

**Introduction:**

Clayton County Public Schools (CCPS) is committed to our students and staff's safety and well-being. CCPS understands that educating students is a shared responsibility between school and home and requires open, direct, and respectful lines of communication. At times, concerns may arise that require direct communication with staff members. CCPS's goal is to resolve all concerns at the appropriate level within a reasonable timeframe using respectful communication methods. The following Clayton County Communication Protocol outlines the school district's process for communication between parents and staff. Realizing that children can evoke the deepest emotions within their parents/caregivers, we want to clarify the process to ensure that school-related problems and issues are handled efficiently and effectively.

<p>Parent Communication Protocol See the example <a href="#">at this link.</a></p>
<p>If you have a school-related issue (grades, classroom experience, assignments, etc.) concerning your child:</p> <p><b>Step 1</b> - Contact your child's teacher. Teachers are expected to respond within a reasonable timeframe (24-48 hours). While teachers will make every effort to respond to you within this timeframe, contact the teacher again if you do not receive an email or phone call within 24-48 hours. If you still do not receive a return email or call after the second attempt, proceed to the next step.</p> <p><b>Step 2</b> - If the issue has not been resolved at the teacher level, contact your child's school assistant principal or principal. [The expectation is that all issues are resolved at the school level.]</p> <p><b>Step 3</b> - However, if the issue has not been resolved at the school level [including teacher, assistant principal, or principal]:</p> <ul style="list-style-type: none"><li>a. Contact the area superintendent</li><li>b. In very rare cases, contact the school district's chief of school.</li></ul>
<p>Prohibited Behaviors</p>
<p>The following prohibited behaviors are considered serious and unacceptable and will not be tolerated in relation to members of staff and other members of the community:</p> <ul style="list-style-type: none"><li>● <b>Physical contact or intimidation</b> - for example, touching or standing unnecessarily close to a member of the staff</li><li>● <b>The use of rude or aggressive hand gestures</b>, including pointing or holding a fist toward another individual</li><li>● <b>Verbal intimidation</b> - for example, shouting or use of profanity either in person or over the telephone</li><li>● <b>Verbal abuse</b> - for example, speaking rudely or making negative comments</li><li>● Any form of <b>physical contact</b></li><li>● <b>Violating the school's security procedures</b> - all visitors to the school must first report to the main reception area</li><li>● <b>Sending constant emails and phone calls that lead</b> to harassment and intimidation despite the school's actions to resolve the issue; expecting responses at unreasonable times, such as after hours or nonwork business days.</li></ul> <p>*This does not reflect all inappropriate behaviors but provides examples that CCPS deems unacceptable in all circumstances. Our utmost responsibility is to protect our students and staff from being exposed to such behavior.</p>

## School Visitation Protocol

### **Visitors to School**

Individuals are welcome to visit District schools provided the principal or designee approves the purpose of the visit. In instances where the principal approves the purpose of the visit, the visitor must follow the guidelines below to ensure that his or her visit does not interfere with the instructional process nor violate the privacy rights of other students in the classroom.

*A valid picture identification card is required to visit or check students out of school.*

### **General Requirements:**

- A. Visitors must sign-in at the school office and obtain authorization to visit any part of the school. The principal or designee may grant permission to visit at his or her discretion. District personnel will practice the courtesy of signing in at the school office.
- B. A student or employee may not have a non-authorized visitor.
- C. Parents/guardians desiring to have a conference with a teacher are encouraged to schedule their visits before or after instructional hours or during a period when the teacher is not responsible for teaching or supervising students.

### **Classroom Visits/Observations:**

- A. In order to ensure the safety and confidentiality of students, the Board limits classroom visitors to parents or legal guardians of current students and those persons invited by the District or school for official business.
- B. To minimize disruption to the instructional program visits to classrooms or programs or requests to meet with specific personnel will require notice at least 24 hours in advance (or such other additional notice as the Superintendent or designee determines based on the circumstances).
- C. The Superintendent or designee may, at her/his discretion, designate district-level personnel to accompany visitors on classroom visits, programs, or meetings with specific personnel.

For more information, reference Board Policy KM

### **Attire for School Sites**

Clayton County Public Schools is responsible for ensuring a respectful working and learning environment. As part of our care for our students, we require staff, students, parents, and visitors to model images of excellence.

We are all CCPS Builders, and how we communicate, work, learn, and dress matters. So, do your part, look your part, and build with us!

**I am a builder, you are a builder, and we are all CCPS Builders**

**Let's Build a Better Tomorrow, Today.**

Another way to stay in the know and speak with your child's teacher(s) is to attend parent nights,

curriculum nights, or other school events.

Protocols for de-escalation of heightened emotions

Non-school related factors

**Examples of Parent Protocols:**

- <https://www.sd129.org/district/departments/operations/community-affairs/parent-communication-protocol>
- <https://www.sheboyganfalls.k12.wi.us/protocol-for-parent-communication>
- <https://braddan.sch.im/pages/index/view/id/224/Dealing%20with%20Unacceptable%20Behaviour%20by%20Parents%20and%20Visitors>
- <https://www.gainesville.com/story/news/2006/09/21/there-are-rules-involved-in-visiting-childrens-school/31496577007/>