



DHMS Communication Process

Communicating with Druid Hills Middle Schools

At times, families can be discouraged when they attempt to communicate with school officials only to be referred to others to resolve a problem their child may be experiencing in school. To prevent this frustration, families should become informed about the "**Communication Process Flowchart.**" This sequence is in place to assist families on where to begin their communication regarding their problem or concern.

Most parent and community questions are easily and completely answered by communicating directly with the staff member closest to the situation. As you move further along the flowchart, the staff is less directly involved and usually needs additional time to research the situation before they can give you an answer. The easiest way to communicate is via email while a phone call is the next preferable way.

If you do not hear back from the person you have contacted within **two (2) business days**, it is appropriate to reach out to them again before moving along to the next level of the flowchart. We do not expect your questions or concerns to go unanswered for a long period of time. Each situation should first be addressed at whatever level the initial action was taken with appeals moving on to the next level on the "**Communication Process Flowchart.**"

Guidelines for Parent Communications to Teachers and Staff

The purpose of this document is to serve as a general guide for ensuring effective communication from parents to teachers, staff, and administrators of Druid Hills Middle School. Communication refers to both the sending and receiving of information, such as email and notes, and verbal communications such as telephone conversations, virtual, and face-to-face meetings. To ensure a successful exchange of information, it is important that all parties follow a few key principles outlined below:



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Maintain Respectful and Open Communication

- Always use a respectful and polite tone.
- Request; don't demand.
- Be ready not just to provide information, but to listen to the teacher/staff member's observations and perspectives.
- Enter the exchange with an open mind and assume a shared best interest for your child.
- Be prepared to work collaboratively to solve problems.
- Threats and/or inappropriate language will not be tolerated toward staff members.

Confidentiality

- Recognize that confidentiality may limit information that can be shared from school to parents, including consequences for other students' behaviors.

Time to Respond to Communication

- Teachers will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses.
- Teachers and staff may need some time to collect needed information before giving a full response.

Whom to Contact

- Most communications of classroom concerns should be directed first to your child's teacher.
- If you have an issue with a particular staff member, first try to address those concerns with that staff member directly.
- If you have discussed with your child's teacher and the issue has not been addressed to your satisfaction, then move to the next level of the flowchart.
- Please recognize that as a school, we operate with openness, collaboration, and the shared best interest for every student.



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EXTERNAL COMMUNICATION PLAN:

Stakeholders		Format	Frequency	Person Responsible
Entire District (Families, community members, staff, business partners)	<u>Level 1</u> Communicate district progress towards goals; Upcoming events/activities, Points of pride	Electronic District Newsletter via email, phone, and social media platforms	As occurs	Superintendent's Office
	<u>Level 2</u> Emergency communications, weather events, school closings	Posting via School Messenger system and social media platforms	As occurs	Superintendent's Office
	<u>Level 3</u> Planned security drills, security lockdowns, unexpected changes to scheduled events.	Alert through School Messenger system	As occurs	Regional Superintendent via school principal or principal



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Druid Hills Middle School Communication Process Flowchart

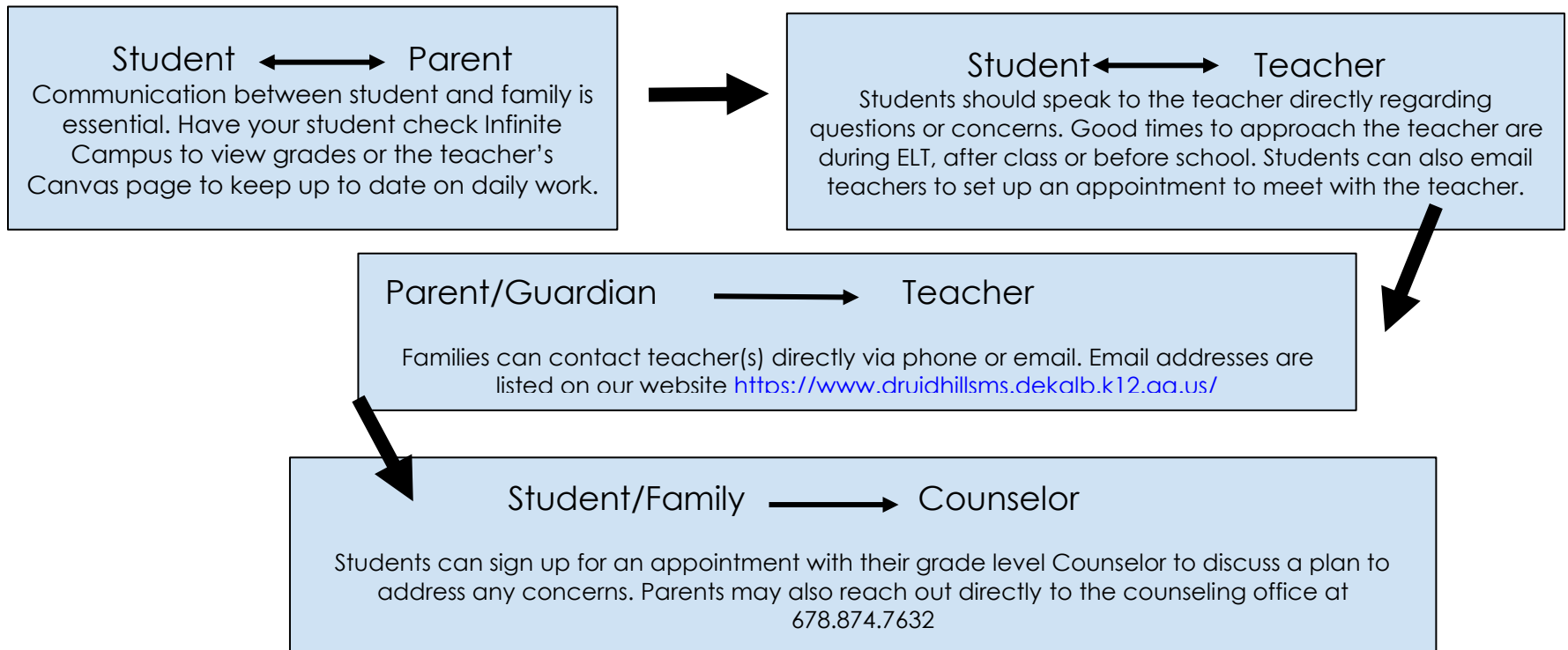
	LEVEL ONE	LEVEL TWO	LEVEL THREE	LEVEL FOUR	LEVEL FIVE
Curriculum/Instruction	Classroom Teacher	Grade Level Assistant Principal	Principal		
Absences	Attendance Office	Classroom Teacher	Counselor	Social Worker	Principal
Athletics	Coach	Athletic Liaison	Principal		
Discipline/Student Behavior	Classroom Teacher	Counselor	Grade Level AP	Principal	
Food Services (Menu, special dietary needs, lunch fees)	School Nutrition web page https://www.dekalbschoolsga.org/school-nutrition/	Cafeteria Manager			
Grades	Infinite Campus	Classroom Teacher	Counselor	Grade Level AP	Principal
Special Education Concerns	SpEd Classroom Teacher	Case manager (SpEd) Counselor (504)	Lead Teacher for Special Education (LTSE)	Grade Level AP	Principal
Student Concerns (Social, emotional, wellness)	Classroom Teacher	Grade Level Counselor	School Social Worker	Grade Level Assistant Principal	Principal
Student Support/ Discipline/ Behavior	Classroom Teacher	Counselor	Grade Level Assistant Principal	Principal	
Teaching/Curriculum	Classroom Teacher	Grade level Assistant Principal	Principal		
Transportation (Buses)	Transportation Department (routes/stops)	Assistant Principal (Behavior issues)			



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SCHOOL INFO - COMMUNICATION GUIDELINES AND PROCEDURES

As part of an ongoing effort to foster effective communications between parents and staff at Druid Hills Middle School, school officials developed the following communication guidelines. The goal is to establish a set of reasonable expectations and behaviors for parents and staff. These guidelines will be reviewed on a periodic basis and adjusted as necessary.



Please note - **Classroom questions concerning your child should be addressed with your child's teacher before contacting the counselors and/or school administration.** Allow for **two (2) business days** for a response. If no response is received from a teacher during that time, please send a second email or phone call to that teacher.



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UPDATE YOUR CONTACT INFORMATION

It is important that the school has current phone numbers and addresses on file in our school data system. If you move or change your phone number, it is imperative that you notify the school and update your emergency contact information. Please visit the office to update a form.

CONTACTING TEACHERS OR STAFF:

Best mode: email

Parents wanting to meet with or contact a teacher should **email the teacher**. If email is not possible, parents can either call or visit the main office to request an appointment for a meeting. Phone messages are checked every day. Please allow for two (2) business days for a response. If no response is received from a teacher during that time, send a second email or phone call to that teacher before moving to the next level on the flowchart.

CONTACTING SCHOOL ADMINISTRATION/SCHOOL STAFF:

Best mode: email

Families requesting a meeting with or wanting to contact an administrator should use email. If email is not possible, parents can either call or visit the main office to request an appointment for a meeting. Families **that have not followed the “Communication Process Flowchart” will be directed to the appropriate level based on the circumstances**. Phone messages are checked regularly. Please allow for two (2) business days for a response. If no response is received from an administrator during that time, send a second email or phone call before moving to the next level on the flowchart.

We welcome compliments or acknowledgements of positive events! These can be directed to everyone along the chain. All of us appreciate hearing that there is something good that has happened. We all look forward to working with your family!