



In Maple Ridge – Pitt Meadows School District No. 42, we believe in working together to support our children. With input from parents, students, staff and community members, the district has developed guidelines intended to help prevent and/or resolve conflict.



It's not what you do, it's how you do it...

PREVENTING CONFLICTS

POSITIVE SCHOOL CLIMATE/CULTURE

- ▶ Values diversity
- ▶ Promotes successful interactions
- ▶ Safe environment physically/emotionally
- ▶ Clear expectations
- ▶ Mutual understanding
- ▶ Non-judgmental
- ▶ Values parental involvement

TEAMWORK/COLLABORATION

- ▶ Common vision
- ▶ Respectful dialogue
- ▶ Clear communication pathways
- ▶ Timely information

MEANINGFUL CONSULTATION

- ▶ Family expertise regarding the child is valued
- ▶ Mutual respect
- ▶ Equal partnerships
- ▶ Individual perspectives valued
- ▶ Open communication
- ▶ Maintain objectivity

RESOLVING CONFLICTS

PROBLEM SOLVING

- ▶ Active discussion with all involved
- ▶ Clear articulation of issue
- ▶ Focus on resolution
- ▶ Listen to, understand, suspend judgment
- ▶ Flexibility

CONFLICT RESOLUTION

- ▶ Simple, clear, parent friendly processes
- ▶ Transparency in process and decision
- ▶ Focus on hearing all sides of an issue

PRINCIPLES OF FAIRNESS

- ▶ Impartiality and honesty
- ▶ Procedural fairness
- ▶ Fairness in decisions and process
- ▶ All appropriate information available to all parties



Creating a positive future begins in human conversation. The simplest and most powerful investment any member of a community or an organization may make in renewal is to begin talking with other people as though the answers mattered.

- Adapted from "Who Will Tell the People" by William Greider



SD42 STEPS FOR PROBLEM-SOLVING

Our recommended process to follow as a parent/guardian/student in case of an issue or concern is outlined below.

At any step in the process, parents/guardians/students are encouraged to bring another individual to meetings with the school. This may be a relative, a trusted friend or an “advocate.”

STEP 1

Discuss the issue with the person who made the decision or took the action you are concerned about (e.g., classroom teacher). Issues can usually be solved at this level but may involve ongoing dialogue.

If not solved, continue to next step.

STEP 2

Discuss the issue with the school principal. The principal may involve appropriate resources/personnel as required.

If not solved, continue to next step.

STEP 3

Discuss the issue with the assistant superintendent responsible for the zone of your child’s school at 604.466.6283.

EAST ZONE

Jovo Bikic

Davie Jones Elementary
Edith McDermott Elementary
Fairview Elementary
Hammond Elementary
Highland Park Elementary
Maple Ridge Elementary
Pitt Meadows Elementary

CENTRAL ZONE

Jovo Bikic

Alouette Elementary
Eric Langton Elementary
Glenwood Elementary
Laity View Elementary

David Vandergugten

Environmental School
Golden Ears Elementary
Harry Hooge Elementary

WEST ZONE

David Vandergugten

Albion Elementary
Alexander Robinson Elementary
Blue Mountain Elementary
Kanaka Creek Elementary
Webster’s Corners Elementary
Whonnock Elementary
Yennadon Elementary

SECONDARY SCHOOLS

Shannon Derinzy

Secondary Schools
Alternate
Trades Partnerships and Academies
Riverside Centre (Continuing Education, Distributed Learning, International Education, Ridge Meadows College)

If not solved, continue to next step.

STEP 4

Discuss the issue with the deputy superintendent: 604.466.4283.

If not solved, continue to next step.

STEP 5

Appeal to the Board of Education within 15 days of completion of Step 4. (See School District No.42 bylaw and policy for appeals.)

If not solved, continue to next step.

STEP 6

Appeal to the Superintendent of Appeals (see Ministry of Education Section 11 appeals process).

