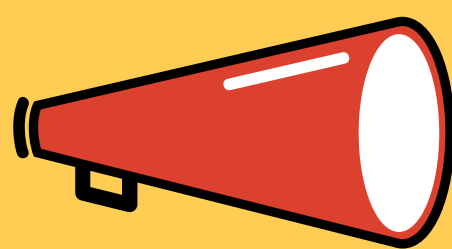


HERITAGE HEIGHTS COMMUNICATION

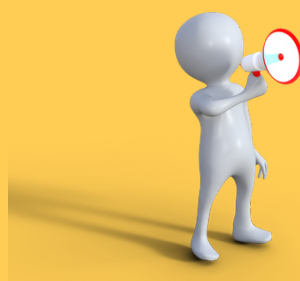


We are committed to open, two-way communication at Heritage Heights. When sharing ANY information, our communication practices must be aligned with FSD policies, Human Rights legislation and the Freedom of Information and Protection of Privacy Act (FOIP).

OUR COMMITMENT TO PARENTS:

1 PRIMARY COMMUNICATION

Our primary communication will be EMAIL or PHONE.



2 COMMUNICATION HOURS & PROCEDURES

We will endeavor to reply to messages within our school day and within 24 hours. Communication will NOT get in the way of instructional hours/teaching time. Generally there will not be evening, weekend or holiday communication. Please email or phone at any time you have a concern.



3 CLASSROOM NEWSLETTERS

Each month, a classroom newsletter will come home from your child's teacher. Classroom newsletters will contain curriculum updates and important messages and dates. The goal of newsletters is to share and celebrate our learning. Teachers will also communicate via email and agenda books.



4 OFFICE NEWSLETTER

Office newsletters will go home once a month via email. The office newsletter will contain a message from administration as well as school-wide information and updates. The newsletter will also include community updates (i.e. Alberta Health Services, School Council, Foothills School Division, etc.)

5 REMIND

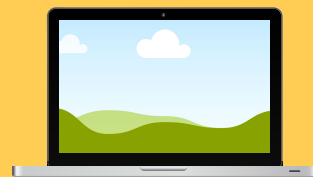
Parents can sign up to receive school-wide notices through Remind (text message app). Some teachers and athletic coaches will also use Remind as another method of communication.



6 SCHOOL WEBSITE

Please check our Heritage Heights website regularly for all up-to-date messages and dates.

Link: <https://heritageheights.fsd38.ab.ca/>



7 PROFESSIONAL BOUNDARIES

Teachers at Heritage Heights and in Foothills School Division maintain professional boundaries and thus, will not text parents or take calls to private/personal numbers. The only exception will be medical issues or emergencies.

8 CODE OF CONDUCT

As per our Heritage Heights Code of Conduct, we will reply to ALL issues, questions or concerns brought forward by parents. When we know of a concern, we can often find solutions and resolutions quickly, and we can work collaboratively to help solve any problems.



HERITAGE HEIGHTS COMMUNICATION

As part of our Communication strategy at Heritage Heights, we ask that our parents do their best to stay involved and collaborate with us by committing to the following:

A PARENT'S RESPONSIBILITY:



1 READ NEWSLETTERS, FORMS, AGENDA BOOKS & WEBSITE

Please stay informed by reading and/or signing your child's newsletter, forms sent home, and agenda book messages.

Please note that you will receive newsletters the last week of each month in preparation for the upcoming month at school. Feel free to check the website regularly for up-to-date information and dates. Link: <https://heritageheights.fsd38.ab.ca/>

2 ENSURE CORRECT CONTACT INFORMATION

Please ensure the school has correct email addresses on file as this is our primary method of communication. If you would like information going home to both parents, please include those email addresses/phone numbers of those you would like to receive the information. If you have any changes to your primary residence, emails, or phone numbers, please contact the office ASAP.



3 CONTACT TEACHER ASAP WITH CONCERNS

In order to address issues in a timely manner, we ask that parents email or phone teachers with questions or concerns. Please do not text or use Remind app. You can expect an initial reply within 24 hours.

4 UNDERSTAND PURPOSE OF EMAILS

Emails will often cover general information and topics. In an effort to promote leadership and responsibility, students in Division II and III will sometimes be asked to record key dates or deadlines.



5 JOIN US FOR PARENT MEETINGS

At any time, parents or teachers may request a face-to-face meeting to discuss a concern about your child's learning. Formal conference times are in October (PT interviews) and February (Student-Led Conferences). Please attend with your child.



6 PHONE CALLS & TEXT MESSAGES

We ask that you call the MAIN OFFICE LINE for urgent information (403-938-1400). As teachers spend the majority of the day in front of students, they may not check emails or voicemails by the end of the school day. Please do NOT text your child during the day. If you require a message to be delivered, please phone the office.

hello

7 BE AWARE OF COMMUNICATION PROCEDURES

Please read HHTS communication policies and contact teachers directly with any concerns. Please note that respectful communication is expected from all parties. Be aware of communication hours and office hours.



8 AVOID DROP-INS

Our priority during the day is instructional hours and teaching time. Please refrain from walking into a classroom and expecting to have a conversation with teachers in the morning or throughout the day. We ask that you please email or call to set up a formal appointment with your child's teacher to discuss any concerns. Thank you!