

# COMMUNICATION RESOLUTION

At New Summit Charter Academy, our Mission is to build a safe, educational community that emphasizes a love of learning and inspires and empowers students to reach New Summits. Our focus within that mission is to support the three main elements of public education - parents, teachers, and students.

First, as a school, Parents bear the primary responsibility for their children's education, while public schools should provide parents with viable choices to support this effort. Second, our teachers and staff contribute significantly to that strategy as the primary delivery mechanism of that education. And finally, our students are the product of both parents and teachers working together collaboratively. This strategy only works if we include our first school value – Respect. A value that is an outcome for all communications and engagements.

The Student-Parent Handbook lays out our communication guideline, which clearly asks all members of the learning community, “Treat our Board, Faculty, and Staff with respect –This includes at school events, through emails, during telephone conversations, and in the classrooms both during and outside of school hours. Our students are held to a high standard in this regard, and they truly need to see this modeled by all adults in their lives.” However, a disturbing trend of recent engagements lacking respect has grown to a level whereby we must act.

Most of these incidents have involved parents verbally or in written correspondence accosting, insulting, and in some cases, threatening staff and teachers. Not only does this type of behavior interfere with school activities, but it also has a lasting traumatic impact on those unsung heroes dedicated to making New Summit what it was designed to be – exceptional. Our communication guidelines can be found on our school website at <https://newssummitcharter.org/nsca-handbooks/>.

The New Summit Charter Academy Board of Directors is implementing a zero-tolerance policy focused on disallowing any verbal, written, or inappropriate hostile communications with staff and teachers by parents or community members. The student handbook lays out a clear chain of communication that starts

with the teacher or individual you have concerns about. However, at no time under any conditions will a parent or community member be allowed to continue any method of communication whereby the staff or a teacher perceives it to be aggressive, loud, abusive, disruptive, insulting, disrespectful, or threatening.

Both staff and teachers are delegated the authority to immediately cease and terminate such communications and do so in a respectful but direct manner. If the interaction is in person on school property, the individual(s) will be directed to vacate the school property immediately. Failure to do so may include additional security measures to protect the school environment and its occupants.

New Summit Charter Academy maintains an open-door policy concerning communication with parents, students, staff, and our community. Be sure to follow the proper line of contact to address an issue.

1. The teacher, activity director, or personnel responsible or involved in your concern
2. The Dean of Students (for discipline or bullying-related issues) and/or your child's School Counselor (for mental health-related concerns)
3. Assistant Principal
4. Principal
5. NSCA School Board
6. Academy School District 20
7. Colorado Department of Education

Parents or community members identified to have engaged in such behaviors towards staff or teachers will forfeit the right to communicate through the established chain of communication and will be directed to contact the active Board Director to request a scheduled call. Continuing the original communication with any staff or teacher will not be allowed until a verbal conversation occurs first with one of the Board Directors. This conversation is not an opportunity to discuss the original issue; rather, it is an opportunity for the Board Director to discuss school communication resolution and expectations for future communications. The intent is to immediately separate staff and teachers from unprofessional and non-congenial behavior and limit the negative impact on the school atmosphere and the plausible trauma imposed by these types of interactions.

This pause allows for the opportunity to reflect on courteous communications to have

a productive engagement based on respect and focused on the student's best interests. Should this strategy not produce the intended outcome, or the behavior continue, alternative options will be considered and addressed by the school administration and the security team.

During this pause in communication, if a parent has an imminent health or safety concern for their student in the meantime, they may communicate that to the School Nurse or Director of Safety and Security.

We believe this resolution will protect our staff and teachers while fostering a culture of respect and a love of learning. All issues and concerns communicated by parents and community members are taken seriously. This standard of respect will enable the best collaborative results for all involved.

Thank you for your cooperation.

Approved