



Communication Guidelines 2024-25

Dear parents,

At LILA, we value open and respectful communication between parents, teachers, and staff. To ensure effective and positive exchanges, please consider the following guidelines:

Before Reaching Out:

Before sending an email or making an inquiry, please check Mosaïque. Often, the answers to your questions can be found there, helping you save time and ensure you have the most current information.

Maintaining Respectful and Open Communication:

- **Be Respectful:** Use a courteous and polite tone in all communications.
- **Request, Don't Demand:** Approach your inquiries as requests rather than demands.
- **Be Open-Minded:** Be prepared to listen and understand the perspectives of teachers and staff.
- **Collaborate:** Work together with us to find solutions that benefit your child.
- **Face-to-Face:** For more nuanced conversations, we recommend face-to-face meetings, as they foster clearer and more effective dialogue. Email is better for scheduling than for in-depth discussions.

Response Times:

- **Teacher Availability:** Teachers strive to respond promptly but may not always be able to do so immediately due to their teaching responsibilities.
- **Information Gathering:** Sometimes, teachers and staff may need additional time to gather the necessary information to address your concerns.

Whom to Contact:

- **Classroom or Playground Concerns:** Start by contacting your child's teacher.
- **Concerns About a Staff Member:** Address these directly with the staff member involved first.
- **Escalating Issues:** If you have already discussed a concern with your child's teacher and need further assistance, please contact the school secretary to arrange a meeting with a school administrator.
- **Issues with Other Parents:** For issues involving other parents, please address



them directly with the other party. The school is not responsible for managing parent-to-parent interactions.

Student Messages:

- **Plan Ahead:** Clarify after-school arrangements with your child before the school day begins.
- **Written Notes:** Consider placing a written note in your child's backpack or lunchbox for reminders.
- **Last-Minute Changes:** For urgent changes, call the office, but please note that messages may not always reach your child before dismissal.

Coffee Hour with the Campus Director:

Join us for informal discussions with the Campus Director during Coffee Hour. These meetings are a chance to ask questions, share ideas, and engage in open dialogue without a formal agenda.

Do's and Don'ts for Communication:

- **Do:**
 - Remember we share the common goal of your child's well-being.
 - Exercise patience if responses are not immediate.
 - Schedule a meeting for in-depth discussions rather than using the parking lot.
- **Don't:**
 - Overwhelm the school with excessive emails.
 - Engage in gossip or blame, as it can harm our community.
 - Contact other families regarding incidents; the school will handle these communications.

We are committed to creating a supportive environment where every child can thrive. Thank you for working with us to make this a successful and collaborative experience.

Vincent Wiemann
West Valley Campus Director