

Communication Plan

(Updated 9/2021)

Biblical Perspective/ Purpose:

“Understand this, my dear brothers and sisters: You must all be quick to listen, slow to speak, and slow to get angry.” James 1:19

“Let your speech always be gracious, seasoned with salt, so that you may know how to answer every person.” Colossians 4:6

The purpose of Elim Communication Plan is to enhance Elim’s mission and vision to equip each and every student to pursue their God-given potential to thrive in their communities. The plan ensures Elim’s core values of:

- **Being Christ centered**
- **Believing all students, employees, parents/family members, and district partners have value and purpose**
- **Being a learning and sharing community**

Introduction:

We are committed to strong communication and building relationships with our stakeholders: students, staff, families and district partners. We value feedback in order to maintain an open and honest two-way dialogue that helps ensure each student is equipped to thrive in their communities. We are committed to:

- Ensuring that all Elim staff and families receive the level of communication that they need and deserve.
- Ensuring that all Elim staff and families have the opportunity to gain information in a timely and efficient manner.
- Ensuring that communication and feedback is consistent, timely, and clear.

Audience

- School Employees
- Students/Families

Communication: Chain of Command

Employees	Parents/ Guardians
Elim believes that an employee should always address and resolve any questions or concerns with the other person as a first step.	Elim believes that a parent/guardian should bring any concerns or questions to the teacher/therapist’s attention as a first step. If the issue is not resolved after bringing the concern or question to the direct teacher or

<p>We believe that most situations can be resolved quickly and effectively if the problem is brought to the immediate persons' attention in a timely manner.</p> <p>If the issue is not resolved, the next step would be to involve the direct supervisor and the Conflict Resolution Procedure could be followed to help provide assistance.</p>	<p>therapist, the next step would be to involve the Program Assistant Principal.</p> <p>If the issue continues to not be resolved, the next step would be to involve the School Principal.</p>
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[SLT Members: Roles & Responsibilities](#)

The link above includes a chart of roles & responsibilities for specific positions at Elim. Please utilize this chart *after* you have already discussed the question or concern with the direct staff member.

HR Team Members: Roles & Responsibilities

Name (Extension)	Title/ Roles & Responsibilities
Stacey DeGroot (x203)	Department Director
Joanne Pappas (x231)	Recruitment, Licensing, Referrals & New Hires
Stephanie Struttman (x229)	Compensation-related Questions
Kathy Quilty (x228)	FMLA, Work Comp, FFCRA, Health & Safety
Jessica McCollum (x217)	Benefits – Medical, Dental, STD, LTD, Life, Vision & FSA

Communication: Goals, Objectives, and Strategies

Audience: Staff

Goal: Ensure that internal communication is clear, consistent, and timely.

Objective	Strategies
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<ul style="list-style-type: none"> • Improve internal communication so that all employees feel supported and heard. • Ensure that all employees understand the (employee) chain of command. • Improve accessibility to current staff resources (employee handbook, school procedure manual). • Bridge the gap between school employees with SLT and ELT members. 	<ul style="list-style-type: none"> • This School Communication Plan has been developed by the School Improvement Committee in conjunction with SLT. • It is expected that all e-mails will be acknowledged and if possible, answered within 48 hours. • Principal will send out weekly e-mail to all staff and a monthly newsletter to families. • An electronic FAQ document will be created via Microsoft Word and will be shared with all employees so questions can be shared and addressed by SLT in a more efficient manner. • Both SLT and ELT meeting notes are shared with all staff members in a timely manner. • School committee members will continue to attend SLT meetings on the first Monday of the month. • ELT staff members will each lead devotions and describe their role yearly. • Periodic Facetime events with ELT have been initiated.
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Audience: Students/ Families

Goal: Ensure that external communication is meaningful and clear.

Objective	Strategies
<ul style="list-style-type: none"> • Ensure that parents feel supported. • Ensure that parents understand the (parents/ guardians) chain of command. • Ensure that families know how to navigate all available communication channels. 	<ul style="list-style-type: none"> • There is an expectation that all e-mails will be acknowledged and if possible, answered within 48 hours. • A survey will be administered (Jan 2022) to gather feedback regarding parent/ guardian satisfaction with communication and understanding of various communication channels.