

# HWDSB Communication Standards

Communication builds positive relationships with parents, guardians, and caregivers.  
We want you to be well informed and knowing what to expect.  
We want staff to know how, what and when to communicate.











## HWDSB's Communication Standards Apply to all Schools

HWDSB is committed to fostering a culture of human rights, equity and inclusion. We offer learning and working environments that are welcoming, respectful, and free from discrimination and harassment.

### Expected Topics and Examples






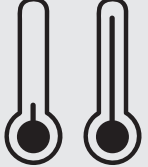


You will receive communication on **expected topics**. *How?* Telephone, email, or mail.

Emergency communications may occur after hours.

 Student progress	 School closures	 Student attendance	 Injury or harm	 Specialized Services
 Safe Schools reporting	 Secure School response	 Class relocation	 New educator or principal	 Major construction

### Additional Topics and Examples

You may receive communication on **additional topics**. *Where?* Websites, Parent Portal, MS Teams, or on social media.

 Accessibility disruptions	 Transportation delays	 Power outages	 Routine fire alarm	 Phone and internet down
 Cold and heat alerts	 Program transitions	 And so much more!	<p>Learn more at <a href="http://www.hwdsb.on.ca">www.hwdsb.on.ca</a></p>	

### HWDSB's Response to Inquiries

- Responses will be communicated within 2 business days during working hours
- Staff follow the Right to Disconnect procedure to maintain healthy work life boundaries
- HWDSB is committed to listening and establishing clear, fair, and effective processes to build an environment where human rights are upheld

### How you can support Communication Standards:

- Ensure phone number and email is current at your school
- Secure passwords for HWDSB Platforms
- Frequently visit platforms to learn what is new
- Provide feedback at the class, school or board levels
- Navigate general and Human Rights concerns using Addressing Concerns @HWDSB resources