

Administrative Procedure 148

INTERNAL COMMUNICATIONS PROTOCOL

Elk Island Catholic Schools believes that all employees are responsible to maintain effective communication within their respective duties and areas of responsibility.

Effective communication is clear, consistent and timely and respects the formal lines of communication within the Division. This facilitates effective issue resolution and prevents people at various levels of the organization duplicating efforts or working at cross-purpose.

The Division supports the maintenance of an internal communications protocol that recognizes the following formal chain of command:

Staff member > Principal or Supervisor > Superintendent > Board

Communication Mechanisms

- Electronic communication – email, social media, websites
- Face-to-face communication
- Telephone conversations
- Hard copy, written communication

Procedures

As a primary communication tool, all employees are provided with an email account for work purposes. EICS respects the privacy of email accounts held by staff members and random checks are not conducted. In the event a valid reason presents, EICS has the right to look into a staff member's email account for specific content related to the issue or concern.

Discerning Questions to ask before sending an email:

- a. Does this apply to everyone, i.e. All Staff, a select group or person?
- b. Is the content EICS business or is it of a personal nature?
- c. Is the content and the tone of this email appropriate?
- d. Does this email risk FOIPP guidelines in any way, either by content or by the distribution list?
- e. Does the content of this email violate Copyright in any way?

Communicating with Trustees

It is important that elected officials, staff and stakeholders understand and respect the formal lines of communication within the organization.

Trustees who receive complaints or inquiries from a parent, staff member or community member about operations will not personally try and resolve the issue. The Trustee will instead refer the parent, staff member or community member back to the Superintendent, who will then forward to the teacher, Principal or Department.

This procedure aligns with [EICS' Protocol for Public Concerns](#).

Extending Invitations to Trustees

In order to centralize the scheduling of attendance at events, invitations to Trustees for school-based events shall always be from School Administrators via email and not from general staff. Please ensure these invitations include a cc to the Superintendent.

Essentially, there are three types of school-based events:

1. Events at which Trustee participation is requested. School Administrators are to email the Trustees directly, and clearly articulate what role the Trustee is to assume at the event, i.e. bring greetings on behalf of the Board, speak to a particular topic or participate in some type of activity. Please include a date by which the Trustees need to RSVP back to the School Administrator.
2. Events at which Trustee attendance is appreciated but not required. For those type of events, please contact the Office of the Superintendent via email to have the event populated on the Trustee Calendar. Those events will receive consideration by Trustees. .Any Trustee who plans to attend, **MUST** contact the School Administrator ahead of time to advise and to ensure their attendance is appropriate. When the Trustee arrives at the school, the Administrator must be notified.
3. Events which are intended for school staff, students and families, but not for the general public, (such as parent/teacher/student interviews) which are exclusive to that audience. Trustees are not to be in attendance.

References:

EICS Administrative Procedure 140 - Use of Technology & Access to Division Resources
EICS Administrative Procedure 146 - Social Media
EICS Administrative Procedure 151 - Parent and Public Inquiries
EICS Administrative Procedure 190 - Copyright
EICS Administrative Procedure 191 - Electronic Copyright

Freedom of Information and Protection of Privacy Act