



PARENT/GUARDIAN OR CAREGIVER SUPPORT

Legal References: *Education Act*

Related References: *Board Policy G100 – Governance Policy – Foundations*
Board Policy G200 – Governance Policy - Roles and Responsibilities
Administrative Procedure 1410 – Parent Support
Standards of Behaviour for the School Community (JHSC, 2014)

Effective Date: *September 25, 2006*

Revisions: *March 6, 2017, May 14, 2018*

Reviewed:

1. Family Communication with Schools

- 1.1 The Waterloo Region District School Board recognizes that, from time to time, parents/guardians or caregivers (hereafter referred to as “parents”) of students may need support in order that they can adequately address their child’s interests. This support may be necessary while parents are attending meetings with staff employed by the Waterloo Region District School Board (WRDSB) at schools, in community spaces, or at the Education Centre. Parents have the right to have a representative of their choosing in attendance at meetings with staff, subject to this policy and the provisions established in the related procedures. Administrative Procedure 1410 - Parent Support, contains steps to guide parents if they have a concern about a school matter. All participants are expected to treat one another with dignity and respect at all times, especially when there is a disagreement.
- 1.2 Parents may contact trustees at any time. Trustees will facilitate the communication process between the parent and the appropriate staff member. Trustees shall direct the parent to Administrative Procedure 1410 which should be followed in resolving any concerns, or to the appropriate person or applicable step in the process (dependent upon the steps the parent has already undertaken to resolve the concerns at the time the trustee is contacted). Trustees are not to act as a representative of the parent/caregiver or guardian at a meeting between parents and staff.