



**Westfield English Language
School
(WELS)
Student/Parent Handbook
2020 - 2021**

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WESTFIELD ENGLISH LANGUAGE SCHOOL (WELS)

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WELS Coordinator's Message:

I am very excited and honoured to welcome each and every one of you to our new and exciting WELS program at Westfield Education. We are anticipating a successful and rewarding year, and I look forward to working with our dedicated Westfield staff and parents to ease your transition into your new school and city. We aim to foster effective and practical learning for students to succeed in today's globalized world.

The WELS Student and Parent Handbook is a framework for collaborative work as a school community, and provides pertinent information on our expectations, processes, and procedures.

I look forward to working together with the Westfield staff and board members to bring to a positive and exceptional start as we embark on the start of a new and exciting program.

Wishing you a wonderful learning experience!

Imad Al-Hawamdeh
WELS Coordinator



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Westfield English Language SCHOOL ORGANIZATION

School Members

WELS Program Coordinator: Mr. Imad
Educational Director: Mr. Frank Marchini
CEO: Ms. Patty Yin

Academic Schedule

WELS offers open ended schedules by design:

- January to December
- By the month or more

Office hours: 8:15 a.m. – 5:15 p.m.

Sample Schedule

Daily Class Schedule –	
Period 1	8:55 a.m. – 10:25 a.m.
Break & Travel Time	10:25 a.m. – 10:35 a.m.
Period 2	10:35 a.m. – 12:10 p.m.
Lunch	12:10 p.m. – 12:50 p.m.
*Period 3	12:50pm – 2:25 p.m.
*Break & Travel Time	2:25 p.m. – 2:35 p.m.
*Period 4	2:35 p.m. – 4:10 p.m.

*Afternoon Schedule could be converted to Cultural Tours



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POLICIES AND PROCEDURES

School Attendance and Achievement

Students are expected to adhere to the attendance policy outlined herein and any expectations determined by the administration team. Regular attendance at school is critical for the student's learning and achievement of course expectations. Students who habitually miss the class may suffer in the assessment process because their achievement cannot be fully assessed.

Lates

Students who arrive to class after the designated start to each period will be marked late. If the student arrives more than 40 minutes late or at the teacher's professional judgment, will be recorded as absent. The subject-teacher will discuss the tardiness with the student. The student may be asked to make up the time missed with the subject-teacher. Frequent late arrivals will result in added consequences and parent or guardian notification, as well as referral to the Guidance Counsellor and Director.

Extended Absences

Students who plan to be absent for more than five consecutive days must personally inform the Guidance Counsellor prior to making any travel plans. The Director will determine whether the absences may be recorded "with reason" and will inform the student, parent or guardian of his/her decision.

Student Responsibility

If absent, the student must mitigate the effects of lost instructional time by connecting with his/her teacher(s) who will be able to provide the appropriate instruction and/or resources. Students are responsible for completing all homework, assignments, assessments, and other products of learning missed due to an absence. If a student knows of an impending absence, s/he should coordinate with the teacher(s) affected. Any missed assessments for, as, and of learning, including, but not limited to, homework, assignments, projects, presentations, self-assessments, tests, and quizzes, must be taken on the first day the student returns to school.

Impact on Academics

Westfield English Language School will not grant certification to students who have missed more than 25% of classes without reason substantiated by appropriate documentation. Letters will be handed out to students and/or to parents/guardians the day after their third absence as a warning that the student's certificate will be in jeopardy if unexplainable absences continue. No other warnings will be provided. Where, in the Director's judgment, a student is jeopardizing his or her successful completion of a course due to frequent absences from school, the Director and Guidance Counsellor may meet with the student



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and the parents/guardian to explain the potential consequences of the absences, (including failure to gain certification), and discuss steps that could be taken to improve attendance.

Consequences

Attendance concerns will be dealt with severely that will include detentions designed to “earn back” lost classroom instruction. Formal letters of reprimand will be sent to the student and parents/guardians and may also be placed in the student’s file.

Summary of Responsibilities from all Stakeholders

Students are responsible for:

- Attending all schedule classes on time;
- Being prepared for classes and participating fully in the planned learning activities; and
- Covering the material missed because of absences.

Teachers are responsible for:

- Receiving and processing attendance-related reports;
- Maintain a daily attendance record as per the Education Act of Ontario
- Inform administration of students with chronic absences

Parents are responsible for:

- Actively monitoring their child’s progress – including their attendance;
- Communicating with the school if they are aware of their child’s present or forthcoming late or absence; and
- Support the school’s initiative and attendance policy by encouraging their child to maintain regular attendance.

Administrators are responsible for:

- Promoting a culture of respect, initiative and responsibility – reflected in regular student attendance;
- Monitoring class and school attendance;
- Following up with attendance referrals; and
- Accessing additional supports for student success

Office staff are responsible for:

- Collecting daily attendance sheets from teachers during each period and recording the attendance into WELS’ Student Information System (SIS).

Policy for Late Comers

1. All students will write an English assessment test to ascertain level of English proficiency while in homeland, and again, just after arrival.



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2. Determine the point of course instruction.
3. Students who have missed more than ten (10) classes may not qualify for an English Language certificate. Students may write unit tests to determine their ability/knowledge to enter a class. Attention will be given to whether students have demonstrated that they meet overall/specific expectations. At that time the Coordinator will determine whether or not a certificate can be granted.
4. Identify areas where additional tutoring is required. Keep in mind that tutoring is one on one and should therefore require less time to assist students to catch up.
5. Determine amount of tutoring necessary. This must be approved by the coordinator.
6. Student can be assigned work to do outside of tutoring sessions.

Note: All students must submit their academic records for previous education.

Age of Majority – Consent for Information Sharing

Once a student reaches the age of majority (18), all communications regarding their school matters (e.g. absences, report cards, etc ...) will cease to go to the parents or guardians as the student is deemed an adult for the purposes of the Education Act [S.1(2)]. A student may complete the Consent for Information Sharing – Students at the Age of Majority Form, to provide express approval for the school to contact parents(s)/guardians(s). The form is available in the Guidance Department.

Communication

Parents and guardians are our most important partners in educating children. Effective communication between home and school is a high priority for members of the Westfield community. We use a variety of methods to communicate with you throughout the year such as email, parent-teacher interviews, website updates, and *WeChat* notifications.

Orientation

Westfield English Language School will offer student orientation at the beginning of each school program to welcome new and returning students. Students are expected to participate in all orientation activities. Details will follow in the proceeding weeks

Language

Westfield English Language School welcomes students from around the world. In our multicultural community we celebrate diversity and encourage students to recognize the importance of, and share, their culture and cultural traditions. These values are also reflected in our curriculum.

When it comes to in-class work, the language of instruction is in English. Although it may be initially challenging, we encourage students to only speak English in class.



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Certification

Students receiving a Certificate will be provided with specifics about the ceremony and will be given an opportunity to select their valedictorian towards the end of each program..

Behaviour

All members of the school community are expected to maintain the following standards of behaviour:

- respect and comply with all applicable federal, provincial and municipal laws;
- if a student is living with a host family, the student must respect and adhere to all reasonably established rules by the host family;
- respect differences in people, their ideas and opinions;
- treat one another with dignity and respect at all times, and especially when there is a disagreement (disagreements are dealt with in a mature fashion through discussion and compromise);
- respect and treat others fairly, regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, gender, gender identity, family or marital status, sexual orientation, creed (faith), socio-economic status, same sex partnership status, age, or disability;
- respect the rights of others;
- show proper care and regard for school property and the property of others;
- take appropriate measures to help those in need;
- respect persons who are in a position of authority (i.e. administration team, office staff, and teachers);
- display acceptable hall and classroom behavior;
- respect the need of others to work in an environment of learning and teaching;
- follow the components of Westfield's Safe School Policy.

Threats, remarks, abuse, or harassment, by any individual which impairs the health and welfare of any student or staff member, are not permitted and are to be reported to the principal immediately. Refractory behavior will result in documentation placed in the student's record and may remain in place as part of the permanent file. Failure to comply with any or all of these expectations may include suspension from school and/or be grounds for dismissal.

Bullying, Cyberbullying, or Intimidation

Westfield English Language School will not tolerate any form of physical, sexual, emotional, verbal, psychological abuse nor any form of neglect or harassment whether in person or through any use of technology.

Cyberbullying is misconduct carried out over the internet and may be subject to school discipline whether carried out at school, at home, or elsewhere if it affects the school climate.



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A student found in the company of a student or group of students who engaged in an illegal act may be subject to the same civil, criminal and school consequences.

In the case that a student finds him/herself being bullied, s/he is encouraged to speak to his/her parents, or the guidance counsellor, or the principal. It is to the discretion of the principal if local authorities are contacted, particularly when there is severe violence or threat of harm.

Progressive Discipline

If a student breaches the code of conduct, progressive discipline techniques will be applied that shift the focus from being solely punitive to being corrective and supportive. Progressive discipline is a whole-school approach that utilizes a continuum of interventions, supports, and consequences to address inappropriate actions. Learning opportunities reinforce positive behaviour and help students make better choices. Members of the administration and/or guidance team will assist the student through their challenges. Intervention may include:

- Time out
- Discussion with a teacher, member of the support staff, guidance counsellor, or principal
- Attendance / performance/ behaviour contracts
- Reflection sheet
- Parental contact and involvement in applying an appropriate remedy
- Loss of privilege to participate in specified school activities
- Peer mediation
- Individual or group counseling
- Written or oral apology
- Detention
- Restitution for damage or stolen property
- Community service
- Restorative justice practices
- Suspension
- Police involvement
- Expulsion

Reasons for Suspension

The behaviours for which the Co-ordinator may consider suspension of a student include:

- a) *Uttering a threat to inflict serious bodily harm on another person by stating a willingness to cause death or serious bodily harm to a person. The term “threat” does not apply to situations in which no real threat was intended.
- b) Possessing alcohol or illegal drugs.
- c) *Being under the influence of alcohol or illegal drugs.
- d) Swearing in a non-educational context.



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- e) *Committing an act of vandalism that causes extensive damage to school property or to property located on the premises.
- f) **Bullying:** is typically a form of repeated, persistent and aggressive behaviour that is directed at an individual or individuals that is intended to cause (or should be known to cause) fear and distress and/or harm to another person's body, feelings, self-esteem, or reputation. Bullying occurs in the context where there is a real or perceived power imbalance.
- g) Use of tobacco on school grounds.
- h) Theft.
- i) *Aid / incite harmful behaviour.
- j) Physical assault is the intentional application of force directly or indirectly in any degree at all, to a person without the person's consent.
- k) *Sexual harassment occurs when a person receives unwelcome sexual attention from another person, whose comments or conduct is known or should reasonably be known to be offensive, inappropriate, intimidating, hostile and unwelcome. It also includes an environment in which sexist or homophobic jokes and materials are allowed. Harassment is often, but not always, persistent, ongoing conduct or communication in any form, of attitudes, beliefs, or actions towards an individual or group which might reasonably be known to be unwelcome. A single act or expression can constitute harassment, for example, if it is a serious violation. Harassment may be either subtle or blunt.
- l) **Racial harassment means engaging in a course of vexatious comments or conduct pertaining to a person's race which is known, or is reasonably known, to be offensive, inappropriate, intimidating, hostile and unwelcome. Race refers to a group of people of common ancestry, distinguished from others by physical characteristics, such as colour of skin, shape of eyes, hair texture or facial features. The term is also used, at present, to designate social categories into which societies divide people according to such characteristics.
- m) Fighting.
- n) *Possession or misuse of any harmful substance.
- o) **Hate-motivated violence. Hate material includes literature, leaflets, posters, graffiti distributed (or sent by electronic means) to incite violence or animosity against an identifiable group and/or their property. The incitement of hatred or bias-motivated incidents against an identifiable group may include persons distinguished by their race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or other similar factors.
- p) **Extortion issuing threats, accusations or violence or threats of violence to induce any person to do anything or cause anything to be done.
- q) **Distribution of hate material.
- r) *Inappropriate use of electronic communications/media is the intentional use of an electronic device or communication medium, such as, but not limited to, all features of a phone, a cell phone, digital camera, blackberry, emails, school hotlines, web-based communication sites and print material, such as flyers, school newspapers and brochures, that negatively affect the well-being of another person and/or the learning environment in accordance with the definition of harassment (as set out above) and/or
- s) An act considered by the Principal to be a breach of the School's Code of Conduct.



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The behaviours for which the Co-ordinator may expel a student include:

- a) **** Possessing a weapon, including a firearm means anything used, designed to be used or intended for use in causing death or injury to any person, or to threaten or intimidate any person. It can include objects which can be used as weapons. Objects such as a pen, or a screwdriver, if displayed to threaten or intimidate, become weapons under this definition. Weapon includes a firearm and any device that is designed or intended to exactly resemble or to resemble with near precision, a firearm, any barrelled weapon from which any shot, bullet or other projectile can be discharged and that is capable to causing serious bodily injury or death.**
- b) **** Using a weapon to cause or to threaten bodily harm to another person.**
- c) **** Physically assaulting another person that causes bodily harm requiring treatment by a medical practitioner. Bodily harm refers to any hurt or injury that lasts and is not slight which interferes with the health or comfort of the person, and includes (but is not limited to) injuries that receive medical attention. Any cut that requires stitches or any broken or fractured bone should be considered a serious injury. Serious injury could also include multiple minor injuries.**
- d) **** Committing a sexual assault. A sexual assault occurs where a person, without consent, intentionally applies force to another person in circumstances of a sexual nature such as to violate the sexual integrity of the victim.**
- e) **** Trafficking in weapons or in illegal drugs means to sell, administer, transfer, transport, send or deliver any harmful substance, illicit drug or narcotic as set out in the Controlled Drugs and Substances Act.**
- f) **** Committing robbery. A robbery occurs where a person uses violence or threats of violence to steal money or other property from a victim.**
- g) Giving alcohol to a minor.
- h) Possession of explosive substance includes anything capable of causing the sudden release of potentially harmful force and/or
- i) An act deemed by the Principal to be a serious breach of the Code of Conduct.

(* Co-ordinator may call police; ** Co-ordinator must call police)

Cellular phones and electronic devices

While students are allowed to have cell phones in the program, they may not use cell phones, nor have them turned on during class periods, during meetings, or educational programs. Faculty or staff may collect student cell phones and other electronic devices that may be a distraction at the beginning of a class or event and return them at the end of class.

Laptops and calculators may be used in class for educational purposes including researching and completing homework and assignments as per the instructions of the classroom teacher that abides by school policy.



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Medical Insurance:

Medical Insurance is Mandatory: Students are required to have medical insurance prior to arriving in Canada.

Both homestay insurance and medical insurance are mandatory. ALL students are required to have medical insurance AND homestay placement before starting their studies in Canada. Without proper insurance coverage, medical and hospital charges can be expensive. Therefore, it is a must-have, non-negotiable compulsory requirement for international students to have medical insurance. Students can inquire about insurance plans for medical and homestay by contacting our school at:

info@westfieldsecondary.com or by emailing Lynn Pho, our homestay advisor at:
linhpho1223@gmail.com

Health insurance Options: Visa Student Health Insurance Program (VHIP)

The Visa Students Health Insurance Plan (VHIP) is an example of a health insurance plan designed especially for international visa students pursuing their education in Canada. Students can inquire about this insurance plan and others by contacting our school via email info@westfieldsecondary.com or by *WeChat*. For homestay insurance inquiries please contact our homestay advisor, Ms Lynn Pho at linhpho1223@gmail.com

The VHIP program is underwritten by Industrial Alliance insurance and Financial Services Inc. with offices in Quebec, Vancouver, and Toronto. Excel Insurance Agency Inc. is the sole agency provider of the VHIP health insurance coverage and currently covering thousands foreign students every year in both private and public high schools.

Homestay inspections

Homestay inspections will be conducted by counsellor to determine the condition of each homestay. Any concerns will be addressed with the students, and students are expected to immediately comply with counsellor requests.

Accident at School

All injuries must be reported to the person supervising the class activity and to the main office. An Accident Injury Report form must be filled out by both student and teacher and be signed by the principal.

Allergies/Medical Conditions

If your child has a serious or life-threatening allergy or medical condition, let the school know immediately and speak to the school office about completing the appropriate medical forms.

Emergency Information

Inform the main office as soon as possible if any of the following information changes:



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- address, or home numbers, or other contact information;
- emergency contacts and telephone numbers;



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- changes in custody agreements;
- medical alert or changes in health condition (e.g. allergies, medications).

Emergency Procedures for School Evacuation

If an emergency situation occurs, students will be required to follow the emergency procedures, and teachers' instructions. Students must meet and stay with their classroom teacher; those on spare periods will meet with an administrator. Attendance will be taken at this time. Students/staff must not leave the school property during the emergency and are not to get into any vehicles during a school evacuation.

Excursions

From time to time educational opportunities are provided to students that require travel off-campus. It is the expectation of Westfield that:

- Students must adhere to all school policies either on property or on a school related field trip.
- Students are expected to communicate with their teachers about upcoming school trips or competitions to make alternative arrangements to cover the missed classwork.

Smoking

A provincial law called the Smoke-Free Ontario Act governs the board's response to smoking on school property. Smoking is prohibited on school property.

Smoking or holding lit tobacco is prohibited by all persons inside a school and outside on school grounds including parking lots and inside cars. Fines range from \$305 CDN to \$5,000 CDN.

Tobacco control officers with York Region Public Health make random checks at schools and issue fines on the spot. In addition to the above fines persons found smoking on board property may face other consequences at school.

Withdrawal

Students who leave school for any reason during the school year must complete the necessary forms available from the Guidance Department. Students must also ensure that all textbooks and school materials are returned.

STUDENT ACADEMIC RESPONSIBILITIES

Expectations

All students are expected to adhere to the following responsibilities:

1. Students are expected to be punctual and maintain regular attendance.



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2. Students are expected to demonstrate honesty and integrity;
3. Students are expected to complete their course work, including, but not limited to, homework, assignments, projects, presentations, tests, quizzes, and exams, to the best of their skills and abilities.
4. Come to class prepared by bringing required materials.
5. Students are expected to seek assistance when required.
6. Students must participate in school activities and clubs.
7. Students must respect and adhere to the classroom policies and procedures of each teacher, and all school policies.

GENERAL SCHOOL GUIDELINES

Assemblies

Assemblies are held periodically to recent topics of interest or concern to the student body. All designated students are expected to attend. No food, drinks, listening or entertainment devices are permitted. You are expected to arrive punctually, quickly take a seat in the assigned row with your teacher and wait quietly for the start of the presentation. During the assembly, listen carefully and respectfully. You are not permitted to leave the assembly except under extenuating circumstances. Students are not permitted in the halls during the assembly. Students who misbehave will be escorted to the office by staff.

Lunch Room

Students are welcome to use the student lunch room during breaks and lunch time. It is expected that everyone will make an effort to take care of our lunch room by disposing of their own garbage in the proper containers and using recycling bins when appropriate.

Food

Students are encouraged to eat their lunch or snack in the lunchroom. Should a student have food in a classroom, s/he must ensure that their desk and the surrounding area is free from all debris. Students are encouraged to drink water throughout the day using a reusable water bottle.

Gambling

Gambling is prohibited on or adjacent to school property.



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Stairwells

Stairwells must remain clear in compliance with fire regulations. Students may not congregate or smoke in the stairwells.

Laser Pointers

Laser pointers are not allowed on school property as they pose a safety risk in that their use may result in physical damage to one's eyesight. Thus, the use of laser pens on school property will result in the confiscation of the laser pen, parental contact, and potentially suspension.

Lockers

Students may be issued a locker for the year that will be shared with a fellow student. Students are expected to:

- take responsible care of it;
- not share their combination with any other students;
- maintain it in an orderly fashion;
- keep it locked when not in use.

Lost and Found

Found articles should be turned into the front desk and may be claimed there. Westfield is not responsible for any lost/stolen/damaged personal property.

Out of Bound Areas

The administrative office area is out of bounds to students unless they have an appointment with Student Services.

Printing

Students will be able to print to the school printer for a set fee. The receptionist will assist the student with their request. Students are not allowed to photocopy or print of their own accord without supervision.

Personal Property

Students are responsible for their personal property. All personal property such as knapsacks, coats and electronic/digital devices should remain in lockers during class time unless required. Students should use discretion in bringing money or valuable personal property to school. The school will not be responsible for lost or stolen articles on school property.



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Textbooks

WELS supplies textbooks on a loan basis. Students are responsible for returning them at the end of the semester, or upon withdrawal from a course or school. If the textbook or other materials are not returned, financial restitution must be made. This applies to damaged textbooks or materials. Textbooks must be returned directly to the subject teacher, so that the textbook number can be cross-referenced with the original distribution list. Do not leave textbooks on a desk, in a room, or ask a friend to return your book.

Reporting Achievement Levels

Percentage Grade Range	Achievement Level	Summary Description
80 - 100%	Level 4	A very high to outstanding level of achievement. Achievement is above the provincial standard, but not beyond grade level.
70 - 79%	Level 3	A high level of achievement. Achievement is at the provincial standard.
60 - 69%	Level 2	A moderate level of achievement. Achievement is below, but approaching the provincial standard.
50 - 59%	Level 1	A passable level of achievement. Achievement is below the provincial standard.
Below 50%		Insufficient achievement of curriculum expectations. A credit will not be granted.

Report Cards

Westfield English Language School will issue a report card at the end of each program. Copies of the reports are retained in the WELS Student Record folder and the originals are given to the students.

THE GUIDANCE DEPARTMENT

The Guidance Program

Guidance is a vital and integral part of the high school program at Westfield English Language School. The school provides the following services:



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- **Counseling:** Counselling is arranged on a one-to-one basis, with counsellors available to assist the students in planning and working toward their educational and career goals, and to help them resolve personal and social difficulties. Matters of a personal nature are kept confidential unless the student's or anyone else's safety is at risk.
- **University planning and applications:** If needed and when desired, the Guidance Counsellor will develop an educational plan with the student.
- **Monitoring of student achievement:** From time to time, the guidance department may assist the teachers and the administration team in monitoring student progress. Students are expected to cooperate with the guidance counsellor who may ask to see their work and set goals for the student to complete.

Student Services

Moreover, WELS assists international students in a variety of areas outside of the ESL program including:

- Extra-curricular activities
- Opening a bank accounts
- Application for transit ticket
- Counseling for Personal Problems
- Student Residence

Westfield Education Conflict Resolution Policy

General Procedure

At Westfield Education, questions and/or concerns are redirected to appropriate supervisors (Westfield Secondary School or Westfield English Language School) who will then respond to the enquiry or assist in a resolution. This will be conducted in accordance with Languages Canada standards for Dispute Resolution Policy Procedures for Dispute Resolution. This document is available on Languages Canada website and can be accessed by clicking the link below:

https://www.languagescanada.ca/web/default/files/LC_Dispute_Resolution_Policy_2015_logo.pdf

DEFINITION OF A COMPLAINT

A complaint is defined as any oral or written communication expressing dissatisfaction with the application of policies, procedures, programs, services or actions of an employee or Westfield



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Education. Those expressing an oral complaint will be required to put the complaint in writing, dating and signing the complaint to facilitate the investigation.

PROCESSING OF A COMPLAINT

Complaints will not be processed, where the complainants are members of the public who have had a recent opportunity to comment on a Westfield Education decision or a similar complaint by the individual has already been processed, or where another process is in place to hear complaints.

Complainants, who persist in opposing rules, routines and functions of Westfield Education, clearly being complaints of malice, frivolousness, vicariousness or harassment of employees, will be advised that such action will not be condoned or tolerated.

PROCESS FOR RESOLVING COMPLAINTS

From time to time, a parent/guardian may contact Westfield Education for further discussion relating to school issue. A parent/guardian should be directed to follow the process outlined below in the hope that the issue can be resolved.

If a parent/guardian has a concern about a school matter, the following (which may require one or more meetings at each step) should be followed:

- Review of the issue with the student's Teacher
- Review of the issue by the School Administrator(s)

Conflict Resolution Procedure

1. Opening

- Ask the other person to name a time when it would be convenient to meet.
- Arrange to meet in a place where you won't be interrupted.

2. Focus on behavior and events, not on personalities.

- Say "When this happens ..." instead of "When you do ..."
- Describe a specific instance or event instead of generalizing.

3. Listen carefully.

- Listen to what the other person is saying instead of getting ready to react.
- Avoid interrupting the other person.



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- After the other person finishes speaking, rephrase what was said to make sure you understand it.
 - Ask questions to clarify your understanding.
4. Identify points of agreement and disagreement.
- Summarize the areas of agreement and disagreement.
 - Ask the other person if he or she agrees with your assessment.
 - Modify your assessment until both of you agree on the areas of conflict.
5. Prioritize the areas of conflict.
- Discuss which areas of conflict are most important to each of you to resolve.
6. Develop a plan to work on each conflict.
- Start with the most important conflict.
 - Focus on the future.
 - Set up future meeting times to continue your discussions.
7. Follow through on your plan.
- Stick with the discussions until you've worked through each area of conflict.
 - Maintain a collaborative, "let's-work-out-a-solution" attitude.
8. Build on your success.
- Look for opportunities to point out progress.
 - Compliment the other person's insights and achievements.

Parent(s)/Guardian(s) Rights:

When a parent/guardian may feel that they need support in order that they can adequately address their child's interests, they may assign a representative. The representative may be in attendance at meetings with staff, subject to any limitations established in administrative procedures. Any costs/expenses associated with such a representative are the responsibility of the parent/guardian.

The assigned representative must agree to maintain the confidentiality of any matter discussed at a meeting between parent/guardian and staff.

Matters not to be discussed with Staff

In a grievance situation, example of such matters that cannot be discussed include:

1. personal details or disciplinary measures concerning other students
2. personal details related to staff or performance issues related to staff.

APPEAL

If complaint is not satisfied with the outcome of the above process, the complainant may make a written request to the WELS Coordinator to re-make a delegation to re-examine the issue. Any



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approved delegation will be conducted in accordance with Westfield Education Procedures following Languages Canada Standards.