



AP-B-401.1 Being Heard

Administrative Procedures

September 1, 2018

BACKGROUND & RATIONALE

This document, “**Being Heard**”, is meant to describe the ways in which individuals should work together within FFCA. The belief implicit here is that it is desirable to deal with issues at the level at which they are occurring.

PROCEDURES

1. When making suggestions or raising concerns:

- a. Focus on achieving a positive outcome. (We are all in this together!) Remember that resolving issues does not imply “getting your own way”.
- b. Assume that everyone is acting out of good will and doing their best.
- c. If you are not satisfied with someone’s actions, speak directly to the person. If you are unsatisfied with the person’s response, you should address your concerns to the person’s supervisor.
- d. Be specific; describe the problem and identify the underlying concern.
- e. Be practical; make suggestions; actively seek resolution.

2. Whom to talk with:

1. If you have a question or concern regarding the actions/decisions of a **staff member**, you should discuss the matter with the staff member directly. In the event that the matter is not satisfactorily resolved, you should discuss it with the **Principal Educator**.
2. If you have a question or concern regarding the actions/decisions of the **Principal Educator (PE)**, you should discuss the matter with the PE. In the event that the matter is not satisfactorily resolved, you should discuss it with the **Superintendent**.
3. If you have a question or concern regarding the actions/decisions of the **Superintendent**, you should discuss the matter with the Superintendent. In the event that the matter is not satisfactorily resolved, you should discuss it with the **Board Chair**.
4. If you have a question or concern regarding the actions/decisions of the **Board Chair**, you should discuss the matter with the Board Chair. In the event that the matter is not satisfactorily resolved, you should discuss it with the **Superintendent and Board Chair**.
5. If you have a question or concern regarding **Transportation**, you should discuss the matter with the Principal Educator. In the event that the matter is not satisfactorily resolved, you should discuss it with the **Secretary Treasurer**, and next with the **Superintendent** if necessary.
6. If you have a question or concern regarding the actions/decisions of the **School Council**, you should discuss the matter with the School Council Chair. In the event that the matter is not satisfactorily resolved, you should discuss it with the **School Council Chair and Principal Educator**.

NOTE:

1. If your issue or concern does not fall into any of the categories in the preceding list, or if you are uncertain about whom to contact, please direct your enquiry to: **Meredith Poole, Executive Assistant, (403-520-3206, ext. 8154)**.
2. In the event that you have followed the procedures above without resolution, please contact the Superintendent to discuss the appropriateness of lodging an Appeal to the Board (Policy B-403, Administrative Procedure AP-B-403.1.)



AP-B-401.1 Being Heard Administrative Procedures

September 1, 2018

3. Names and Numbers - Administrative Teams:

FFCA High School (403-243-3316)

Principal Educator

Associate Principal

Associate Principal

Administrative Assistant

Bharati Singh (ext. 1226)

Josh Symonds (ext. 1224)

Susan Boyd (ext. 1222)

Lynn Masikewich (ext. 1223)

South Middle School (403-259-3175)

Principal Educator

Associate Principal

Administrative Assistant

Justin Kool (ext. 222)

Jesse Classen (ext. 223)

Trish Mazzei (ext. 224)

North Middle School (403-253-9257)

Principal Educator

Associate Principal

Administrative Assistant

John Deines (ext. 102)

Shawna Drummond (ext. 103)

Kim Burroughs (ext. 101)

Southeast Elementary (403-258-2728)

Principal Educator

Associate Principal

Administrative Assistant

Denise Budgen (ext. 222)

Michelle Deleau (ext. 225)

Sally Clancy (ext. 248)

Southwest Elementary (403-259-3527)

Principal Educator

Associate Principal

Administrative Assistant

Lorie Skaper-Burtch (ext. 104)

Salima Hudani (ext. 103)

Pam Brah (ext. 101)

Northeast Elementary (403-520-5456)

Principal Educator

Associate Principal

Administrative Assistant

Midge Levson (ext.125)

Krista Lee (ext. 127)

Susan Oseen (ext.128)

Northwest Elementary (403-282-5202)

Principal Educator

Associate Principal

Administrative Assistant

Preston Lowther (ext. 225)

Sandra Berner (ext. 231)

Lee Nickel (ext. 223)

Central Office (403-520-3206)

Superintendent

Secretary-Treasurer

Roger Nippard (ext. 8155)

Reta Morgan (ext. 8151)

Board Chairperson

Cindy McGlashan-Beaucage

School Council Chairs

(Contact information may
be requested from campus)

FFCA High School – Randall Spahl

South Middle School – Stephen Miles

North Middle School – Terri Sartori

Southeast Elementary – Raymond Chow

Southwest Elementary – Rafiq Elias

Northeast Elementary – Jamie Dunlop

Northwest Elementary – Jon Stilborn