



Millgrove Elementary School

PROUD SCHOOL OF HAMILTON-WENTWORTH DISTRICT SCHOOL BOARD

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HWDSB Communication Standards

Millgrove School is committed to keeping parents, guardians, and caregivers well informed and knowing what to expect.

Have you heard about HWDSB's [Communication Standards](#)?

These standards were prepared in collaboration with parents and staff and represent our commitment to communications with families.

They act as one more way that staff can support a positive experience for you while your child/ren receive educational services at HWDSB.

Communication Standards:

- Define what expected topics will be shared directly with parents, guardians, and caregivers
- Clarify the ways that staff communicate with families such as by phone, email or mail (essential channels) or via website, Parent Portal, or social media, for example ([supportive channels](#))
- Create a consistent experience for families from school to school on expected topics and recognize when communication might be different as schools respond to various needs
- Strive to remove message duplication for you as the recipient of so many messages
- Outline communication that may come from classroom, school, and district levels
- Provide guidance related to response times with considerations to [Right to Disconnect procedure](#), [Addressing Concerns @HWDSB](#), [Addressing a Human Rights Concern](#), and other policies, procedures, or guidelines

Parent Tips for Supporting Communication Standards:

- Ensure phone number and email is current at the school
- Secure passwords for HWDSB Platforms
- Frequently visit platforms to learn what is new
- Provide feedback at the class, school or board levels

Share us your feedback on the Communication Standards! Email us at the school or info@hwdsb.on.ca.