

School District No. 35 (Langley)

Communicating With Your School



A Guide for Parents/Guardians and Students

Developed jointly by the Langley School District
and the Langley District Parent Advisory Council

Updated for the 2024-25 School Year

Staff in our schools are eager to address your questions or concerns. Education is shared between the home and the school, and good communication is an excellent starting point for resolving an issue.

Build a Positive Relationship with Your School

Be Involved:

- Support and work with your child's teacher(s)
- Participate in your school's Parent Advisory Council (PAC)
- Attend school events and activities
- Offer to help in the classroom
- Support your child's learning at home
- Stay informed of your child's progress in school

Communicate:

- Take opportunities to get to know the people who work with your child(ren)
- Ask your child about their school day
- Keep the school informed about issues that may affect your child; don't wait for a small problem to become a large concern
- See what social media options are available to keep up-to-date on school activities

Resolving Issues and Concerns

- Arrange a phone appointment or in-person meeting so that your concerns can be heard without distraction (emailing to arrange a date and time works well).
- Organize your thoughts before the meeting (the BCCPAC Meeting Survival and Problem-Solving guides included with this pamphlet are provided by DPAC for your consideration)
- Keep focused on the issue; remember, we are all here to ensure the success of your child
- Treat others with dignity and respect, and expect that in return
- Try to look at both sides of the issue and listen to everyone
- Work with people at each step in the process to try and address your issue or concern before proceeding to the next step

Parents and guardians are urged to contact the school if they are unsure of a message or have questions about an activity or issue. It's usually best to begin with the classroom or subject teacher. The vast majority of issues or concerns are resolved at this stage. If you are not satisfied, then you may wish to contact the principal or counsellor to request assistance in dealing with the matter. A child's problem is best solved when the people closest to the problem work together to find a solution.

Issues or concerns that cannot be resolved through the school should be referred to the district office. The District is divided into two areas of responsibility, Zone One and Zone Two, with each zone overseen by an Assistant Superintendent. In addition, there are a variety of specialized staff at the district with responsibility for areas such as learning support, student services and transportation. Your issue or concern may be best dealt with by one of these people. Please see the list of “Key Contacts” on the back page.

Other sources of support and guidance are your Parent Advisory Council (PAC) or the District Parent Advisory Council (DPAC). Your school office can provide you with the names of your school’s PAC executive. Contact the School Board Office or visit www.langleydpac.ca for DPAC contact information and other useful links.

Parents are always welcome to bring an advocate with them when meeting with school and/or district staff. PAC or DPAC members, other family members, or even friends can be advocates when dealing with an issue or concern. The DPAC website contains further information on “Advocacy” and links to other resources to help with problem-solving.

Guidelines for Parents to follow when there is an Issue or Concern

Step 1:

Start with the person whose action has given rise to the issue or concern.

Step 2:

If the issue is not resolved, contact the school’s principal, vice-principal, or counsellor. Principals work hard to provide a learning environment where your child’s needs and the needs of other students are met.

Step 3:

If the issue is still not resolved, contact the School Board Office and speak with an Assistant Superintendent or District Principal.

Step 4:

If after working through the steps above you have not received a decision or you disagree with the decision, depending upon the nature of the issue you may be able to appeal to the Board of Education. Section 11 of the School Act gives parents and/or students the right to ask the Board of Education to review decisions that school employees make, or fail to make, that “significantly affects the education, health or safety of a student.” A copy of the District’s Appeal Policy #13 can be found on our website at www.sd35.bc.ca under the “Board” tab. Copies are also available through the School Board Office or your school.

DISTRICT CONTACTS

Mal Gill, Superintendent of Schools (Clare Pereira, Executive Assistant)	778-726-3546
Woody Bradford, Deputy Superintendent (Clare Pereira, Executive Assistant)	778-726-3546
Lisa Lainchbury, Assistant Superintendent (Ruth Castillo, Executive Assistant)	778-726-3542
Kim Anderson, Director - Learning Support Services - Contact for Learning Support Services Inquiries	604-534-7891
Aldergrove Secondary	Nicomekl Elementary
Betty Gilbert Middle	North Otter Elementary
Blacklock Fine Arts Elementary	Parkside Centennial Elementary
Douglas Park Elementary	Peterson Road Elementary
DW Poppy Secondary	Shortreed Elementary
Fort Langley Elementary	Simonds Elementary
H.D. Stafford Middle	U-Connect
James Hill Elementary	Uplands Elementary/Montessori
Langley Education Centre	Wix-Brown Elementary
Langley Secondary	
Marcello Moino, Assistant Superintendent (Ruth Castillo, Executive Assistant)	778-726-3542
Linda Pollastretti, Director - Learning Support Services - Contact for Learning Support Services Inquiries	604-534-7891
Alex Hope Elementary	Langley Meadows Elementary
Alice Brown Elementary	Lynn Fripps Elementary
Belmont Elementary	Noel Booth Elementary
Brookwood Secondary	Peter Ewart Middle
Coghlan Fundamental Elementary	RC Garnett Demonstration
Donna Gabriel Robins Elementary	RE Mountain Secondary
Dorothy Peacock Elementary	Richard Bulpitt Elementary
Glenwood Elementary	Topham Elementary
Gordon Greenwood Elementary	Vanguard Secondary
James Kennedy Elementary	Walnut Grove Secondary
Langley Fine Arts	West Langley Elementary
Langley Fundamental Elementary	Willoughby Elementary
Langley Fundamental Middle and Secondary	Yorkson Creek Middle
Mike Pue, District Principal – Aboriginal Education - Contact for Aboriginal Education Inquiries	604-534-7891
Dean Pacheco, District Principal – Safe Schools - Contact for Student/Staff Wellness and Counselling Inquiries	604-534-7891
Charlene Redekop, District Principal - Early Learning & Inclusion - Contact for Early Learning Inquiries	604-534-7891
Beth Cairnie, District Principal – ELL/SWIS - Contact for French Immersion/English Language Learner/SWIS Inquiries	604-534-7891
Mark Leiper, District Principal – International Student Program - Contact for International Student Program Inquiries	604-534-7891
Tim Andronyk, Manager – Transportation - Contact for Transportation/Bussing Inquiries	778-736-0792

Our Core Values:

INTEGRITY

EXCELLENCE

COURAGE

COMMUNITY