



Preparing Today's Learner for Tomorrow

Administrative Procedure 3180

School – Home Communications

Board Governance Policy Cross Reference: [1, 12, 13](#)

Administrative Procedures Cross Reference:

[Emergency School Closure](#)

Form Cross Reference:

Legal/Regulatory Reference:

The Interlake School Division (ISD) recognizes that relationships and communications between schools, communities and homes is a multi-faceted process involving staff, students, parents and community members. ISD believes that such communication promotes a system-wide culture of openness that supports the following principles:

- an environment of trust, safety, and respect;
- student learning and achievement; and
- the ISD mission, vision, and beliefs.

For ISD schools to be effective, they need the goodwill, respect, and confidence of the communities that they serve. To that end, each school administration will:

- maintain effective communication and positive relationships with the community and parents/guardians;
- develop the community's understanding of the schools' operations; and
- involve community members in the work of the schools through Parent Advisory Councils and encourage participation in school activities.

School Communications

All schools are required to regularly communicate with parents/guardians and the community. The use of school web sites, social media, and PowerSchool parent portal are considered acceptable mediums for the dissemination of school information as long it is timely, properly organized and managed.

Parent/Guardian Communications

Teachers should not rely solely on the written report to communicate progress and/or concerns.

Informal contact provides a vital link between home and school and can be accomplished in a variety of

ways such as emails, posts on school websites/portals, notes, letters, journal entries, phone calls, meetings, etc.

School Messenger

The ISD uses a voice messaging system known as School Messenger to communicate important timely information to parents/guardians regarding school operations or individual student attendance.

In the event of an emergency school cancellation, communication to staff and parents will be accomplished via School Messenger. School Messenger will contact staff and student homes, usually prior to 6:30 a.m. (see [Emergency School Closure](#))

Note: The Division will continue to utilize designated radio stations and implement a message banner on the Division webpage.

It is the responsibility of the parent/guardian to update contact information in PowerSchool. It is the responsibility of staff to update their contact information in CIMS. It should be noted that staff contact information is updated in School Messenger once weekly.

High schools are reminded to include School Messenger discussions with students that reach the age of majority.

Parents that do not want to receive phone calls or emails from School Messenger can opt out of the service by notifying their child(ren's) school(s). The intention of School Messenger is not to replace school-to-parent direct communication, but rather to disseminate important information to parents in a timely manner and to ensure student safety.