



Carleton North High School

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Communication Tools

We truly live in a rich technological climate for communication to occur in a variety of means from our school. It is difficult to have too many platforms and apps by which to share all pertinent communication needed. Not all social media will be used to chat and are used for sending out information. Please read the following bullets as they articulate the best means of receiving various communication from our school.

- ✚ **PowerSchool Public Portal:** This platform allows you to view your student's attendance and academic performance in real time. It is the expectation that parents and students use this portal regularly as there are no more paper copies of report cards printed. You can access the site from a link on our website. If you need assistance with accessing this platform, please contact our administrative assistants Mrs. Nicholson and Mrs. O'Keefe. This is a powerful tool for engagement and monitoring progress.
- ✚ **Talk-mail and e-mail:** Currently our system pushes notifications to cellular devices, email, and voicemail. We require valid phone numbers and email in order to keep you informed. Be sure to complete the forms that your students bring home if there have been changes to your contact information. Our greatest percentage of contact happens with email according to our data.
- ✚ **Social Media Platforms:** Currently our athletic director posts information through his Instagram account, our school posts information on Twitter as well as Instagram account. We do not use Facebook frequently at all; however, some sports teams use it to post video of games and other team information. The main accounts that the office and athletic director will use are as follows:
 - CNHS Face-book: www.facebook.com/carletonnorthhigh We do not respond to the chat feature of this platform often as it is used to inform rather than chat based on the volume of messages that school administration navigate daily.
 - Athletics: Instagram account **cnhs_sports** This is monitored and updated by Mr. Doherty, Athletic Director
 - Administration: Instagram account **cnhsstars** and this pushes information to our Facebook page.
 - School General: Twitter account **@cnhsstars** This is monitored by Ms. MacIntosh and is a courtesy.
- ✚ **Websites:** Our school website has a good deal of information, bulletins and items shared throughout the year. Please take time to visit this at the following link. <https://cnhs.nbed.ca/> Our district has a new website look and feel. This website is important as various pieces of information related to school, school closures, scholarship information for grade 12 students and information pertaining to policies and curriculum/programs is located within the links and pages. See ASD-W website at: <https://asdw.nbed.ca/about-asd-w/>
- ✚ **Microsoft Office:** Our province supports online education with students from the MS office site, under the Teams application. Every student is connected to their teachers' classes, course work and have individual and group chat capabilities. Teachers will continue to keep this platform working throughout the year. We

encourage you to explore this platform/resource with your students. ***It should be noted that the primary method of educational delivery will be the classroom. Attendance in person is critical to student achievement.***

Communication with School Staff:

We believe that real communication is a two-way process, and it involves students communicating with their teachers and other school staff, as well as parents communicating proactively with staff and vice-versa. In order to keep open and clear lines of communication, please take note of the following avenues and processes:

- Inquiries about attendance, grades, work habits and other items for classes start with classroom teachers who are responsible for individual students.
- Questions regarding specific educational programming for students with personalized education plans should direct calls to our Educational Support Services Resource Teachers (Mrs. Lanto, Mr. Tracey & Mrs. Kathleen Trevors McLean).
- For information regarding graduation pathways for all grade levels, scholarship or graduation information, mental wellness and or counselling services including Integrated Service Delivery or Health Nurse services should be directed through our Educational Support Services Guidance Teacher and Counsellor Mrs. Albright.
- General inquiries regarding school programming, academic standards, the physical school plant and operations as well as human resources questions should be directed to our administration team (Mr. Smith, Principal or Mrs. Brennan, Vice-Principal)
- Any other inquiries regarding student fees, registrations, student transfer documents, transcripts or notification of student absences should be directed through our administrative assistants.
- Calls can be made to 506-392-5120. All messages are stored as electronic recordings and are listened to first thing in the morning and throughout the day as our administrative assistants can attend to them.

Communication Expectations for Inquiries

It is our goal to keep in reasonable communication with all our stakeholders. It is not unusual for staff to receive 50-200 email, chat messages from Microsoft Teams or phone calls per day. Please allow 48-72 hours for staff to return your calls or messages. We have a hard-working and caring staff whose priority is preparing and delivering quality education to our students. We would ask that all inquiries be made respectfully via phone or email to the school and not made through social media, including complaints.

- ❖ If staff are unable to return a call, there may be many reasons for this. If you are not hearing from staff in a reasonable timeframe, please call the school and leave a message with one of our administrative assistants or use the email link on the school website to leave an email and they will help direct you to someone who can assist.
- ❖ Sometimes messages are missed unintentionally. Staff are busy dealing with a variety of concerns, issues or the business of their work-life, may be off-work for a variety of reasons or have emergencies themselves.

Fair Notice: Instances of Incivility with Parents/Guardians or Visitors

- ❖ **Communication is expected to be reasonable and conducted with civility. Incivility will not be tolerated. The education act is clear in its expectation and limits where this is concerned. The principal is designated under this act to determine how, when and with whom communication will occur if acts of incivility occur. This can include the loss of privilege to engage with school staff directly and or not being permitted on school property or at school events.**