

Spruce Street Communication Guidelines

We are thrilled to offer additional, streamlined communication options for families. Please see below for some tips and guidelines when communicating with teachers:

DO adhere to these communication norms and respectful boundaries. We want to make sure this communication method works for everyone involved.

DO use the Family Handbook, Behavior Handbook, and school website as ongoing reference tools. Many answers to common questions can be found there.

DO follow this guide from our Family Handbook when figuring out who to contact:

If your concern is about:	You should contact:
Your child’s academic progress	Your child’s teacher
Your child’s well-being and emotional development	Your child’s teacher, then
	Guidance Counselor
Activities in your child’s classroom	Your child’s teacher, then
	Class parents, then
	Parent Coordinator
Curriculum	Your child’s teacher, then
	Assistant Principal
	Principal
PTA Issues (fundraising, communications, events, etc.)	PTA Executive Board
Other DOE policies, procedures, or matters impacting Spruce Street	Parent Coordinator, then
	Assistant Principal
	Principal

DO continue to use existing communication methods (phone, notes, and meetings) in addition to emails.

DO direct relevant questions to office and support staff (questions about lunch, Metrocards, snack, etc.)

Here is a helpful guide:

Things Best Communicated by Email	Things NOT Best Communicated by Email
Setting up a meeting and/or changing the time of a future meeting	Same-day drop-off changes
Absences/illness information for teachers	Specific academic or behavior issues (email to set-up a meeting instead)

DO expect a reasonable response time from teachers. We'll aim for 24-48 hours, but remember...teachers don't sit in front of a computer all day and enjoy much-deserved time off on the weekends.

DO maintain student privacy when communicating. We can only talk/meet/write about your own child, and must always maintain privacy rights.

DO remember – emails have permanence. Emails are long-lasting and have the ability to be monitored.

DO allow yourself some time to cool off if you are feeling particularly angry or frustrated. Composing and sending an email when you're upset can often lead to additional tension. Emotions often translate into a confrontational-sounding email, and nobody appreciates being on the receiving end of that communication.

DO expect support or intervention if these protocols do not meet our needs.