

NSCA COMMUNICATION RESOLUTION

At New Summit Charter Academy (NSCA), 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 guidelines, which clearly ask 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 that lack respect has reached a point where 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 are available on our school website at <https://newsummitcharter.org/nsca-handbooks/>.

The NSCA Board of Directors maintains a zero-tolerance policy prohibiting any verbal, written, or electronic communications by parents or community members that are hostile, threatening, or otherwise inappropriate. The Student-Parent Handbook outlines a clear chain of communication that starts with the teacher or individual you have concerns about. However, under no circumstances will a parent or community member be allowed to continue communications that the staff or a teacher perceives as aggressive, loud, abusive, disruptive, insulting, disrespectful, or threatening.

Both staff and teachers are authorized to immediately terminate such communications 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 Discipline Administrator (for discipline or bullying-related issues) and/or your child's School Counselor (for mental health-related concerns).
3. Assistant Principal
4. Principal
5. Executive Director
6. NSCA School Board
7. Academy School District 20
8. 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 member or teacher will not be allowed until a verbal conversation first occurs with one of the Board Directors. This conversation will not be 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 to limit the negative impact on the school atmosphere and the potential trauma caused by these interactions.

This pause provides an opportunity to reflect on courteous communication and fosters 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 regarding their student, they may communicate it to the School Nurse or the 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.