

Welcoming Students Back

2020–21 Parent & Community Information

Harold Hatcher School



*This plan is dynamic. The division will continue to re-work and make adaptations as new information and guidelines become available.
(A record of updates is on the inside cover)*

August 28, 2020

As you are aware, both Manitoba Education and RETSD have shared Welcoming our Students Back plans. The Manitoba plan can be found [here](#) and the divisional plan can be found [here](#). These two layers of planning are critical and provide high level guidance to all.

We know that our parents and students rely on us for the most relevant and timely information and communication. To that end, Harold Hatcher School has developed a plan to safely welcome our students back. The details of this plan are included in the pages that follow.

Please contact the school with any questions you may have. While we may not have all the answers, we are committed to a collaborative problem-solving approach.

Message from our Superintendent

On July 30, 2020 Manitoba Education announced the plans for the reopening schools in Manitoba:
https://www.gov.mb.ca/asset_library/en/covid/k-12-reopeningplan-stage-2.pdf

The plan reflects the importance of safety, health and well-being, while ensuring reasonable plans are in place to minimize the risk of transmission and exposure to the virus in schools.

With the acknowledgement that we will be living with COVID-19 for the foreseeable future, it is in the best interest of children to be in school, and we must lessen the risks of COVID-19 for students and families to ensure that learning continues for all.

Manitoba Education, along with River East Transcona School Division, will continue to work closely with public health, parents, caregivers and students. The provincial, and divisional, plans are based on policy and public health directions that have been approved by the Chief Provincial Public Health Officer.

In RETSD, and across Manitoba, in-class learning will resume on September 8, 2020.

- Kindergarten to Grade 8 students, and all students with additional needs in all grades, will return for five full days of in-class instruction per week.
- Students in Grades 9–12 will return for up to five days per week of in-class instruction.

Schools in RETSD are planning for a safe return to learning for all students and staff. We know that families have many questions and concerns regarding the start of school. Some of these questions will be best answered by your school directly as each school may have some school-specific information for parents and students. This information will be shared prior to school starting on September 8, 2020.

RETSD is committed to working with parents and caregivers as we navigate the return to school. You are entrusting us with your most valuable commodity, your child. By working together, we are confident that your child will experience the best possible return to school. We are looking forward to having your children, our students, back with us on September 8, 2020!



Kelly Barkman
Superintendent/CEO
River East Transcona School Division

This is a living document and will be updated regularly to ensure it remains current.

RECORD OF DOCUMENT REVISIONS:

August 28, 2020

Initial publication

September 1, 2020

Pg. 3 – Clarification about parent and visitor Access

Pg. 4 – Clarification of recess groupings.

SCHOOL PREPAREDNESS

School Access, Community Use and Entry Process

Restricting access to buildings is a strategy to reduce the probability of an infected person entering the school. Harold Hatcher School is implementing a monitored access system for the start of school. This means all **parents or visitors MUST enter through the front doors and report to the office when coming to the school. Please note, all doors will be locked.** All parents or visitors are expected to use the self-screening tool prior to coming to the school. To help protect the health and safety of everyone, masks are mandatory for any parent or visitor who needs to enter the school when physical distancing of two meters is not possible.

Whenever possible, parents, visitors or caregivers are asked to email or call the teachers, school or administrators when you need to talk as opposed to coming to the school.

When picking up children during the school day or at the end of the day, parents or caregivers are asked to wait outside the school unless otherwise instructed by school staff.

Access to the school is limited. **Clear directions will be provided in each school for entry, exit and movement within the school** including wall and floor signage.

Everyone who enters Harold Hatcher School MUST monitor for symptoms and exposure. This responsibility resides with the person or their parent/caregiver. Monitoring is to be done using the COVID-19 Shared Health Screening Tool at: <https://sharedhealthmb.ca/covid19/screening-tool>

Hand sanitizing stations will be set up at the main entrances of the school. Everyone (students, staff, parents, visitors, etc) entering the school should sanitize their hands.

Keeping potentially sick or infected or symptomatic people out of our school helps reduce the probability of community-based transmission of the virus. **Any person who exhibits signs and symptoms of illness are asked not to enter the facility and to seek applicable health testing.** Additionally, we have identified space to isolate students who display COVID-19 symptoms while they wait to be picked up by parents or caregivers.

Classroom Transition, Cohorts, Student Movement Plans

The movement of people within the school will be minimized and it is critical to maintain physical distancing as much as possible. Whenever possible, staff will change rooms and students will remain in their cohort in their assigned area.

Cohorts involve keeping groups of students together and avoiding interactions with other groups or cohorts. Physical distancing within the cohort is required to the greatest extent possible, including separation between desks. However, it is recognized that strict physical distancing at all times, particularly with young children, is not practical in the school setting. The purpose of

cohorts is to limit the mixing of students and staff so that if a child or employee develops an infection, there are fewer possible exposures and contact tracing can be more easily done. The maximum cohort size is 75.

At Harold Hatcher, our school will be divided into 2 Recess Groups .

Recess Group 1 and Recess Group 2 will have staggered recess and lunch (eating/playing) times to reduce the number of students in the schoolyard at one time. (See the chart below)

Each Recess Group will have a designated area to play outside, so that students do not intermingle with other groups during recesses and lunch times.

All students should still practice physical distancing of 2 meters when outside as well.

Kindergarten is considered its own Recess group as Kindergarten follows an alternate day schedule.

| Recess Group 1 | Exit # | Recess Group 2 | Exit # |
|---------------------------------|--------|------------------|--------|
| 5B – Hrabi -21 | 2 | 5A – Hogsden -22 | 1 |
| 4B – Weir - 21 | 2 | 5C – Cowan -23 | 3 |
| 2B – Barrie -19 | 1 | 2/3S – Wall -19 | 3 |
| 1A – Shalay -21 | 1 | 2A – Stuve -22 | 4 |
| 1B – Catellier/Schollenberg -21 | 4 | 3B – Rempel -20 | 4 |
| 4A – Romeo -20 | 3 | 2C – Crane -19 | 6 |
| 4C – Cawson -20 | 3 | 3A – Funk -19 | 6 |
| | | 3C – Hoskins -21 | 5 |
| KA – Breslaw – 17 | 8 | KB – Evans – 17 | 7 |
| KC – Breslaw -18 | 8 | | |

All pedestrian traffic inside the school should follow the same concepts as the “rules of the road” and the directional markers. People briefly passing one another in hallways without six feet of physical distance is not considered high risk. Our plans to stagger entry and exit times as well as recess and lunch breaks will help to minimize the risk. Students are to arrive at school for their designated entry time and enter the school upon arrival to ensure they are staggered. Students will be released in a similar manner at the end of the day.

COVID-19 Signage

Manitoba Health has provided a variety of signage that is posted in all schools to communicate public health best practices. See them at: <https://www.gov.mb.ca/covid19/updates/resources.html>

To promote physical distancing within the school, floor decals and directional markers have been installed.

Transportation

We understand that the province's guidelines for school bus transportation will impact many families. RETSD will schedule bussing according to provincial guidelines while also ensuring physical distancing requirements are in place.

RETSD school buses will be operating at **less than full capacity due to physical distancing requirements.**

To meet our **obligations**, our plans include the following:

- Supporting transportation for students with additional needs who require individualized programming support
- Supporting transportation for students living outside the City of Winnipeg perimeter in the municipalities of East St. Paul and St. Clements as there is no access to public transportation
- Suspending our Fee-for-Service school bus transportation
- Assigning as many students as possible, under the public health guidelines, to buses. The details of each bus route will be posted on the parent portal the week of August 31, 2020.
- The division will be asking parents who are not intending to have their child(ren) use their allocated seat on the bus to contact transportation so that we can reallocate the seat to other eligible students.

All school bus passengers in Grade 4-12, as well as the driver, are required to wear a non-medical mask. These masks should be put on before getting on the bus and taken off after exiting the bus, if removal is appropriate for the setting. Non-medical masks are strongly recommended for students in lower grades.

Students will sit in assigned seats. These seats will be the same seats used every day. Where possible, students will be seated one student per seat. If this is not possible, students from the same household or in-school cohort can be seated together.

To assist in making student drop off and pick up as safe as possible when we welcome our students back in September, we are asking all parents to consider having their child walk to school or ride a bike. If you are driving your child to school, please follow the school plan for dropping off students which will be shared for families in a separate upcoming document, or consider talking to your child about a regular pick up or drop off location that is two blocks away from the school. This will help to avoid congestion in the area of the bus loop and also ease traffic around the school.

Guidelines for Transportation to Schools:

<https://www.edu.gov.mb.ca/k12/covid/reopening/transportation.html>

Self-Screening, Symptom Monitoring Process & Personal Hygiene

Students must stay home if sick or displaying symptoms. Symptoms may include:

- Cough
- Headache
- Fever/ chills
- Muscle aches
- Sore throat/ hoarse voice
- Shortness of breath/ breathing difficulties
- Loss of taste or smell
- Vomiting, or diarrhea for more than 24 hours
- Runny nose
- Fatigue
- Nausea or loss of appetite
- Conjunctivitis (pink eye)
- Skin rash of unknown cause

Monitoring for symptoms and exposure is to be done using the COVID-19 Shared Health Screening Tool. <https://sharedhealthmb.ca/covid19/screening-tool/>

Public health orders will be followed at Harold Hatcher School. To reduce the risk of infection from COVID-19, students and visitors are expected to take common prevention measures, including regular handwashing with soap and warm water for at least 15 seconds and to dry hands thoroughly. Alcohol-based hand cleanser dispensers are available at most entrances to the school and can be used by students, staff and visitors as they enter our school.

It is especially important to clean your hands:

- After coughing or sneezing
- When caring for a sick person
- Before, during and after you prepare food
- Before eating
- After toilet use
- When hands are visibly dirty

You should also cover your mouth and nose with a tissue when coughing or sneezing, or you can cough or sneeze into your sleeve. Throw used tissues in the garbage and immediately wash your hands or use an alcohol-based hand cleanser.

<https://www.gov.mb.ca/covid19/prepareandprevent/index.html>

Use of Personal Protective Equipment (PPE)

At Harold Hatcher, students in Grades 4 and 5, as well as all teachers and staff, are mandated to wear a non-medical mask in common areas throughout the school and when physical distancing of two meters is not possible. Younger students can wear masks too. Masks are also mandated for all students in Grades 4 and 5 when riding the school bus. Masks are strongly recommended for students in lower grades on the bus.

Extra masks will be made available at the school on a limited basis. Parents are strongly encouraged to talk to their children about how to wear a non-medical mask.

To put on a mask safely, perform hand hygiene. Place the mask on the face carefully so it covers your mouth and nose, handling it with the strings or elastic ear loops as much as possible, and mould the nose bridge to ensure it does not move while it is on. Avoid touching the mask once you have put it on. If the mask needs to be adjusted, hands should be cleaned before and after adjusting the mask. Never pull the mask down below the nose, mouth or chin. Never dangle the mask from one ear or both ears.

To remove the mask safely, remove it from behind using the strings or elastic ear loops. Do not touch the front of the mask. Perform hand hygiene after removing the mask.

Non-medical, reusable masks should be laundered daily.

Some students might require specific interventions or supports that cannot be delivered from a distance. School staff will be in contact with the families of any of our students who may require this support while at school and develop appropriate plans in consultation with the family. Staff may wear PPE as appropriate and where physical distancing cannot be maintained in order to support additional student needs.

https://www.edu.gov.mb.ca/k12/covid/support/supports_non_distance.html

Protocol for Students Who Exhibit Symptoms

If a student develops symptoms while at school, they will be isolated in a predetermined location as they wait to be picked up by a parent or caregiver. A mask will be provided for and worn by the child and the student's parent/caregiver will be notified to come and pick them up immediately. All families will be asked to identify at least 4 emergency contacts for their child/ children. The parent/ caregiver will also be instructed to call Health Links at 204.788.8200 or 1.888.315.9257 after picking up their child.

A sick child can return to the school once it has been determined that it is safe to do so by their health care provider or public health. If that child has a positive test, further direction will be provided by public health.

Protocol if there is a Positive Case in the School

In the event of a confirmation of a case of COVID-19 connected with a class at Harold Hatcher, public health will lead the response and provide guidance. Public health will advise staff and students if they

have been in close contact, if they need to self-isolate or self-monitor and when they can return to school.

Decisions about school or class closures will be made on a case-by-case basis with public health leading the response and providing guidance.

Classroom teachers will support the development and provision of at-home learning packages/ experiences for students who are isolating or quarantined as directed by public health.

Cleaning & Sanitization Schedule

RETSD has worked diligently to develop a cleaning and sanitizing plan for the re-entry of students. Harold Hatcher School custodial staff are aware of and are implementing the divisional cleaning and sanitizing plan for the re-entry of students.

To increase cleaning and sanitation:

- An additional custodial aide has been added to our staff to ensure more frequent cleaning during the day when students are present
- All facility and community use permits have been suspended to accommodate increased cleaning requirements
- Hand sanitizer will be available in several locations around the school, including entrances and office areas.
- The supply of liquid soap and hand towels in all locations will be closely monitored. All air hand dryers are in working order.
- Disinfectant wipes for IT equipment will be used to clean shared devices in between users

SCHOOL ROUTINES

School Physical Setting

At Harold Hatcher School, each classroom has been provided with necessary cleaning supplies to help ensure cleanliness throughout the day. Additionally, soap and water are readily available throughout the school. Common spaces are subject to more frequent cleaning by school custodial staff. In order to help maximize safety, all water fountains have been closed off or bagged so that they cannot be used. The bottle re-fill station is still available for student use. Students must supply their own bottle, and these should not be shared.

Student Attendance, Recess and Lunch Breaks

In order to follow Provincial guidelines regarding physical distancing and establishing cohorts, we have staggered our entry and exit times as noted at the bottom of this page.

At this time, it is extremely important that students arrive at school for their designated entry time. Staff will bring students into the school based on our staggered entry plan.

We are revising our timetable to respect the required cohorting of students. We will provide all students as much time as possible for structured physical activity, outdoor experiences, and arts education.

We have added an additional morning and afternoon recess time and separated groups over the lunch recess to accommodate smaller cohorts of students using the playground in designated areas.

Once on the playground, students will play in the area assigned to their cohort. The playground areas will be assigned to the cohorts on a rotational basis. Each class within a cohort will have its own bag of equipment to use during recess. This equipment will be cleaned at the end of each day.

Entry, Exit, Lunch and Recess Times

| | Cohorts in Group 1 | Cohorts in Group 2 |
|------------------|--|--|
| School entry | 8:40 | 8:50 |
| Morning Recess | 9:55 – 10:10 | 10:20 – 10:35 |
| Lunch Break | Lunch 11:35 – 12:10 Playground time 12:10 – 12:35 | Playground time 11:35 – 12:00 Lunch 12:00 – 12:35 |
| Afternoon Recess | 1:40 – 1:55 | 2:05 – 2:20 |
| End of Day | 3:10 | 3:20 |

Lunch Hour

Students who normally go home for lunch will continue to do so. Students will be asked to wait to return to schools until the end of the lunch period at 12:35 when they will enter the school at their designated entry and exit points.

Our user pay lunch supervision programs will continue to operate. The coordinator and the supervisors will maintain an increased focus on cleanliness and personal hygiene. School administration and the parent lunch committee will be in regular contact to co-ordinate plans and support student safety.

Students who access this program and stay at school for lunch will eat lunch in their cohort classroom. Food must not be shared, and students are to supply their own food and utensils. Microwaves will not be available.

Students will either begin the lunch break by eating lunch in their classroom and then accessing the playground or begin on the playground and then eat in their classroom.

Please note that hot lunch days will be suspended until further notice. The school snack program will continue with pre-packaged foods available for students.

Play Structures /Schoolyard

This document will be revised with a map of the playground areas and the rotation schedule once this information is available.

Assemblies and Field Trips

At this time, we will not be holding assemblies, or booking field trips.

Volunteers

In order to ensure schools are as safe as possible, we are limiting access to the school building. In most situations, volunteers and guest presenters are not permitted to attend school in-person. For the most part, access is being prioritized to those supporting implementation of public health measures and activities that benefit student learning and well-being. All visitors and volunteers must adhere to self-screening, physical distancing, and recommended hygiene practices. Visitors or volunteers with any symptoms consistent with COVID-19 should not enter the school. To help protect the health and safety of everyone masks are mandatory for any parent or visitor who needs to enter the school.

TEACHING, LEARNING & WELL-BEING

In-Class Learning

As has been directed by Manitoba Education, in-class learning will occur with additional public health measures. While the educational programming will continue to be best practice, some logistical changes may be necessary. These changes will include:

- Group work, group projects: Teachers will continue to prioritize collaboration between students. This will include using digital platforms to maintain social distancing
- Limiting shared resources – classroom teachers have planned for each student to have their own package of supplies

- Maintaining social distance and hygiene within the classrooms – all classrooms have been arranged to accommodate at least 1 meter of distance between students.
- Cohorting students where possible – each classroom is considered its own cohort, and cohorts for outdoor breaks have been limited to no more than 75 students in one playground area at a time.
- As often as possible, gym classes will be outside, and classroom teachers are encouraged to take learning outside as weather and the activity permit

Recovery Learning

Recognizing that students are returning to school with more varied learning experiences than usual, we are planning to support students with recovery learning as needed.

Through ongoing assessment, learning gaps will be identified and monitored. To support recovery learning, your child's teacher will employ the following approaches:

- Initial assessments will be conducted to provide a starting point for teachers; however information will continue to be collected throughout the year
- Teachers will plan for instruction using this information
- Students will be provided with a variety of opportunities to learn and to demonstrate understanding
- Teaching will be focused on goals of building independence and self-motivation so that students have the skills to move to remote learning if required
- Recognizing the uncertainty of the situation, teaching will be planned to ensure that learning continuity is in place for students should further disruptions arise

The focus of recovery learning will be on understanding, not on the completion of assignments. Attention will also be given to the social-emotional well-being of students.

The Possibility of Blended or Remote Learning

Students and families need to be prepared for a blended learning model that allows transition of teaching and learning from in-class to remote with as little disruption as possible. Should this arise, the school will be in contact with parents to communicate next steps.

Assessment & Reporting

Students' learning will be assessed on an ongoing basis to ensure that next steps are being appropriately planned for. Learning that occurs in classrooms or remotely will be assessed using good assessment practices that focus on the essential understandings of the curriculum. Additionally, students and parents/ caregivers need to be aware that reporting continues to follow the guidelines and policies established by Manitoba Education and reflected in the following RETSD policies:

<https://www.retsd.mb.ca/yourretsd/Policies/Documents/IKAB.pdf>

<https://www.retsd.mb.ca/yourretsd/Policies/Documents/IKA-R.pdf>

<https://www.retsd.mb.ca/yourretsd/Policies/Documents/IKAF.pdf>

<https://www.retsd.mb.ca/yourretsd/Policies/Documents/IKAG.pdf>

Subject Areas & Specialist Classes

All curriculum areas are important and build students' literacy and numeracy knowledge. Schools will continue to offer all subjects, to the greatest extent possible.

Additionally, at this time, in RETSD there will be:

- No cross cohort practices or activity
- No practices or competition outside of the school day

Please know that we value the physical, mental and emotional health benefits of sport and will work diligently to ensure that our students can have access to those benefits. As a school team, we will be working to build physical activity into the school day.

Music programming is an important part of a well rounded education. Music programming in RETSD will follow all public health and education advice. Singing is not presently permitted in school. Taking this into account music programming will continue with consideration given to physical distancing, proper hygiene, reducing shared supplies and proper cleaning and sanitation. When instruments are used, the teacher will ensure that health precautions are adhered to. Since public health advice does not permit singing, choir will not be part of our school programming at this time.

<https://www.gov.mb.ca/covid19/restoring/music-guidelines.html>

Student Specific Programming

As is the case for all students, students with additional needs from K-12 will be receiving in-class learning as prescribed by the province. Programming for students with additional needs may include a student specific plan, such as an Individual Education Plan (IEP) or an Adapted Education Plan (AEP). This collaborative planning will be led by the school team and, as needed, supported by divisional staff. If students with additional needs are not able to physically distance, provincial and divisional protocols will guide the necessary next steps. These can be found at:

https://www.edu.gov.mb.ca/k12/covid/support/supports_non_distance.html

Bring Your Own Device (BYOD)

To support the use of technology in teaching and learning, Bring Your Own Device (BYOD) guidelines will be in place for **all** students.

Encouraging students to use personal devices in classrooms:

- Supports the transition between in-class and remote learning
- Extends teaching and learning opportunities using technology
- Provides opportunity for modeling and teaching digital literacy practices that will be required for in-class and remote learning
- Limits the use of shared technology resources

Teachers, students, and parents should be aware of the BYOD guidelines and the related RETSD policies. This DOES NOT mean that student must have their own device. This approach allows students who have their own device to leverage its use in-class under the direction of the teacher.

RETSD BYOD Parent Guidelines:

<https://www.retsd.mb.ca/Lists/Publications/BYOD%20Parent%20FAQ%20Aug%202020.pdf>

RETSD BYOD Student Guidelines:

<https://www.retsd.mb.ca/Lists/Publications/BYOD%20Student%20guidelines%20Nov%202017.pdf>

<https://www.retsd.mb.ca/yourretsd/Policies/Documents/GBEE.pdf>

<https://www.retsd.mb.ca/yourretsd/Policies/Documents/IJND.pdf>

Student Access to Devices & the Internet

To ensure all students are ready for a possible move to remote learning, **based on need, each school will identify students** who would benefit from being provided with loaner devices that are to be returned at the end of the school year or before.

Students who were provided with a loaner device are given the opportunity to purchase the loaner device at the end of the school year.

To ensure all students are ready for a possible move to remote learning, **based on need, each school will identify students** who would benefit from the opportunity to have the school division provide home internet access through BELL/MTS.

Parents/caregivers are advised to contact the school for support.

Protocol for Shared Equipment

Wherever possible, schools will limit the use of shared resources. When this is not possible, adequate, and appropriate cleaning will be required. To support these practices, your child's teacher will:

- Carefully assess the classroom layout and shared spaces
- Remove materials that are harder to clean and sanitize
- Consider how to offer materials for individual use
- Have students bring their own equipment if possible
- Have a system for returning materials that allows additional time out of circulation
- Create schedules that allow for social distancing and cleaning between use
- Clean following specific disinfecting guidelines

Well-Being, Wellness & Supports Checks

Student mental health and well-being is a core element of the re-opening planning. It is foundational in ensuring a return to a welcoming environment that supports learning. To this end, RETSD schools will utilize the expertise of parents/ caregivers as it relates to their own children. Parents and caregivers know their children the best. To support all the adults supporting children, schools will consider these points:

- Communicate that no one has all of the answers about the impact of the pandemic, but that as a team, we can steer through the pandemic together
- Acknowledge that we need collaboration from adults to support the social-emotional impact of the pandemic on students
- Be open to the concept that students are returning to school with the weight of experiences that they might not have shared yet
- Understand that students will only be as healthy as the adults around them
- Collaborate with parents/caregivers as a coordinated system that gives students hope

As adults we need to remember that children want to be heard. They do not need detailed information about events, but they do need to talk about their feelings. We need to let them know they can ask questions. We should answer questions honestly, but make sure that the information is suitable for their age level. If answers are not known, it is okay to say so and to look for resources together that can answer their questions.

Remember that children are often listening when others are talking about COVID-19. Adults should consider this and minimize discussions of COVID-19 that are not related to the specific setting. It is important for adults to correct any misinformation as they become aware of it.

We all need to reassure children that our schools are safe for children when they are consistently following preventative practices, including environmental cleaning, frequent hand hygiene, and routine screening.

Parent and student resources can be found at:

UNICEF: <https://www.unicef.org/coronavirus/supporting-your-childs-mental-health-during-covid-19->

school-return

World Health Organization: https://www.who.int/docs/default-source/coronaviruse/healthy-parenting/english-tip-6-covid-19-parenting.pdf?sfvrsn=232558c1_8

Kids Help Phone:

<https://kidshelpphone.ca/>

Stress Hacks at:

<https://stresshacks.ca/>

COMMUNICATION

Microsoft Teams

All RETSD schools use Microsoft Teams as our teaching, learning and communication platform. Your child's teacher will be working, in the first weeks, to ensure that your child can access Teams so that should schools move to remote learning, your child is positioned to continue their learning. Parent information on supporting your child with Teams is forthcoming and will be shared shortly.

Stay Informed

Both RETSD and the staff at Harold Hatcher School are committed to keeping the community informed and engaged. At a divisional level, several structures have been established to support this communication:

Divisional Website—The RETSD divisional website has a section for COVID-19 updates that is clearly visible and regularly updated with any communication and documents. Parents are referred to the website through school communication. <https://www.retsd.mb.ca>

Divisional Social Media Accounts—Current information is provided in a timely manner through Twitter and Facebook. <https://twitter.com/RETSDschools> <https://www.facebook.com/retsdsd>

Divisional Letters—Regular information is provided to all families through letters that are branded with the divisional letterhead and signed by the Superintendent. These letters are distributed through the schools electronically or hard copies can be provided to families who request/require them.

Two-way communication—Parents and community members can provide feedback/questions/comments through the division or school website's "Contact Us" feature, Twitter and Facebook comments, regular surveys, through the school administrator and/or their elected school trustee.

At Harold Hatcher School, the following structures support communication:

- School website <https://www.retsd.mb.ca/school/hh/Pages/default.aspx#/=>
- School letters
- Teacher/family communication

Concern Protocol

At Harold Hatcher School, we will always try to make the learning experience a positive, safe and happy one for our students. However, if you have a concern or an issue, please don't hesitate to let the school know. Open communication between home and school is very important to us. In the event you have a concern, please follow the process below:

- a. Talk to the person most directly involved—your child's teacher. If you must leave a message, provide a day and evening phone number where the teacher can reach you.
- b. If talking to the teacher doesn't resolve the issue, talk to the principal.
- c. If you've talked to the principal, but the issue has not been resolved over a period of time, call the superintendent's department at 204.667.7130 or email communications@retsdb.ca.
- d. If you disagree with the decision of the superintendent's department, you can make an appeal in writing to the board of trustees.

Policy KE—Concern Protocol: <https://www.retsd.mb.ca/yourretsdb/Policies/Documents/KE.pdf>

Policy KE-R—Concerns and Complaints Process:

<https://www.retsd.mb.ca/yourretsdb/Policies/Documents/KE-R.pdf>