



Berkeley Rose School

Communication Policy

The relationship between child, parent, and teacher is an important one, dependent on mutual respect, and openness. Parents are invited to share their questions and concerns at parent evenings, in scheduled conferences, and in conversations with their teacher. It is our hope that we can all grow and learn together in the spirit of community.

The following policy arises out of the expectation that everyone will practice compassion, communicate directly and clearly, and expect the best from one another.

We at all times encourage you to speak directly to the person with whom you have an issue, concern, question, or pressing matter.

Community - Wide Communication Policy

- Expect the best!
- Practice respectful communication whenever possible.
- At all times, speak directly to the appropriate person. This includes:
 - Speaking directly to the teacher, parent, employee, or colleague with whom you have an issue, concern, question, or pressing matter.
 - Avoiding third-party conversations.
 - Avoiding gossip, “parking lot conversations”, and hurtful or critical speech when speaking about others
 - avoiding bringing concerns to the office.
- Address issues in a timely manner. Be proactive; don’t wait to bring something forward. We cannot move toward resolution if we are ignorant about a situation. Addressing issues early prevents further escalation of the situation or problem.
- Do not speak about your concerns (at home, the par, or at school) when your children or other parents are in earshot (regardless of whether or not you think they are paying attention).

How to Address an Issue

We have the following protocol in place for anyone who needs to discuss an issue with a person at Berkeley Rose School.

1. Speak directly to the person with whom you have a concern, question, or pressing matter.
2. The person will summarize back to you what s/he hears, and provide you with a plan for a resolution and timeline, if necessary. If more consultation is needed with colleagues, s/he will schedule a second meeting with you to discuss the timeline/plan.
3. Allow the person of concern time to respond appropriately, avoiding “checking in” before the proposed follow-up meeting.
4. Attend a follow-up conversation regarding the issue. this provides an opportunity for both parties to update, clarify, and respond. It keeps the concerned party involved and in direct dialogue about the issue.
5. If things remain unresolved after the first 4 steps, it is time to request assistance from the Bridge Committee.

How to Request Additional Support from the Bridge Committee

On rare occasions, an issue may go unresolved, or require additional support. As well, some people find direct communication intimidating or uncomfortable. In these circumstances, a person is encouraged to request additional support from Berkeley Rose School through the Bridge Committee. During a Bridge meeting, at least one faculty member and one administrative member from the committee will provide a listening presence and support in order for you to communicate directly to the person of concern. If a concern is with one of the members of the Bridge Committee, then that individual will remove him/herself from the meeting/conversation. Bridge meetings are documented and confidential. After speaking with the Bridge Committee, those in attendance will discuss next steps for seeking a resolution. All requests for meeting with the Bridge Committee are to be made in writing via email to bridge@berkeleyrose.org and will be responded to within 48 hours, excepting holidays and weekends. If urgent, please specify it in the subject line.