

“TREATMENT OF STUDENTS AND THEIR PARENTS OR GUARDIANS” POLICY
MONITORING REPORT

TO: The Board of Directors
FROM: Yvonne Walker, Superintendent
RE: INTERNAL MONITORING REPORT – TREATMENT OF PEOPLE
Yearly Monitoring on Policy II-2a: Treatment of People

I hereby present my monitoring report on your Executive Limitations Policy 2a “Treatment of Students and their Parents or Guardians” in accordance with the monitoring schedule set forth in board policy. I certify that the information contained in this report is true.

Signed  Superintendent Date: 12-8-21

BROADEST POLICY PROVISION

“With respect to treatment of people, including parents, citizens and students, the superintendent shall not permit an organizational culture that treats people with disrespect, indignity or discourtesy.”

In Compliance

SUPERINTENDENT’S INTERPRETATION: I interpret this policy to mean that the District must create and utilize systems that support meaningful and timely communication to occur between employees and our clients (parents, citizens, students). The District will pay close attention to the specific needs of our diverse families and will examine practices through an equity lens. The District will insure that appropriate communication is occurring through the use of fair proactive policies and procedures, training and supervision of employees, and a customer service approach.

REPORT: We have experienced very little conflict between our clients (parents, citizens, and students) and employees. In the few instances where conflict has occurred appropriate conflict resolution skills were used and the immediate issue or concern was addressed.

Athletics and discipline are the two topics which often generate areas of conflict with families and schools. Administration, instructional staff and coaches are asked to be proactive in these matters.

- Evidence of this “partner” mindset working - we have had zero discipline hearing requests in the past several years.
- Discipline policy and procedure and practices are designed to teach proper behavior vs. punish for improper behavior. Building administration receives ongoing professional development in legal practices regarding discipline of students.
- When athletic concerns arise the Athletic Director works to mediate the concern and bring athlete, parent and coach together to discuss the issue and work towards understanding and hopefully resolution.

The District continues to make strides in meeting our ELL Parents needs by offering specific programs which support their ability to advocate for their children.

- Guest speakers – Dr. Roberto Dansie in Nov 2021
- English language classes offered by volunteers in our schools – scheduled for spring
- Citizenship classes offered bi-annually with LCSD and MSD alternating years
- Our migrant outreach coordinator, Rosie Rodriguez, provides study support for the citizenship test

- Adoption of a language access policy which outlines the steps the district will take in assisting with translation and interpretation services.
- Each of our schools has front office staff able to speak with both English and Spanish speakers.

Our parent/family/volunteer/post-secondary coordinator has helped create another avenue by which parents can communicate with teachers and administrators. Ms. Grageda and our two counselors all serve as informal troubleshooters and assist with a variety of issues/concerns.

Many of our ELL families were surveyed at the November PAC meeting about what adult classes they would like us to pursue this year.

Our schools/district office serve as a community asset often linking our public with other community organizations (Parks and Recreation, Manson Community Council, Kiwanis, Grange, Library, etc.)

The Office of the State Ombudsman received no complaints regarding our district during the last five years.

<i>POLICY PROVISION #1: “The Superintendent may not: Use methods of managing information that fail to protect confidential information.”</i>	In Compliance
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SUPERINTENDENT’S INTERPRETATION: As Superintendent I am responsible for insuring that confidential information is cared for in an appropriate manner. State and federal guidelines like the Family Educational Rights and Privacy Act (FERPA) give Districts specific directions in dealing with student records, special education information, and health related information.

REPORT: Appropriate provisions for the handling of student records are in place. Appropriate staff members are aware of the need to protect all records (including digital) and to handle destruction of these records in a timely and legal manner. The pandemic continues to bring to the surface the need for confidentiality. All certificated staff have reviewed FERPA guidelines and information is only shared with those in the system who need to know and have proper clearance. Currently the district is housing confidential information about staff vaccination status. We are in alignment with our CBAs and legal recommendations.

<i>POLICY PROVISION #2: “The Superintendent may not: Fail to provide a process for the effective handling of complaints.”</i>	In Compliance
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SUPERINTENDENT’S INTERPRETATION: The District must utilize an effective communication system that allows those who are closest to a problem be involved in the resolution of the problem. Administrators are charged with insuring that a “chain of command” is followed.

REPORT:

Staff members are aware and have utilized our “chain of command” process in effectively handling the few complaints we receive. Administrators (including the Supt) are proactive in dealing with concerns with parents and community members. When someone does bring a matter to our attention we are prompt in dealing with the issue.

<i>POLICY PROVISION #3: “The Superintendent may not: Permit any form of illegal discrimination.”</i>	In Compliance
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SUPERINTENDENT’S INTREPETATION: The District may not discriminate against any student, parent, or community member on the basis of race, color, national origin, gender or disability in education programs, services and activities.

REPORT: Our non-discrimination policy is clearly communicated to our students, families, and community. Our facilities are accessible to all students including those with physical disabilities.

The District continues to provide professional development to staff on culturally responsive classrooms and awareness of our discrimination policies which addresses all statutorily protected classes of people.

The district and administration model non-discrimination practices at all levels and are willing to make difficult decisions in order to avoid discrimination.

<i>POLICY PROVISION # 4: “The superintendent may not: Fail to provide a welcoming environment for parents and guests.”</i>	In Compliance
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SUPERINTENDENT’S INTREPRETATION: All parents and guests are to be made to feel welcome to visit our schools and to attend school events and meetings. Communications (both oral and written) should be in English and Spanish whenever possible.

REPORT: Our district is recognized regionally and at the state level for creating a welcoming environment for parents and guests. Our families are partners in their children’s education. We have continued to find creative ways to welcome families into the classroom during the pandemic. Visitors and volunteers are supported through the process of clearance to serve in our buildings. This has included extra planning and communication to navigate vaccination needs. Fall conferences were more traditional this fall with the addition of an optional Zoom format for parents who requested it. Families utilized both in person and Zoom at their convenience.

Student rights and responsibilities are provided in the school district calendar and are available online. Parent conferences and parent meetings also provide opportunities for further explanation. The district provides three parent reach-out sessions per year called “Manson Inc.” where we provide current relevant information to families. Periodic mailings from each school keep parents informed as well. The Bright Arrow text messaging service continues to receive positive feedback for effectiveness. We send out messages to parents in their preferred language. Following a large-scale reach out last year, we have nearly all of our families now connected through Bright Arrow. To date, we have 326 families using the system and 48 that are unable to access due to technology needs or have not opted in. Staff monitor this list and regularly check-in with families to encourage use.

<i>POLICY PROVISION #5: “The superintendent may not: Fail to maintain an open and responsive organizational culture that treats all constituents with respect, dignity and courtesy.”</i>	In Compliance
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SUPERINTENDENT’S INTREPRETATION: The District is responsible for insuring that all policies, laws, and basic courtesies are extended to all people we serve. Two-way communication

must be a constant with real consideration given to suggestions for improvement. Student and parent rights and protections must be followed in accordance with applicable law, policies, and school rules.

REPORT: We are open to feedback and solicit all forms (person to person, surveys) and utilize the information/data when received. Currently we are working to share our work around social and emotional learning with families to reduce stress and encourage family engagement at home. Increasingly we are using social media and digital platforms to obtain quick and relevant feedback from parents.

Our administrative team is proactive in working with our more “challenging” families to ensure we develop positive relationships before the difficult conversations.

December 8, 2021