

RSSAA Community Support Committee (CSC)

Interim process for working with concerns

Effective November 15, 2006

Purpose

To support members of our community in working through concerns by facilitating communication to enhance shared understanding and strengthen relationships.

This will replace the "Where to Go for Help" process in the Parent Handbook effective 11/15/06.

Two-step Process

1. You are encouraged to make every attempt to speak directly to the teacher or employee involved.
2. If speaking to the teacher or employee does not resolve your concerns, contact any member of the Community Support Committee. (see below)

Once the initial contact has been made, we would like to schedule a time to sit down together. So that you are best heard, we ask you to meet with two members of the committee with whom you feel most comfortable. You are welcome to invite a friend or family member to join you.

Once the information has been gathered the committee member will:

- Contact the employee to get his or her input
- Gather and bring information to the next CSC meeting for consideration and determination of next steps and report to College and Board as necessary
- Respond to the person who raised the concern within 7 days

CSC Member	RSSAA Role	Phone	Email
Cindy Harrington	College Chair	995-4141	
Peggy Wilson	LS Coordinator	995-4141 ext. 24	peggywilson@rssaa.org
Margot Amrine	HS Faculty Chair	669-9394	margotamrine@yahoo.com
Sandra Greenstone	Administrator K-12	669-9394 ext.15 Mon/Tues 995-4141 ext. 28 Wed-Fri	sgreenstone@rssaa.org
Daryl Honor	LS Faculty Chair	995-4141	
Kirk Williams	HS Coordinator	669-9394 ext. 12	kirkwilliams@rssaa.org

Role of the Community Support Committee

The CSC will provide an accessible, consistent, and responsive process for working with concerns and seeking resolution in a timely manner. Additionally, the CSC will be able to spot patterns quickly since they will have "all the pieces." CSC meetings will take place once a week or more frequently, if necessary. The CSC is tasked with:

- appropriately gathering information
- working with the necessary individuals
- developing best practices for dealing with problems efficiently
- conducting exit interviews
- gathering data and tracking trends

For future reference:

- Go to: www.rssaa.org home page and click on Community Support Committee
- Please staple this page into your Parent Handbook