roles and responsibilities in accordance with the Catholic School Councils Policy
- immediately referring any concern that falls under **the Supporting Community Concerns** policy to the school principal.

Representatives accompanying community members are responsible for:

- attending meetings with members of the community
- understanding that any costs associated with participation in meetings are the sole responsibility of the community member; and
- ensuring that all information discussed at the meeting remains confidential.

Progress Indicators

- Increased awareness and understanding of the Supporting Community Concerns Policy and the Addressing Public Concerns and Questions Protocol.

- Strategic Plan Surveys continue to affirm that ‘our structures, processes, relationships, and actions reflect our Gospel and Catholic Social Teachings.

- Strategic Plan Surveys indicate that concerns and questions of the PVNC and larger community are addressed in a fair, respectful and effective manner that reflects the board’s vision and strategic priorities.

Definitions**References**

Strategic Plan 2014-2017