

Rockwell Elementary Family & Student Handbook



Norman Rockwell Elementary

Giving our Beagle Best Every Day!

11125 162nd Avenue NE
Redmond, WA 98052

Phone: 425-936-2670

Attendance (Safe Arrival): 425-936-2671

Website: <https://rockwell.lwsd.org/>

LWSD District Calendar: <https://www.lwsd.org/about-us/district-calendar>

School Hours for students are

9:20 a.m. – 3:50 p.m. on Monday, Tuesday, Thursday and Friday &
9:20 a.m. – 2:20 p.m. on Wednesday

Principal's Welcome Letter

Dear Rockwell Families,

We are excited to welcome you to the new school year at Rockwell Elementary! We have many exciting things in store and look forward to a great year of cultivating stories, inspecting our mistakes, and continuing to build on our caring and supportive community with a focus on belonging for all.

This summer we have been thinking about how we can deepen our relationships with families and strengthen our partnerships. We look forward to listening and partnering with you as we move forward this year. Your voice is important to us. We would love to hear your hopes and perspectives and understand how the school can best support your student(s).

We invite you to be involved in our school. We love to have volunteers at school to help in our classrooms, on the playground and in the lunchroom. Another way you can support the school is by joining and supporting Rockwell's PTA. Our PTA supports teachers, choir, student programming, community events, and our library. They publish the Beagle Bugle to connect families to events and items of community interest. They help recruit volunteers for celebrations, work parties, classroom art docents, running club, the spring play, and so much more!

We look forward to being in partnership with you. Please let us know if there are things we can do to support your family or answer questions you have.

General Information

Student Supervision – Rockwell students are supervised during the school day. However, in the morning before school we have only limited supervision to support our school bus riders as they arrive on campus. As they arrive on campus, students are asked to gather by designated entrances for their class. Because of limited supervision the field, forested play area, and play structures are closed at the start of day. Students should not arrive prior to 9:05 a.m. unless they are participating in programs such as Band, Orchestra, or Student Leadership. Our welcome bell rings at 9:15 a.m. at which time students will transition into the classroom to be ready for learning by our Learning Bell at 9:20. Students who are walking or biking home, should leave the school grounds after the dismissal bell unless enrolled in an afterschool class or a caregiver is present to provide supervision.

Absentee/Tardy Procedures – Regular attendance is a major factor in determining a child's success in school and helping them to perform well academically and grow socially. The Washington attendance law, the BECCA bill, <http://www.wsipp.wa.gov/rptfiles/BeccaTruancyES.pdf>, requires students by law to be in school.

A written excuse or safe arrival phone call from parents or guardian will be required for all absences, late arrivals to school, or early dismissal. Please call the Safe Arrival number before 9:00 a.m. if your child will be absent or arriving late. Our Safe Arrival Phone Number is **425-936-2671**. If we do not receive a call by 9:30 am we will attempt to contact the parent/guardian and verify the absence. An ABSENCE is

recorded when a student misses more than 60 minutes of class time in either AM or PM session. If a student is absent from the school day because of illness, they cannot attend after school clubs/events.

The office will write tardy/admit slips beginning after the 9:20 a.m. Learning Bell.

Early Dismissal – If you need to pick-up your student before the end of the school day, it is ideal if you can send a note or email one day prior to the teacher **and** the main office. When you arrive, go to the office to sign your child out. Students are released only to parents, guardians, or those having parent permission. When possible, please plan your pick-up outside recess and lunch times.

Extended absences -- If families have prior knowledge that their student will be absent, they may pre-arrange for the absence to be excused by contacting the our registrar and filling out a pre-planned absence form. When travel extends beyond 20 consecutive days, student will be withdrawn on day 21. We will ask for address verification and then process your enrollment accordingly. Your student will have a spot in our school upon your return and proof of residency.

LWSD does not require teachers to provide assignments during periods of illness or travel. You may work with your teacher to establish a plan for make-up work or any work the teacher has assigned per their discretion. [BoardDocs® Policy: 3122P Procedure Excused and Unexcused Absences](#)

Field Trips – Field trip forms must be completed, signed and returned to the student's teacher before the date of the planned trip. Notes and telephone calls from parents cannot be accepted as a form of permission to attend a field trip. All volunteers, including classroom volunteers and field trip chaperones will be required to complete a District volunteer application (found at <https://www.lwsd.org/get-involved/volunteering-in-lwsd/volunteer-application-process>).

Lost and Found – A Lost and Found is maintained near the Main Entrance. Unclaimed items are given to charitable organizations at Winter Break, Spring Break, and in June. Please be sure that all articles of clothing and other items are marked with your child's name. Small or valuable lost items are kept in the office and must be identified.

Parent and Visitor Procedures – We welcome families to visit Norman Rockwell, and to volunteer in the school or for a PTA activity. We value family visiting school during performances and welcome them during lunch. When visiting or volunteering at the school, please check in at the office first and wear an identification badge.

If you wish to volunteer, or chaperone a field trip, you must complete a Lake Washington School District Volunteer Application form. All Lake Washington School District volunteers must go through a screening process. Learn more at <https://www.lwsd.org/get-involved/volunteering-in-lwsd>.

Lunches – Individual lunches cost \$3.25 for students (\$65.00 for a month) and \$4.25 for adults. Milk and juices are available at a cost of \$0.50. Hot lunch menus are available on the district website at: <https://www.lwsd.org/students-families/breakfast-and-lunch-menus>.

- **Prepay with Credit Card:** Parents may prepay for as many lunches and/or milks as they would like through the School District. With this system, each student has a computerized account. Please follow the instructions online at [MySchoolBucks](#) or call 425-702-3393.
- **Prepay with check:** Please make your check out to "Norman Rockwell" and in the "For" line add the student's first and last name and "lunch money".

- **Prepay with cash:** Please put cash in an envelope with student's first and last name, teacher and "lunch money".

When a student does not have a lunch or lunch money, an emergency hot lunch will be provided. Free and reduced lunches are available to qualifying students. Information and applications are available online [Breakfast and Lunch Menus - Lake Washington School District \(lwsd.org\)](#) or are available in the office.

Textbooks/Materials – Students are responsible to the school for the proper care of textbooks and electronic devices assigned to them. Please help your child keep library books and other school resources in good condition to avoid library fees and to minimize replacement costs for our school if we need to order new textbooks or devices.

Electronic Devices --

Communication/Staying Connected

PTA Beagle Bugle and Rockwell School Newsletter – These newsletters are the primary methods of school to home communication. The Beagle Bugle is sent via email to subscribers and posted on the PTA website each Tuesday. The Rockwell School Newsletter is sent via email to all families on Fridays. Information includes important dates, messages from school staff and details about upcoming PTA and school activities and programs. If a family does not have email service, contact the office for a paper copy. To subscribe to the PTA Beagle Bugle, email "subscribe" to bugle@normanrockwellpta.org. Families will be signed up automatically for the School Newsletter.

Contacting Staff – Email or Parent Square are the most efficient methods for communicating with staff during the school day. Emails are best for a quick question or to set up a request for phone dialogue. You may request a conference with your child's teacher or other staff member through email or a written note. The Principal and Office Staff may be reached through email or by telephone at 425-936-2670. Teachers cannot usually be reached by phone during the school day except in an emergency. If you need to let us know of time sensitive information, such as a change in pick up plans, contact the office. Please see the Rockwell website for a list of teacher email addresses: <http://rockwell.lwsd.org/about-us/staff-directory-and-contact>.

Rockwell Meet and Greet – In late August, students have the opportunity to meet their teacher and see their classroom prior to the start of the school year. Watch the school reader boards and website for more information.

Conference Weeks – Family Connection Conferences are scheduled at the start of the school year. Our goal for these is to develop a teacher and family, share important information, understand student strengths and growth goals, and plan for a partnership that will set students up for success. At the end of the first semester in January, there is another Family Conference scheduled with the purpose of sharing progress on growth goals and ensuring common understanding of student's academic and social strengths and areas for growth. These days are designed for parents and students to meet one on one with their child's teacher.

Report Cards – There are two report cards per year, available online at the end of January and June (the district or school will send out information on how to access these

Arrival and Dismissal/Traffic Safety and Transportation

Your partnership is needed to maintain campus safety at drop-off and pick-up. Please help promote our safety by following these guidelines

Safety Patrol and Crossing Guards – Thank you for following directions from our crossing guards and student safety patrol members. They help at dismissal and arrival for students to safely cross the streets.

Bicycles, Scooters & Skateboards – Students above the age of 10 may ride a bicycle to school with a completed permission form signed by the parent/guardian. For students under the age of 10, an adult must accompany the student both to school and on the return home. Bicycle permission forms are available in the office and on the [Rockwell website](#). Because of safety and liability concerns, Lake Washington School District does not allow skateboards on school grounds. Students are asked to leave skateboards, inline skates and scooters at home.

Parking & Pick-Up/Drop-Off – The bus lane in front of the school is a NO PARKING ZONE and is reserved for buses, district transportation, and childcare vans. **Student drop-off or pick-up is in the upper lot, in the right lane only, and from the passenger side of the car. Drop-off only in the area striped with diagonal lines, where staff are supervising students.** The left lane is for through traffic and exiting your child from the left side of your vehicle is unsafe. Please do not block the entrance to the bus lane if you are waiting to pick-up or drop-off; wait at the curbside on the road in your vehicle until space in the drop off lane opens up.

Bus Rides – Bus service is provided for students living 1.0 miles from school or for those students that do not have a walking route to school. For new students, bus routes and schedules are available on the district website at: <http://busroutes.lwsd.org/elinkrp/Students/BasicTransBoundarySearch.aspx>. Parents may also call the District Transportation Department 425-882-5120.

Emergency Procedures

Emergency Contact Information – It is important that the office have up-to-date phone numbers for parents and medical information for students on file the first day of school. LWSA sends out online verification information in August. The office will include an emergency form with your child(ren)s first day packet if you have not yet verified your student's information.

In case you are not able to pick up your child due to an emergency, you need to email the office: your child's name, teacher, who is responsible for them in your absence, their phone number, how long you will be gone, and (if possible) a number at which you can be reached.

Please designate more than one local friend, neighbor or relative who can pick up your child in the event of an emergency. Be sure to notify these people that they are authorized to pick up your child, and give them the name of your child's teacher, if possible. They will need photo ID upon arrival to school. Also, be sure that your child knows who is authorized to take them home in case of an emergency.

School Phone and Emergency Messages – To alleviate classroom interruptions and protect learning, students cannot be reached by phone. In the event of a last-minute change of routine, please contact the office and a message will be delivered to the student. Please discuss after-school arrangements in the morning before school starts.

School Closures – In order to maintain open communication lines in an emergency, you are asked NOT to call the school. Parent phone calls tie up the system and may prevent staff from necessary communication with public safety officials. The school is equipped with food, water, first aid materials and other supplies to ensure that your child will be safely cared for. In the event of a natural disaster or severe weather conditions, parents are asked to stay tuned to their radio or television for information. You may also check the website [Lake Washington SD news via FlashAlert.Net](#) or the Lake Washington School District website, [Lake Washington School District \(lwsd.org\)](#) You should also receive an automated phone call in the event of a closure or delay.

If school is to be closed, the decision and announcement will be made prior to 6:30 A.M. The school is not authorized to dismiss school early unless so directed by the LWSD administration. If school is dismissed early, please come to school and look for the "Student Release" table area and follow the directions of the staff.

Lockdown – If a safety concern arises, the building principal may make the decision, in coordination with local public safety officials, to lock down the school. No one may come or go from the school during a lockdown. If you hear on the radio or television that the school is in a lockdown, DO NOT CALL OR COME TO THE SCHOOL. Phone calls will not be answered and you may place yourself in harm's way, or hinder the work of law enforcement officials.

The school has written policies and procedures for lockdowns, and the children are regularly drilled on the procedures. The safety of students and staff is our highest priority.

Emergency Operating Schedule – When emergency conditions result in school schedule changes, the district will use one of the following plans:

- **No announcement means normal schedules:** Dismissal schedules will be at regular times unless otherwise announced on the radio between 11 A.M. and 12 P.M.
- **Schools are closed:** All building activities are cancelled, including school, all before and after school activities, athletic events and parent meetings.
- **Late start and limited bus service:** High schools and junior highs will start 1 hour late, elementary schools will start 1.5 hours late, and bus routes will be limited. When in effect, Quest and AM Kindergarten classes are cancelled.
- **Special announcement:** A variation of the above plans will be announced, if necessary, due to a power failure or other conditions.

Health Information

Illness, injury and medications – Any illness or injury will be reported to the classroom teacher who will then have the student report to the office. If the illness or injury appears serious, parents will be contacted by office personnel. Emergency phone numbers on enrollment cards are important and must be listed in case we are unable to contact the parents.

Please keep your home, business, cell phone, and emergency numbers updated during the year so we may reach you if a child is sick and needs to be picked-up.

Health Room Medication – District nurses are assigned to multiple schools and are not assigned to a specific campus. If a student feels ill during the school day, the teacher may give permission for the student to go to the office to call a parent to arrange for transportation home. Parents should inform the school on the student emergency contact card or in writing if a student has a life-threatening illness, infectious disease, or serious allergy.

The Lake Washington School District's medication policy states that the only medication to be given at school must be doctor prescribed and needed in the event of a life-threatening situation. Students may not medicate themselves. If your child is currently taking daily medication, please arrange to have your child take it before school begins. Should medication need to be administered at school, parents must have their child's physician sign the LWSD medication form (#4023) [https://www.lwsd.org/uploaded/Website/About Us/Forms Library/Student Health/General-Medication-Authorization.pdf](https://www.lwsd.org/uploaded/Website/About%20Us/Forms%20Library/Student%20Health/General-Medication-Authorization.pdf); provide a separate prescription pharmacy bottle labeled by the pharmacist (handwritten labels will not be accepted); bring the pharmacy bottle with the exact amount of medication needed for the designated time period (no more than one month at a time) to school at least two days prior to administration. Families should pick up any unused medication (i.e. Epi-Pens, inhalers, etc.) on their child's last day of school.

Library Information

Library Guidelines and Expectations – The library program includes instructions for: library usage, the research process, information resources and literature appreciation. Students attend a weekly scheduled library class for 30 minutes. This time includes a lesson and time for students to choose and check out books. Students are expected to engage in the library lessons which could include discussions, group work and/or technology instruction. Library books can be kept for the circulation time designated for their grade level (see below) and are due on their library class day. Students wishing to keep their books longer may bring them to the library to “renew” them for 1 circulation period. Books must be present to renew them. Additional renewals will depend on the demand for that book or if other restrictions are in place (Battle of the Books). Students will not be able to check out new books if they have overdue books.

Circulation Policy –

- Kindergarten- 1 book for 1 week (starting checkout in late October)
- 1st grade- 1 book for 1 week
- 2nd-5th grade- 2 books for 2 weeks

Care Agreement – Students are responsible for materials checked out to them. Books must be returned in the condition they were in when checked out. If a student chooses materials in the library that they believe to be damaged, (before checkout) it is their responsibility to notify library staff. We do our best to check materials for damage but sometimes miss things. If a book is returned damaged, students' families are asked to replace the item or pay for damages.

Lost Books – The library staff will take every step possible to help students find missing or overdue books. Notices will be sent home via email or phone when books are overdue. We appreciate your help in finding

and returning overdue books. If a book cannot be found, the student's family will be responsible for the cost to replace the book.

Homework Policy

Classroom teachers will communicate homework expectations for their classes. One important area for continued growth across the grades is for students to have daily reading time – with family or individually.

Additionally, students may occasionally have special projects to work on at home.

We know that many families enroll students in classes or supplement school with extra learning outside the school day. We do not send home a large homework load as we believe that it is important for students to be able to have free time and engage in play and activity outside of the school day.

You can support your child's health and development by doing these things:

- Make sure your child spends some time in active play every day, outdoors if you can. This may be in the form of organized sports, or it may simply be playing in the yard with a friend or a sibling. These activities not only support physical fitness, they help them develop social skills and teamwork. Unstructured playtime is crucial for developing social/emotional skills as well as independent problem solving. Research shows consistently that these skills are essential for students' future success.
- Limit screen time (TV, video games, and computers) to about an hour a day. Excess time with electronic stimulus hinders kids' ability to sustain attention to tasks. It is HEALTHY for kids to experience boredom, and in fact it inspires them to develop their own creativity.
- Ensure they are getting ample sleep (students at elementary grades should get 10-11 hours of sleep every night). A bath or shower before bed, and then time reading alone or with an adult, helps with this. Avoid screen time within one hour of bedtime; even eReaders disrupt the body's ability to fall asleep.

The Classroom And Beyond

Norman Rockwell provides a blend of traditional and innovative teaching styles and programs. The following programs extend "beyond" the regular classroom and help make Rockwell the unique school it is.

Rockwell has extra assistance in reading, special education, and English language learning. Safety Net is a district-funded program serving students with reading and/or math needs.

Additional Music Programs –

- **Choir:** Led by a music teacher, 4-5th grade students in the choir sing at assemblies, shopping malls, Senior and Retirement centers, and other places within our community.

- **Band:** 4th and 5th grade students have the opportunity to participate in a before school music program at Redmond Middle School. Beginners are usually 4th graders, with second year students in 5th grade. Concerts are held at Redmond Middle School.
- **String orchestra:** A String Orchestra program is offered as a before school activity for 4th through 5th grade. Group instruction is given on violin, viola, and cello. There are 3 performances each year at Redmond Middle School plus a spring "Tour" where they perform at 4 elementary schools: Rockwell, Horace Mann, Redmond and Einstein.

Art Docent Program – Trained volunteers provide art education using LWSD curriculum on the principles and history of art while introducing children to a variety of art media in this PTA-funded program. The Art Showcase and Ice Cream Social is an evening to celebrate outstanding student artwork from the school year, by exhibiting work samples in the school library and courtyards.

Counseling Program – The counseling program provides individual and small group assistance to students, coordinates Operation School Bell and provides parent education. A counselor is available by appointment.

Student Leadership – Student Council sponsors many activities and projects. Student participants organize and help run activities for the betterment of our school and local communities.

Susan Tobey Memorial Scholarship Fund – This is a confidential scholarship program between PTA and Norman Rockwell to enable any student to participate in any activity or provide any supply required for the classroom that may cost extra (examples include: funds for field trips, yearbooks, 5th grade camp, etc.). Please reach out to our counselor or your child’s teacher if you need support or if you have questions.

Rockwell Policies and Pledges

Dress Code – Students are expected to dress appropriately at all times. The wearing of offensive apparel is never acceptable. Students may not wear clothing depicting or referencing drugs or alcohol. Shoes must be worn at all times for health and safety reasons.

Hats, bandanas, hoods, etc. may be worn to and from school and at recess. Hooded sweatshirts cannot be zipped up so that they cover the student's face.

We go outside to recess, rain or shine. Proper coats, hats and shoes are necessary for cold and wet weather. Knowing children will be playing outside throughout the year, please help students be prepared. Umbrellas may be used to and from school.

For safety, students should wear active footwear (e.g., tennis shoes/sneakers) on days when they have PE. Shoes with wheels ("Heelies") are not allowed at school; wheels must be removed.

In order to get your child’s items back to them. Label all coats, sweaters and sweatshirts with your child's name.

Behavior Expectations and Supports / MTSS

At Rockwell, we believe in the unlimited potential of our community, that a culture of belonging is the foundation of effective learning. We engage in these practices through engagement in the process of MTSS.

A Multi-Tiered System of Supports (MTSS) is a framework that brings together the academic, behavioral, social, and emotional instruction and supports for students in our schools, district, and larger community. MTSS is a core element of our district strategic plan designed to eliminate opportunity and achievement gaps for students of color; students receiving special education services; students who are not yet proficient in English; and/or students who come from low-income households. A strong system of academic, behavioral, social and emotional instruction and supports for our students ultimately helps us achieve our mission and vision both as a district and as a school.









Within an MTSS framework, all students receive core academic, behavioral, social and emotional instruction. Any student requiring more attention may receive additional intensive or individualized levels or “tiers” of support depending on need. With MTSS, we often consider how academic, behavioral, and social-emotional factors are connected when identifying needed supports for students.

A foundational principle of MTSS is inclusion. Inclusion is the practice of educating children from diverse backgrounds and ability levels together, rather than in separate programs, or in schools other than their home school. There is a large body of evidence supporting the academic and social benefits of ensuring that all students and families are active, participating, and valued members of their school and larger communities.

At Rockwell we hold high expectations for student behavior and academic performance. We strive to create an educational and working environment free from discrimination and harassment. Our goal is to create a culture of belonging through intentional connection and co-creating of community. To that end each grade-level team and classroom teacher will review our BEAGLE BEST expectations with the students at the beginning of each year and throughout the year as necessary. We emphasize positive and constructive behavior with our students. Discipline is aimed at supporting growth and behavior is viewed as communication. Our goal is to partner with parents to support all the learning, we know parents are the experts on their children. Our emphasis is the wellbeing of the whole child.

At Rockwell, we support our community in being safe, respectful, responsible, and kind. The following matrix helps us to guide our instruction about schoolwide expectations.

Norman Rockwell Elementary School Giving our Beagle Best everyday!

| | Recess | Hallway | Morning Line-Up | Bathroom | Classroom | Lunchroom | Assemblies |
|---|---|---|---|---|--|---|---|
|  |  |  |  |  |  |  |  |
| Safe | Walk on the Blacktop | Walking feet, Calm bodies | Walk straight to line, Stay in your spot | Wash your hands | Listen to directions, Follow routines | Stay in your seat | Sit on pockets |
| Respectful | Follow rules and directions | Voices off | Body to self | Respect privacy | Use materials correctly | Listen to adult directions | Attention on speaker |
| Responsible | Take care of equipment | Facing forward | Arrive after 8:35 | Flush the toilet | Try your best | Eat and clean up | Body to self |
| Kind | Use kind words and actions | Body to self, Stay in your spot | Kind words | Quiet and back to class | Use kind words and actions | Include others | Applaud appropriately |
| Voice Level | 4 Outside Voice | 0 Silent | 2 Table Talk | 1 Whisper | 0, 1, 2, 3 Teacher's choice | 2 Table Talk | 0 Silent |

The Discipline process as outlined by Lake Washington School District is to support safe, nurturing and productive learning environments, Lake Washington School District encourages schools to take an **instructive, restorative and corrective approach** in regard to student behavior. The goal of these approaches are to:

- correct inappropriate or unacceptable behavior;
- assist students in developing empathy for others;
- accept responsibility for their actions;
- develop the capacity to improve their behavior; and
- repair the harm caused as a result of their behavior.

Policies: [3241](#) and [3241P](#)

Action Item: [Read Through the 2022-23 LWS District Student Rights and Responsibilities Handbook](#)

LWS District Website Information

- Lake Washington School District Website: <https://www.lwsd.org/>
- District Calendar: <https://www.lwsd.org/about-us/district-calendar>
- Accelerated Programs (Quest/HiCap): <https://www.lwsd.org/programs-and-services/accelerated-programs>
- Safety and Security: <https://www.lwsd.org/programs-and-services/safety>
- Curriculum & Instruction: <https://www.lwsd.org/programs-and-services/curriculum-instruction>

- Lunch Menu/Payment: <https://www.lwsd.org/students-families/breakfast-and-lunch-menus>
- New Student Registration: <https://www.lwsd.org/students-families/registration/new-student-registration>
- Attendance Boundaries: <https://www.lwsd.org/schools/attendance-areas>
- District Childcare Options: <https://www.lwsd.org/students-families/before-and-after-school-care/>
- Bus Routes: <https://www.lwsd.org/programs-and-services/transportation>

Collaboration between Parents/Students/Staff

We value collaboration with families, and invite staff, students and parents to hold themselves to the following agreements when interacting.

Collaboration between Parents/Students/Staff at Norman Rockwell Elementary School

Parents:

- Recognize the professional expertise of Norman Rockwell staff members.
- Understand, comply with and model the rules, policies, procedures and expectations of Norman Rockwell Elementary and the Lake Washington School District.
- Direct any concerns to the teacher first. Be respectful through tone of voice, choice of words and body language. Correspondence, such as notes, emails and letters should be respectful.
- Ensure student/s come to school, on time, prepared for school with completed homework, necessary materials to learn and signed notes/permission slips.

Students:

- Come to school on time and prepared for the school day. This includes completed homework, necessary materials and signed notes/permission slips.
- Respect the rights of all students, staff, guest teachers and adult volunteers.
- Act in a safe manner in the classroom, on the playground and on the bus.
- Take responsibility for your learning and act in a manner that allows others to work and learn.

Staff:

- Teach and model Norman Rockwell /LWSD rules, policies, procedures and expectations.
- Develop and communicate a classroom management plan that supports all students' learning.
- Treat each student with respect and dignity.
- Communicate with parents on the academic and behavior performance regarding their own child, using a respectful tone of voice, choice of words and body language. Correspondence, such as notes, emails and letters should be respectful.
- Direct any concerns to the appropriate staff person first. Be respectful through tone of voice, choice of words and body language.