

HRCE Respectful Engagement Guidelines: Respect is the Standard

HRCE values collaborative relationships with families and the community. We recognize parents, guardians, and community members as important partners in education.

Collaborative relationships include:

- Respectful communications between staff, families and community members
- Appropriate, respectful language and tone in all interactions
- Adherence to HRCE and school-based processes
- Reasonable expectations for timely responses
- Strong focus on problem-solving and student well-being

HRCE staff are expected to:

- Maintain regular, ongoing contact with families about students' needs and progress
- Acknowledge and accommodate families' preferred ways of participating and communicating
- Include families as active participants in planning and decisions regarding supports and instructional approaches
- Proactively engage families and always communicate respectfully
- Recognize the difference between challenging interactions and unacceptable behaviours

The following behaviours are not acceptable by anyone:

- Abusive or demeaning language (verbal, written, or online)
- Discrimination
- Acts or threats of violence
- Repeated hostile communication after boundaries are set

When expectations are not met:

- Communication may be paused or redirected
- Meetings (including in-person, online and by phone) may be ended or rescheduled
- Access to staff may be limited or mediated
- Further administrative action may occur

How to Raise a Concern:

- All concerns should first be shared with your child's Early Childhood Educator (ECE) or teacher.
- If your concern is not resolved, you should then contact the school principal.
- If your concern remains unresolved, you can reach out to HRCE's [Family Navigators](#) who can provide information about a wide range of supports and resources or connect you with the school supervisor.



- If your matter continues to be unresolved, you can then initiate a formal review process, outlined in the [Parent/Guardian Concern Policy](#), in which the matter will be investigated by the appropriate HRCE Directors. To begin, complete the Parent Concern Reporting Form on page 3 of the Policy.
- The final step is for your concern to be reviewed by the Regional Executive Director.

Respectful communication is a shared responsibility and supports safe, inclusive schools.